



LARRY HOGAN
Governor

BOYD K. RUTHERFORD
Lieutenant Governor

DAVID R. BRINKLEY
Secretary

MARC L. NICOLE
Deputy Secretary

TASK ORDER PREPARATION, SELECTION AND AWARD PROCESS FOR THE CUSTOMER SERVICE MASTER CONTRACT (CSMC) 2017 V.1 Effective October 1, 2017

OVERVIEW (See Specifics in Sections 1 – 6 below):

The Customer Service Master Contract (CSMC) is a master contract. By means of secondary Task Order RFP (TORFP) competition, the CSMC Master Contractors (MCs) in the applicable Functional Area that are not suspended at the time of each TORFP's release date compete for the applicable Task Order (TO) award by submitting their Task Order Proposals (TOPs) by a specific due date and time. Their TOP submissions are divided into a Technical submission and a Financial submission. The DBM Contract Manager receives all TOPs and provides an initial review of the Technical submissions. Technical submissions are then forwarded to the Agency's designated Task Order Manager (TOM) and/or Procurement Officer (PO). The TOM/PO is the responsible party who coordinates his/her Agency's evaluation team with the aid of the DBM Contract Manager.

The TOM/PO and the rest of the Evaluation Team must follow standards set forth in the TORFP to evaluate the TOPs. Once a decision has been reached for the technical merit of each MC's technical submission, the evaluation team members then review each MC's financial submission and any subsequent Best and Final Offers. A recommendation is then reached as to the most advantageous offer for the State.

The Agency then provides for the ADPICS entry. Once approved by the DBM Contract Manager, the DBM Contract Manager then coordinates and provides: the notification to the potential MC awardee, the Task Order Agreement (TOA), an initial Notice-To-Proceed (NTP), and the official TOA award notice to all the MCs.

Within approximately two weeks of the award notice, the Agency's TOM and team then hold a TOA Kick-Off Meeting. The TOM is responsible for the contract management of the TOA work. The TOM coordinates with the TOA MC's Contract Representative. Each TOA has a specified duration (period of performance), scope, Minority Business Enterprise (MBE) participation goal, Veteran-owned Small Business Enterprise (VSBE) participation goal and reporting requirements, and a Not-To-Exceed price. None of these elements can be changed or removed without the DBM Contract Manager's prior written approval. The MC and its MBE and VSBE subcontractors provide the TOM with monthly MBE and VSBE reports. The TOM is responsible for ensuring that the actual MBE and VSBE participation achieved by the TOA MC is entered each month into ADPICS.

Approximately three weeks after a TOA project's completion, the Agency's TOM completes the form: "AGENCY FEEDBACK FORM AT THE COMPLETION OF A CSMC TOA" and submits it to the DBM Contract Manager.

The following outlines the steps for preparing, selecting and awarding work for DBM's CSMC. Actual details of any specific TORFP may vary, but should follow these general procedures.

Any questions should be directed to the DBM Contract Management Office (CMO). The DBM Contract Manager is:

Department of Budget & Management
45 Calvert Street
Annapolis, MD 21401
e-mail: dbm.cmo@maryland.gov
Phone: 410-260-7338
Fax: 410-974-3274

PART 1: STARTING A TORFP

Note: DO NOT submit an ADPICS Requisition to DBM to initiate the TORFP. Simply contact the DBM Contract Manager.

1. The Agency obtains a copy of the CSMC's initial TORFP Scope of Work (SOW) template in Microsoft Word on the DBM website. Locate the link to the "Statewide Contracts" on the left-hand side of the "*Procurements and Contracts*" web page. From the list of Statewide Contracts select the link to the "*Statewide Customer Service Master Contract (CSMC)*". From the Customer Service Master Contract Home Page, the left-hand side has the list of "*CSMC Quick Links*" that includes the "*Agency Task Order Process*". If the website appears to be down, contact the DBM Contract Manager. The initial TORFP SOW template is to be utilized by the requesting agency to complete a SOW (See Part 1: Item 5 below) which the DBM Contract Manager will later plug into an overall TORFP that will be released to the Master Contractors (MCs). MCs then prepare and submit their individual Task Order Proposal (TOP) by the established due date and time.
2. The Agency is responsible for assigning a Task Order Manager (TOM) who will coordinate all of the process with the DBM Contract Manager, and be the responsible party for Task Order contract management after TOA award. The Agency is also responsible for designating a Procurement Officer (PO). The Agency PO and TOM may be the same person.
3. The Agency is responsible for providing an MBE Project Review (MBE-PR) to determine the MDOT certified MBE participation goal and MBE subgoals for its TORFP. The Master Contract has an aggregate goal of 20%. However, it is the responsibility of the Agency to determine the MBE percent participation appropriate for its particular SOW. The Agency will complete an MBE-PR form and subgoal worksheet and submit this information to the DBM Contract Manager at the time it prepares the draft TORFP SOW.

