



Pre-Proposal Conference Summary
Project No. 060B0400003
December 22, 2009

State Representative – Gisela Blades, Procurement Officer:

Attendees: Sign-in list is posted to eMarylandMarketplace and DoIT web site.

Ms. Blades, Procurement Officer for the title Request for Proposals (RFP) convened the meeting at 10:05 am by introducing herself and thanking the attendees for braving the elements to attend this meeting. The attendees introduced themselves.

Ms. Blades pointed out that this RFP is not a requirements-based but rather a performance-based document, and feedback from the industry group is strongly encouraged. She also stressed the fact that this solicitation does not include the call center services for the Department of Human Resources (DHR), as the current one does. DHR is expected to issue a stand-alone RFP in the spring of 2010.

Ms. Blades went on to address the following:

- Sections 1 – General Information
- Section 2 – Statement of Work
- Section 3 – Proposal Format
- Section 4 – Evaluation Process
- Attachments, including a detailed explanation for providing pricing

Emphasis was placed on certain required submissions:

- Having proposals delivered to the Procurement Officer on time, by **January 11, 2010 2:00PM Local Time**
- **MBE Forms D-1 and D-2**
- Special attention was given to Section 3.4.4. The Executive Summary
“Exceptions to terms and conditions may result in having the proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award. If no exceptions to terms and conditions are made, the summary shall indicate this.”



A lively round table discussion ensued during the review of the Statement of Work. Ms. Blades requested that all questions and concerns be submitted in writing and sent by email to the procurement officer, for consideration by the State. Separate Q&A documents covering these discussions will be posted as soon as available..

The meeting adjourned at 11:10 AM.

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.