



**STATE OF MARYLAND**  
**DEPARTMENT OF GENERAL SERVICES**  
**OFFICE OF STATE PROCUREMENT**  
**(DGS-OSP)**  
**REQUEST FOR PROPOSALS (RFP)**  
**STATEWIDE CALL/CONTACT CENTER SERVICES**  
**RFP NUMBER 001B3600088 / BPM035353**

**ISSUE DATE: 04/19/2024**

**NOTICE**

A Prospective Offeror that has received this document from a source other than eMarylandMarketplace (eMMA) <https://procurement.maryland.gov> should register on eMMA. See **Section 4.2**.

**MINORITY BUSINESS ENTERPRISES ARE ENCOURAGED TO  
RESPOND TO THIS SOLICITATION.**

**VENDOR FEEDBACK FORM**

To help us improve the quality of State solicitations, and to make our procurement process more responsive and business friendly, please provide comments and suggestions regarding this solicitation. Please return your comments with your response. If you have chosen not to respond to this solicitation, please email or fax this completed form to the attention of the Procurement Officer (see Key Information Summary Sheet below for contact information).

**Title: Call/Contact Center Services**  
**Solicitation No: 001B3600088 / BPM035353**

1. If you have chosen not to respond to this solicitation, please indicate the reason(s) below:
  - Other commitments preclude our participation at this time.
  - The subject of the solicitation is not something we ordinarily provide.
  - We are inexperienced in the work/commodities required.
  - Specifications are unclear, too restrictive, etc. (Explain in REMARKS section)
  - The scope of work is beyond our present capacity.
  - Doing business with the State is simply too complicated. (Explain in REMARKS section)
  - We cannot be competitive. (Explain in REMARKS section)
  - Time allotted for completion of the Proposal is insufficient.
  - Start-up time is insufficient.
  - Bonding/Insurance requirements are restrictive (Explain in REMARKS section)
  - Proposal requirements (other than specifications) are unreasonable or too risky (Explain in REMARKS section)
  - MBE or VSBE requirements (Explain in REMARKS section)
  - Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section)
  - Payment schedule too slow
  - Other: \_\_\_\_\_

2. If you have submitted a response to this solicitation, but wish to offer suggestions or express concerns, please use the REMARKS section below. (Attach additional pages as needed.)

REMARKS:

\_\_\_\_\_  
\_\_\_\_\_

Vendor Name: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**STATE OF MARYLAND**  
**DEPARTMENT OF GENERAL SERVICES (DGS)**  
**KEY INFORMATION SUMMARY SHEET**

<b>Request for Proposals</b>	Services – Statewide Call/Contact Center Services
<b>Solicitation Number:</b>	<b>001B3600088 / BPM035353</b>
<b>RFP Issue Date:</b>	04/19/2024
<b>RFP Issuing Office:</b>	Department of General Services, Office of State Procurement (“DGS,” “DGS-OSP,” or “the Department”)
<b>Procurement Officer:</b>  <b>e-mail:</b> <b>Office Phone:</b>	Ansonia Saunders 45 Calvert Street Annapolis, MD 21401 <a href="mailto:Ansonia.saunders@maryland.gov">Ansonia.saunders@maryland.gov</a> 410 260 7430
<b>Proposals are to be sent to:</b>	Proposals will only be accepted through the State's eMaryland Marketplace Advantage (eMMA) e-Procurement system.  Instructions on how to submit proposals electronically can be found at: <a href="https://mdprocurement.freshdesk.com/support/solutions/articles/70000592967-responding-to-solicitations-rfp-vendor-">https://mdprocurement.freshdesk.com/support/solutions/articles/70000592967-responding-to-solicitations-rfp-vendor-</a>
<b>Pre-Proposal Conference:</b>	04/29/2024 at 2:00 PM Local Time  <b><u>Virtual Teleconference by Calendar Invitation from Procurement Officer Only</u></b>  See <b>Attachment A</b> for instructions
<b>Questions Due Date and Time</b>	05/20/2024 at 2:00 PM Local Time
<b>Proposal Due (Closing) Date and Time:</b>	<b><u>07/15/2024</u></b> <del>07/01/2024</del> at 2:00 PM Local Time <b>Offerors are reminded that a completed Vendor Feedback Form is requested if a no-propose decision is made. (see page 2 above).</b>
<b>MBE Subcontracting Goal:</b>	20%
<b>VSBE Subcontracting Goal:</b>	5%
<b>Contract Type:</b>	Indefinite Quantity Contract with Firm Fixed Unit Prices [Overall Contract] Fixed Price [Work Orders]
<b>Contract Duration:</b>	Five years with one (1) two-year renewal option periods with a 180-day transition period.