4. The Agency is responsible for providing a VSBE Project Review (VSBE-PR) to determine the United States Department of Veterans Affairs verified VSBE participation goal for its TORFP. The Master Contract has an aggregate goal of 5%. However, it is the responsibility of the Agency to determine the VSBE percent participation appropriate for its particular SOW. The Agency will complete a VSBE-PR form and submit this information to the DBM Contract Manager at the time it prepares the draft TORFP SOW.
5. The Agency is also responsible determining the applicable Living Wage tier under Title 18 of the State Finance and Procurement Article of the Maryland Annotated Code. DBM's "Living Wage Requirements for Service Contracts" documentation will be included with each released TORFP. (See Section 4.28 and Attachment F in the CSMC RFP.)
6. The Agency then drafts the initial TORFP SOW, determining the applicable Functional Area and work requirements, and plans and establishes the estimated schedule for the project and award. The plans should include a pre-TOP conference, a reasonable time period for MCs to prepare a TOP to the TORFP, and a reasonable time period to evaluate all TOPs that are received from the DBM Contract Manager. The evaluation process should also include a Discussion with each MC that proposed and is deemed to be reasonably susceptible for being selected for award.
7. In drafting the initial TORFP SOW, the Agency should address each area of the TORFP template. The DBM Contract Manager's assistance in drafting the SOW is available via email or telephone.
8. The Agency submits its initial draft TORFP SOW to the DBM Contract Manager via email to dbm.cmo@maryland.gov.
9. The DBM Contract Manager reviews the draft TORFP SOW and recommends changes and corrections as necessary. For substantive changes, or if questions/issues remain open, the DBM Contract Manager may call with questions to discuss, and/or return the TORFP SOW to the Agency. Once all issues are resolved, the revised TORFP SOW may be submitted to the DBM Contract Manager.
10. Upon the DBM Contract Manager's approval of the TORFP SOW and the release of the TORFP to the MCs, the DBM CMO will notify the Agency TOM of the release and the assigned TORFP tracking number. The TORFP tracking number is the number that will be noted on all the TORFP's follow-on contractual paperwork and invoicing. Example: CSMC-2018-08-001(MPT).
11. The Small Business Reserve (SBR) TORFP task order process is the same with the exception that with prior approval of the DBM Contract Manager, only an Agency designated under SFP §14-501(b) may designate a TORFP as an SBR TORFP. Only qualified SBR MCs in the applicable Functional Area may propose to a SBR TORFP. The resulting TOA may then only be awarded to a qualified MC that meets the statutory qualifications of a Small Business as defined in SFP §14-501(c), Annotated Code of Maryland, and is registered with the Department of General Services, Small Business Reserve Program at the time of Task Order award. Information regarding the Small

Business Reserve Program and Small Business standards can be obtained from the Maryland Department of General Services website at:

<http://dgs.maryland.gov/Pages/SmallBusiness/index.aspx>.

As with all TORFPs, the applicable user State Agency shall assess the potential for MBE and VSBE subcontractor participation goals for each SBR TORFP. (See also Part 5: MBE, VSBE and SBR Reporting.)

PART 2: TORFP SOLICITATION & DECISION

1. The DBM Contract Manager releases the TORFP on behalf of the Agency to the MCs in the applicable Functional Area and the TORFP enters the OPEN period. The OPEN period is the time between the release date and the due date/time.
2. The sole contact for the Agency and the CSMC MCs during the OPEN period is the DBM Contract Manager, unless the DBM Contract Manager specifically directs otherwise.
3. CSMC MCs (or CSMC SBR MCs as the case may be) in the applicable Functional Area that are not suspended (see CSMC RFP Section 2.3.1.4) will be notified of the release of the TORFP, all Amendments, pre-TOP conference notes, and other relevant materials up until TOPs are due and received from the participating MCs. An MC that does not participate in the TORFP will complete and submit to the DBM Contract Manager its intent to “NO BID” (no TOP submission) and why. This is provided on the “Master Contractor No Bid Form” titled “*Customer Service Master Contract (CSMC) Master Contractor Comments for Not Submitting a Task Order Proposal (TOP)*”. The information provided will aid both the Agency and the DBM Contract Manager in future TORFP efforts.
4. The Agency team hosts a Pre-Task Order Proposal (Pre-TOP) Conference for the MCs approximately two weeks after the release of the TORFP. Notification of the Pre-TOP is on the TORFP Key Information Summary Sheet. Historically, the Pre-TOP is best held beginning at 10:00 AM to approximately 12 noon; however, the time is flexible.
5. At the time of Agency evaluation, the DBM Contract Manager will provide an Excel Spreadsheet as an Evaluation Tool to the Agency TOM and/or PO (TOM/PO) with instructions on its use. The DBM Contract Manager will also arrange for the Agency to obtain the MC TOPs that pass the DBM Contract Manager’s initial review.
6. The TOM/PO assigns an Evaluation Team to review TOPs and recommend award. The TOM/PO provides them with best practice instructions of “*Evaluation Committee Duties and Responsibilities*” (as received from DBM Contract Manager). The Evaluation Team should include business stakeholders and subject matter experts for that particular Agency’s business process for the subject TORFP.
7. Once the TORFP’s proposal due date has passed and the TOPs have been received by the TOM/PO, the TORFP enters the IN REVIEW period. While IN REVIEW, the Agency’s communications regarding the TORFP will be limited to those MCs that submitted TOPs.

8. The Agency TOM/PO after selecting the Evaluation Team will conduct the evaluation phase of the process that should include discussions with each proposing MC, communicate any information, clarification, meeting requests, etc. for the MCs, and establish the technical rankings based only on the evaluation criteria outlined in the TORFP. Throughout this period, the DBM Contract Manager is available to provide guidance for the evaluation.

General Details Regarding Discussions: The Discussions held with each proposing MC usually last approximately 1 ½ hours. The Discussion shall only be upon the Technical Proposal. **No** financial information can be discussed at this phase. The meeting is chaired by the TOM/PO with the whole Evaluation Team attending. The Agency gives a brief overview of their needs. The MC is then given approximately 20 minutes to describe their Technical proposal offer. Then an open, friendly discussion with both parties asking and answering questions proceeds. No questions and answers can be given on any other MC's TOP. The outcome of the Discussion should be that all inconsistencies are clarified and that both parties have a very good understanding of the other's position.

The MC must submit in writing any final outcome(s) different than their original proposed technical solution to both the TOM/PO and the DBM Contract Manager. If the MC should win the Task Order Agreement (TOA) award, this submission will become a part of its overall Technical TOP submission, which is a part of its TOA.

Typically, there will be a Best and Final Offer (BAFO) request towards the end of the whole evaluation process. For a BAFO request, the MC will have the opportunity then to submit a revised Financial Offer that reflects any change made to its Technical TOP.

9. As part of the evaluation process, the Agency TOM/PO is responsible for providing their Evaluation Team with copies of any documents and communications.
10. Upon completion of a technical ranking with strengths and weaknesses stated for each TOP evaluated, the Agency TOM/PO will fill out the Excel Evaluation Tool per the Tool's and the DBM Contract Manager's instructions, and forward this information to the DBM Contract Manager. Once the DBM Contract Manager has reviewed this information and believes the process can move forward, the DBM Contract Manager will make the MCs' Financial Proposals available to the TOM/PO. Only those MCs who are still found to be responsible and qualified will have their Financial Proposals submitted to the TOM/PO for evaluation.
11. Utilizing the information recorded in the Excel Evaluation Tool, for any TO MC that is deemed not to be reasonably susceptible of being selected for award, and/or later requests a review of its proposal effort, the TOM/PO will complete a "*DBM CMO REVIEW (DEBRIEFING) GUIDANCE*" form and forward it to the DBM Contract Manager. For any Review (Debriefing) request by a TO MC of its TOP, the DBM Contract Manager will coordinate the date and time of a Review and conduct the Review with the aid of the Agency TOM/PO. (See Item 19 below.)
12. Upon completion of the technical rankings, the Agency TOM/PO will forward the Financial Proposal of each MC whose Technical TOP was determined to be reasonably susceptible of being selected for award to the Agency's Evaluation Team. The