<b>Primary Place of Performance:</b>	As proposed by Offeror
<b>SBR Designation:</b>	No
<b>Federal Funding:</b>	No

## TABLE OF CONTENTS - RFP

<b>1</b>	<b>Minimum Qualifications</b> .....	<b>9</b>
1.1	Offeror Minimum Qualifications.....	9
<b>2</b>	<b>Contractor Requirements: Scope of Work</b> .....	<b>10</b>
2.1	Summary Statement.....	10
2.2	Background, Purpose and Goals.....	10
	At a high level, the Contractor shall (in additions to the other requirements in this RFP):.....	12
2.3	Responsibilities and Tasks.....	14
2.4	Deliverables .....	26
2.5	Optional Features or Services, Future Work .....	32
2.6	Service Level Agreement (SLA) .....	32
<b>3</b>	<b>Contractor Requirements: General</b> .....	<b>40</b>
3.1	Contract Initiation Requirements.....	40
3.2	Individual Work Order Transition-In Requirements .....	40
3.3	End of Contract Transition .....	41
3.4	Invoicing.....	42
3.5	Liquidated Damages .....	44
3.6	Disaster Recovery and Data .....	44
3.7	Insurance Requirements .....	46
3.8	Security Requirements.....	47
3.9	Problem Escalation Procedure.....	54
3.10	SOC 2 Type 2 Audit Report .....	54
3.11	Experience and Personnel.....	56
3.12	Substitution of Personnel.....	58
3.13	Minority Business Enterprise (MBE) Reports.....	61
3.14	Reserved .....	61
3.15	Work Orders .....	61
3.16	Additional Clauses.....	62
<b>4</b>	<b>Procurement Instructions</b> .....	<b>64</b>
4.1	Pre-Proposal Conference .....	64
4.2	eMaryland Marketplace Advantage (eMMA) .....	64
4.3	Questions .....	64
4.4	Procurement Method .....	65

4.5	Proposal Due (Closing) Date and Time.....	65
4.6	Multiple or Alternate Proposals.....	65
4.7	Economy of Preparation .....	66
4.8	Public Information Act Notice .....	66
4.9	Award Basis.....	66
4.10	Oral Presentation .....	66
4.11	Duration of Proposal.....	66
4.12	Revisions to the RFP .....	66
4.13	Cancellations .....	67
4.14	Incurred Expenses .....	67
4.15	Protest/Disputes .....	67
4.16	Offeror Responsibilities.....	67
4.17	Acceptance of Terms and Conditions.....	68
4.18	Proposal Affidavit .....	68
4.19	Contract Affidavit.....	68
4.20	Compliance with Laws/Arrearages .....	69
4.21	Verification of Registration and Tax Payment .....	69
4.22	False Statements .....	69
4.23	Payments by Electronic Funds Transfer.....	69
4.24	Prompt Payment Policy .....	70
4.25	Electronic Procurements Authorized.....	70
4.26	MBE Participation Goal .....	71
4.27	VSBE Goal .....	74
4.28	Living Wage Requirements .....	76
4.29	Federal Funding Acknowledgement.....	77
4.30	Conflict of Interest Affidavit and Disclosure .....	77
4.31	Non-Disclosure Agreement .....	77
4.32	HIPAA - Business Associate Agreement .....	78
4.33	Nonvisual Access .....	78
4.34	Mercury and Products That Contain Mercury .....	79
4.35	Location of the Performance of Services Disclosure .....	79
4.36	Department of Human Services (DHS) Hiring Agreement .....	79
4.37	Small Business Reserve (SBR) Procurement .....	79
4.38	Maryland Healthy Working Families Act Requirements .....	79