Evaluation Team will review each Financial Proposal to ensure that it matches the MC's Work Plan for Labor Categories and hours. The Agency will establish a preliminary financial ranking based upon the Total Evaluated Price. The ranking is considered preliminary as the Agency will typically request a BAFO.

13. Unless the Agency obtains written permission to the contrary from the DBM Contract Manager, the Agency must request a BAFO from all qualified MCs. A BAFO from the MCs can usually be received within a couple working days of the request.
14. Once BAFOs are received (or if BAFOs are not requested), the Evaluation Team (which includes the TOM/PO) will determine a final most advantageous offer for the State. This most advantageous offer for the State is a combination of the ranked Technical solution and the Financial BAFO's Total Evaluated Price.
15. Upon final completion of the evaluation of TOPs, the Agency completes and submits a TORFP Award package to the DBM Contract Manager for review and approval. The TORFP Award package will include the evaluation team's recommendation for award and accompanying documents prepared by the Agency that summarizes the evaluation and selection process. Included in the package must be:
 - a. The Evaluation Team's statement of potential award to (MC Name);
 - b. A technical, financial and combined ranking of each qualified MC recorded onto a printed copy of the Summary Evaluation page of the Excel Spreadsheet Evaluation Tool. The Summary Page must be dated and signed by each member of the Evaluation Team;
 - c. Strengths and weaknesses of each qualified MC recorded into the Excel Spreadsheet Evaluation Tool;
 - d. Rationale for selecting the recommended MC for the TOA as a responsible Offeror that provides the most advantageous offer to the State;
 - e. The proposed MBE participation from the recommended MC, including any relevant MBE documentation;
 - f. The proposed VSBE participation from the recommended MC, including any relevant VSBE documentation; and
 - g. Any additional information that may assist the DBM Contract Manager in review of the Agency recommendation, or that is specifically requested by the DBM Contract Manager.
16. If approved by the DBM Contract Manager, the recommended MC awardee will be notified by the DBM Contract Manager of its selection. The TO MC will then sign a TOA (actually three original documents for later distribution) for the project and return the signed documents to the DBM Contract Manager via email and hard copy submission. When finalized, the Agency, the MC, and the DBM Contract Manager will each have an original signed TOA document.

17. Following approval by the DBM Contract Manager, the Agency PO must ensure the provision of an ADPICS entry for the awarded TO. (See Part 3: ADPICS in the Award Process section.)
18. With an email copy to the Agency TOM/PO, the DBM Contract Manager will: notify all MCs of the TO award; provide an initial Notice-To-Proceed (NTP) to the awardee; provide initial Living Wage (LW) notification of TO award to DLLR via email, if applicable (see PART 4 - Item 9); and provide an electronic copy and hard copy of the signed TOA to the TO MC and the Agency TOM/PO. The NTP will include the effective date for the TOA to commence, and the Agency TOM's contact information. The Agency TOM/PO will be copied on the communication and/or receive this same information. Work under a TOA may begin only after issuance of a NTP by the DBM Contract Manager. Please note: The TOM may elect to provide additional NTPs during the course of the TOA in order to break up the work into manageable segments. This is entirely at the discretion of the TOM; however, this information is part of what is communicated to the MC at the TOA Kick-Off Meeting.
19. The DBM Contract Manager will coordinate schedules with the Agency and the MCs to provide Reviews/Debriefings to MCs not selected and who request a Review. Only each individual MC's TOP effort may be discussed during a Review with an MC. The MC awardee's TOP may not be a part of any Review with any other MC. (See Item 11 above.)
20. The Agency TOM will provide immediate notice to the awarded MC of the date and time of the TOA Kick-Off Meeting. This meeting should be held within approximately two weeks of the TOA award notice to the TO MC and should include a discussion of the TO MC's Work Plan details, including the contractual requirements, deliverables, time line, support team, status reports, invoicing, MBE and VSBE participation and reporting requirements, and what final reporting information should be provided to DBM and the Agency.

PART 3: ADPICS in the AWARD PROCESS

1. At the required time, the DBM Contract Manager will instruct the Agency TOM/PO to prepare a Direct Purchase Order (DPO) release against DBM's statewide Blanket Purchase Order (BPO) for the applicable Master Contractor (MC) via the following process:
 - a. Prepare a release from the DBM CSMC Master BPO using the **2360** ADPICS screen. NOTE: Only a release using the 2360 screen against the correct MC will be accepted.
 - b. Complete the **2365** ADPICS screen using the commodity code: **20558-TRAINX for training services and/or 91858 for consulting services.**
 - c. Complete the **2356** ADPICS screen as follows:
 - i. The 'PROCUREMENT METHOD' IS "TOR". If the screen defaults here to procurement method 'R', overwrite the 'R' with "TOR". This will ensure that reporting for MBE and VSBE can be completed.
 - ii. The 'CATEGORY OF WORK' IS "S";

- iii. The 'AWARD AUTHORITY' IS "DBM";
 - iv. The MBE and/or VSBE Waiver fields are completed if applicable;
 - v. The MBE and/or VSBE Waiver % fields are completed if applicable;
 - vi. The MBE and VSBE Goal % fields are always completed; and,
 - vii. The 'DESCRIPTION' (DESC) field is completed.
- d. Complete the **2345 Subcontractor Entry** screen for each MBE and VSBE subcontractor assigned to the TOA. You will need to know the subcontractor's Federal ID number to add a subcontractor to this screen. (See also Part 5: MBE, VSBE and SBR Reporting.)
 - e. Establish the proper approval agency path to obtain all necessary agency approvals. (Note: this is your agency's internal approval path and does not include DBM or the BPW)
 - f. "Post" the completed ADPICS item. The commodity code noted above will automatically route the ADPICS entry to the DBM Contract Manager in the approval path.
 - g. For any questions regarding how to complete ADPICS screens, contact the DoIT Service Desk at 410-697-9700. Explain that you are preparing a DPO as a "release" from the 2017 CSMC Master BPO.
- 2. DBM Contract Manager will either approve, or reject with explanation
 - 3. After DBM Contract Manager's final approval, the Agency is now responsible for issuing and sending the approved DPO to the selected MC.

PART 4: Task Order Agreement (TOA)

- 1. The Agency TOM will manage the TOA.
- 2. The Agency TOM and the TOA MC will work to complete the requirements of the TOA as identified within the TORFP and subsequent TOA.
- 3. The Agency TOM plays an active role in monitoring the TOA requirements and the MC's performance, which includes the MBE and VSBE subcontractor participation on the TOA. The Agency TOM is not just a record keeper, but actively monitors and provides remedial action to correct any deficiencies in the MC's performance of both the audit services and the MBE and VSBE participation results. Active management by both the Agency TOM and the MC on a daily/weekly/monthly basis provides for successful TOA results.
- 4. On a monthly basis until final deliverables and invoicing have been accepted and reported, even if there is zero work effort performed or zero invoicing, the MC will provide status reports for the prior month's activity per the TOA requirements. In addition, the MC and its MBE and VSBE subcontractors must provide to the TOM respectively, MBE D-4 A&B and VSBE E-3 forms for MC activity and MBE D-5 form(s) directly from the MBE Subcontractor(s) and VSBE E-4 form(s) directly from the VSBE Subcontractor(s) to the TOM for their activity. The TOM is responsible for seeing

that the MBE D-5 and VSBE E-4 information is entered into ADPICS by the 11th of each month following the month of activity. (See Part 5: MBE, VSBE and SBR Reporting.)