<b>5</b>	<b>Proposal Format</b> .....	<b>81</b>
5.1	Two Part Submission.....	81
5.2	Proposal Delivery and Packaging.....	81
5.3	Volume I - Technical Proposal.....	81
5.4	Volume II – Financial Proposal.....	88
<b>6</b>	<b>Evaluation and Selection Process</b> .....	<b>90</b>
6.1	Evaluation Committee .....	90
6.2	Technical Proposal Evaluation Criteria.....	90
6.3	Financial Proposal Evaluation Criteria.....	90
6.4	Reciprocal Preference.....	90
6.5	Selection Procedures .....	91
6.6	Documents Required upon Notice of Recommendation for Contract Award .....	92
<b>7</b>	<b>RFP ATTACHMENTS AND APPENDICES</b> .....	<b>93</b>
<b>Attachment A.</b>	<b>Pre-Proposal Conference Response Form</b> .....	<b>96</b>
<b>Attachment B.</b>	<b>Financial Proposal Instructions &amp; Form</b> .....	<b>97</b>
<b>Attachment C.</b>	<b>Proposal Affidavit</b> .....	<b>99</b>
<b>Attachment D.</b>	<b>Minority Business Enterprise (MBE) Forms</b> .....	<b>100</b>
<b>Attachment E.</b>	<b>Veteran-Owned Small Business Enterprise (VSBE) Forms</b> .....	<b>101</b>
<b>Attachment F.</b>	<b>Maryland Living Wage Affidavit of Agreement for Service Contracts</b> .....	<b>102</b>
<b>Attachment G.</b>	<b>Federal Funds Attachments</b> .....	<b>104</b>
<b>Attachment H.</b>	<b>Conflict of Interest Affidavit and Disclosure</b> .....	<b>105</b>
<b>Attachment I.</b>	<b>Non-Disclosure Agreement (Contractor)</b> .....	<b>106</b>
<b>Attachment J.</b>	<b>HIPAA Business Associate Agreement</b> .....	<b>107</b>
<b>Attachment K.</b>	<b>Mercury Affidavit</b> .....	<b>108</b>
<b>Attachment L.</b>	<b>Location of the Performance of Services Disclosure</b> .....	<b>109</b>
<b>Attachment M.</b>	<b>Contract</b> .....	<b>110</b>
<b>Attachment N.</b>	<b>Contract Affidavit</b> .....	<b>126</b>
<b>Attachment O.</b>	<b>DHS Hiring Agreement</b> .....	<b>127</b>
<b>Appendix 1.</b>	<b>– Abbreviations and Definitions</b> .....	<b>128</b>

**Appendix 2. – Offeror Information Sheet..... 132**

## 1 Minimum Qualifications

### 1.1 Offeror Minimum Qualifications

There are no Offeror Minimum Qualifications for this procurement.

**THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.**

## 2 Contractor Requirements: Scope of Work

### 2.1 Summary Statement

- 2.1.1** The Department of General Services, Office of State Procurement (DGS-OSP or the “Department”) is issuing this Request for Proposals (RFP) for a single contract in response to this RFP. Participating State agencies (each a “Recipient Agency”) will use the contract to obtain Call/Contact Center Services. See RFP Section 4.9 Award Basis for more Contract award information.
- 2.1.2** The Contracts resulting from this RFP will provide Recipient Agencies the ability to obtain services to include live operator and Interactive Voice Response (IVR), for receiving and responding to inquiries via telephone. In addition, services include responses to inquiries received by electronic mail using various accounts. ~~and U.S. mail.~~ Additionally, a tracking reporting system is required to provide reports on the types and number of Customer contacts received and resolved on behalf of each Recipient Agency. **The Department intends to make a single award as a result of this RFP.**
- 2.1.3** Offerors, either directly or through their subcontractor(s), must be able to provide all products/services and meet all of the requirements requested in this RFP. The successful Offeror(s) (the Contractor) shall remain responsible for Contract performance regardless of subcontractor participation in the work.
- 2.1.4** A Contract award does not ensure a Contractor will receive all or any State business under the Contract.
- 2.1.5** Maryland State and local entities and not-for-profit entities within the State of Maryland, as defined in State Finance and Procurement 13-110(a)(5) – (7), may purchase from the Contractor goods or services covered by the Contract at the same prices chargeable to the State. All such purchases by non-executive branch entities, non-State governments, government agencies or not-for-profit entities:

Shall constitute Contracts between the Contractor and that government, agency or not-for-profit entity.

Shall not constitute purchases by the State or State agencies under the Contract.

Shall not be binding or enforceable against the State; and

May be subject to other terms and conditions agreed to by the Contractor and the purchaser.

- 2.1.6** All Contract prices, terms, and conditions must be provided to any Maryland local government or not-for-profit entity requesting services under the Contract. The Contractor bears the risk of determining whether or not a government, agency or organization with which the Contractor is dealing is a State entity.

### 2.2 Background, Purpose and Goals

- A. State operations require a high level of customer service support and require continuous communication (verbal, electronic and written) and the ability to respond to both general and specific inquiries pertaining to critical and emergent needs. Recipient Agencies can each serve over one million customers annually and the state empowers each Recipient Agency to aggressively pursue opportunities to connect with and assist interna/external customers with zero

friction. The Department continues to look for ways to provide more effective and efficient responses to Customer inquiries while maintaining the quality of its customer experience. Offerors are encouraged to describe those innovative services and technologies as part of their Technical Proposal for initial implementation, given they do not have a negative impact on the Transition-In schedule or overall cost. Any optional services or technologies, which could be implemented in a future Work Order Request (see **RFP Section 2.5**) shall be included in the response to the Scope of Work.

- B. Average call volume and communications for Recipient Agencies can be between ~~900 – 1,000~~ ~~8,000 – 9,000~~ ~~in excess of 300,000~~ calls per month, ~~11,000~~ ~~250,000~~ + **11,500 annually** at the State Board of Elections during election time (information regarding elections is available here: <https://elections.maryland.gov/>). Although the State believes that the call volumes and statistics are factual, it makes no warranty that the information is either accurate or error-free. Where projections are provided, they are estimates prepared by the State for its own use and the State makes no warranty with respect to the data on which the projections are based or that future experience will conform to the projections.
- C. Services will include providing basic information and problem resolution for Recipient Agencies. Call center agents will identify, ticket, and escalate more complex issues to the State's Recipient Agencies and subject matter experts based on the information communicated by the caller. (See **Sections 2.2.1.1 and 2.6.4 Service Level Reporting** for more detailed information).

Recipient Agencies are located throughout the State of Maryland and may include as follows:

- Baltimore City Board of Elections-Judge Scheduling
- Department of Housing and Community Development (DHCD-Energy)
- Department of Housing and Community Development Emergency Rental Assistance Program (DHCH-ER Rent)
- Department of Housing and Community Development Homeowner Assistance Fund (DHCD-HAF Assistance)
- Department of Housing and Community Development Homeowner Assistance Fund (DHCD-HAF Repairs)
- Department of Housing and Community Development Housing Choice Voucher Program (DHCD-HCVP)
- Department of Housing and Community Development Maryland Mortgage Program (DHCD-MMP)
- Department of Housing and Community Development Neighborhood Business Works (DHCD-NBW)
- Department of Housing and Community Development State Small Business Credit Initiative (DHCD-SSBCI)
- Maryland General Information Line
- Maryland Medical Cannabis Administration (MCA)
- Maryland Office of Public Defender
- Maryland Department of Budget and Management (MDBM)
- Maryland State Department of Education Autism Registry (MSDE)
- Maryland Department on Aging Senior Call Check Services
- The State Board of Elections