5. Additionally, the MC may be required to provide more frequent reports, as specified in the TOA and based on the nature of the services provided under the TO. For example, reports for classroom training might be different than reports for computer-based training. And there may be different reporting requirements for process improvement consulting.
6. Neither the TOA MC nor the Agency TOM is authorized to make changes to the TOA. The Agency TOM must discuss any issue with the DBM Contract Manager. ADPICS Change Orders will not be initiated by the Agency until the DBM Contract Manager approves the need for a change order. The DBM Contract Manager will only process an ADPICS change order if the DBM Contract Manager has given the Agency TOM/PO prior authorization to initiate a change order in ADPICS, and all requested documentation from the Agency has been received.
7. For the purposes of the Customer service master contract, the Agency may not request the Master Contractor to sign another contractual document or change order. Contractual documents and authorization are by the Department of Budget and Management only.
8. The Agency is responsible for ensuring that the MC understands the applicableness of the Living Wage requirements under Title 18. At the time of TOA award, if applicable, the DBM Contract Manager notifies DLLR of the TOA award and the Agency TOM contact information via email at livingwage@dllr.state.md.us (see PART 2 - Item 18). The Agency is responsible for any follow-up communication and reporting regarding Living Wage with DLLR for the TOA.

Part 5: MBE, VSBE and SBR Reporting

1. Regarding MBE and VSBE reporting, see also Part 1 - Items 3 & 4, and Part 4 – Items 3 & 4 above.
2. For MBE, VSBE and SBR, the user State Agency is fully responsible for Governor's Office of Small, Minority, & Women Business Affairs (GOSBA) and Board of Public Works (BPW) reporting on both the TOA Award amount and TOA actual participation during the life of the TOA and at fiscal year-end. For MBE and VSBE reporting purposes, each TOA must be treated as if it were a stand-alone procurement, with the user State Agency reporting both the award and actual participation on its reports to GOSBA and the BPW.
3. For MBE reporting, the Agency TOM ensures that the MBE D-4A reports from the MC (and the MBE D-4B for MBE MCs) and the D-5 from the MBE subcontractor(s) are received each month. From the D-5 Subcontractor MBE reports (only), the **ADPICS screen 2355** must be completed. **Record the invoice number (if not available, use an identifier number your Agency designates), the invoice date (this is the date the MBE subcontractor noted on their D-5 report. If the subcontractor(s) has failed to record a date, use the last date of the appropriate month. Example 10/31/17 for the reporting month of October 2017), and the invoice amount for each MBE subcontractor.** These are actual payments received by the MBE subcontractor from the MC for the prior month's activity. If there is more than one MBE subcontractor on the

purchase order, you will need to tab down to the appropriate MBE subcontractor line, select the line with an 'S' and then press 'F4-IVC DATA' in order to enter the information on the appropriate MBE subcontractor line.

4. For VSBE reporting, the Agency TOM ensures that the VSBE M-3 reports from the MC and the E-4 from the VSBE subcontractor(s) are received each month. From the E-4 Subcontractor VSBE reports (only), the **ADPICS screen 2355** must be completed. **Record the invoice number (if not available, use an identifier number your Agency designates), the invoice date (this is the date the MBE subcontractor noted on their E-4 report. If the subcontractor(s) has failed to record a date, use the last date of the appropriate month. Example 10/31/17 for the reporting month of October 2017), and the invoice amount for each MBE subcontractor.** These are 'actual' payments received by the VSBE subcontractor from the Master Contractor for the prior month's activity. If there is more than one VSBE subcontractor on the purchase order, you will need to tab down to the appropriate VSBE subcontractor line, select the line with an 'S' and then press 'F4-IVC DATA' in order to enter the information on the appropriate VSBE subcontractor line.

Part 5: TOA CLOSE-OUT

1. At the conclusion of the TOA, the Agency TOM will verify all deliverables have been met, that the Agency accepts the final results, and processes the final invoice for payment.
2. The Agency TOM will email notice to the DBM Contract Manager that the final payment to the TOA Contractor has been made and that all deliverables and payments were made in accordance with the TOA.
3. Within three weeks of the end of the TOA term, the Agency TOM will e-mail or FAX the DBM Contract Manager a completed "*AGENCY FEEDBACK FORM AT THE COMPLETION OF A CSMC TOA*" which includes the Agency's TOA MBE and VSBE compliance as reported, and the Agency's satisfaction level with the DBM Task Order process under this CSMC.
4. If the Agency Feedback Form is not completed and returned to the DBM Contract Manager as indicated, or if the MBE or VSBE information in ADPICS has not been accurately and timely completed, the Agency may not be allowed to utilize another TORFP under the Statewide Master CSMC until these conditions are satisfied.