This RFP will allow Recipient Agencies to obtain Call/Contact Center services. These services include but are not limited to:

1. Inbound and Outbound Live Operator Services.
2. Scripted Information Dissemination.
3. Data Entry of Information into Contractor's Customer Relationship Management (CRM) Database.
4. Mailing and Fulfillment Services.
5. Multilingual Services.
6. Voice mail.
7. Automatic Call Distributor (ACD).
8. Interactive Voice Response (IVR).
9. Email Correspondence.
10. Call Center Overflow Capabilities.
11. Handling Surveys & Questionnaires.

The key project deliverables for the implementation and operation of an effective call center to support the functional areas identified in this RFP are those identified in this Section 2 – Scope of Work. The successful offeror will be the one which most ably demonstrates the ability to:

- A. Meet all due dates and comply with the terms and conditions of this RFP.
- B. Handle the estimated call volumes while meeting/exceeding the minimum service standards.
- C. Meet SLAs. (See Section 2.6 for more detailed information).

### **2.2.1 Project Requirements**

**At a high level, the Contractor shall (in addition to the other requirements in this RFP):**

#### **2.2.1.1 Inbound Call Center:**

- A. Perform Tier 1 (the initial support level or entry point that a customer will first reach every time they contact the customer support team) and Tier 2 (the escalation team in a customer service center in charge of handling more complex calls) call center services for inbound calls to Recipient Agencies. Tier 3 requests (those involving the most difficult or advanced problems that require a subject matter expert) will be ticketed and escalated to the Recipient Agency in a manner indicated by the agency.
- B. Decrease call wait times and improve Customer satisfaction to be consistently in top quartile.
- C. Have an 85% or higher, first call resolution rate. This means that caller's questions will be answered without having to escalate to Recipient Agencies. Transferring a call to a higher tier at Recipient Agencies, or transferring a call to a higher tier internally, is not considered a resolution.
- D. Ensure the call center's monthly abandonment call rate does not exceed ~~5~~10%, i.e., 90% of all incoming calls to be answered for the month.

- E. Ensure a response time for phone/chat to be less than 45 seconds during Peak Times, periods of heavy call volumes, and Extended Hours.
- F. Ensure a response time for phone/chat to be less than 30 seconds during Non-Peak Times.
- G. Ensure a response time for customer ~~calls~~ **calls** ~~emails~~ to be less than 5 minutes.
- H. Reduce the amount of time agencies spend on routine calls through faster and effective responses to customer inquiries from the call center.
- I. Provide a web-based CRM for its staff and Recipient Agencies to use that contains, at a minimum, live chat capabilities, a ticketing system to track inbound telephone calls and chats, and future access to these communications.
- J. Ensure Contractor staff follows up with customers who have a ticket escalated to the Recipient Agency within two (2) Business Days if the Recipient Agency has not responded to the ticket confirming that the issue has been resolved. (Note: The Contractor is to base this two (2) Business Day response time based on the Recipient Agency's operating schedule).
- K. The Contractor shall provide the ability to communicate in other languages (at a minimum, English, Spanish, Creole, French, Korean, Russian, Chinese, and Vietnamese).
- L. Provide innovative ideas, practices, technologies, and other services aimed at improving Customer service.

(Please see **Section 2.6 Service Level Agreement** for additional information).

#### 2.2.1.2 **Outbound Calls:**

- A. Make calls monthly to a minimum of 25% of the Tier 3 Customers to gather satisfaction surveys and provide the results to the Recipient Agencies.
- B. Create and retain documentation and recording of all satisfaction survey calls.
- ~~C. Help to develop scripts through knowledge transfer with Recipient Agencies.~~
- D. Develop and deploy a process for Tier 3 escalation and management of complex issues through CRM ticketing and warm transfer to applicable agencies when possible. (i.e., the Call Center rep answers a call and then transfers the call to a different agency but passes on any relevant information so that the caller doesn't have to repeat themselves).
- E. The Contractor shall provide the ability to communicate in other languages (at a minimum, English, Spanish, Creole, French, Korean, Russian, Chinese, and Vietnamese)

#### 2.2.1.3 **State Staff and Roles**

In addition to the Procurement Officer and Contract Monitor, the Contractor will interact with the following State staff.

##### A. Recipient Agency Work Order Managers

A representative from each Recipient Agency will be responsible for:

- 1) Program and policy updates.
- 2) Providing initial training documentation and scripts.

- 3) Providing ongoing support from the subject matter experts.

### 2.2.2 State Responsibilities

In addition to the Procurement Officer and Contract Monitor, the State will:

- A. Be responsible for providing required information, data, documentation, and test data to facilitate the Contractor's performance of the work.
- B. Provide current Recipient Agencies toll-free numbers for access to the IVR.
- C. Provide initial training on state policies, procedures, and programs.
- D. Provide all documentation necessary for the Contractor to deliver the services identified in the Work Order.
- E. Provide current and develop new call scripts.
- F. Provide pre-approval of all material used in all projects.
- G. Provide a Recipient Agency Desk Reference Guide, which is a detailed guide on all functional aspects of the Recipient Agencies that the CSC shall support.
- H. Identify any special requirements related to a Work Order.

## 2.3 Responsibilities and Tasks

The Contractor shall:

### 2.3.1 General Requirements

- a. Implement and manage the Customer Service Center (CSC) to handle inbound and outbound calls for Recipient Agencies, which incorporates IVR, Automatic Call Distribution (ACD), and a web-based Customer Relationship Management System (CRM).
- b. Provide technical and management staff to implement and operate the CRM.
- c. Provide support for Customer inquiries of varying complexities, including making appropriate referrals for additional assistance when the Customer Service Representative (CSR) is unable to fully resolve inquiries.
- d. Maintain adequate staff to respond to Customer calls. Each Recipient Agency will list its standard operating hours in a Work Order. These hours may fall outside of Normal State Business Hours. Additionally, Recipient Agencies may require coverage during Extended Hours.
- e. Evaluate on a weekly basis the sufficiency of the number of telephone lines installed and the number of CSRs available to meet the call needs as call volumes increase. As needed, due to an increase in call volume, and at the Contractor's expense, install additional lines, equipment and/or CSRs to meet the Service Level Agreement requirements (see Section 2.6). Upon request the Contractor shall prepare reports based on this weekly evaluation and send them to Recipient Agencies.
- f. Manage spikes in call volume by utilizing the IVR, CRM, and ACD systems. The plan for the management of such instances shall be due no later than thirty (30) Days after Notice to Proceed (NTP) and must be approved by the Contract Monitor.

- g. Meet Service Level Agreements (SLAs) as defined in **Section 2.6**.
- h. Identify and use only the State's and Recipient Agencies' names and logos on all correspondence, documents and information distributed to CSC Customers.
- i. Provide call recording/logging that enables the call center to record, store, organize, search, and playback all telephone calls for quality control and verification purposes. Recordings must be able to be stored for up to three (3) calendar years (See Attachment M Section 24, Record Retention). Recordings are to be made available to the Recipient Agency Work Order Manager upon request. All calls are recorded and logged by default unless specified otherwise in a Work Order.
- j. Provide automated notice to all Customers prior to any live calls handled by CSRs indicating that calls will be recorded.
- k. The Contractor shall provide the ability to communicate in other languages (at a minimum, English, Spanish, Creole, French, Korean, Russian, Chinese, and Vietnamese).

### **2.3.2 Interactive Voice Response (IVR)**

The initial point of contact for all telephone inquiries will be through IVR. The Contractor shall:

- A. Ensure Direct Inward Dial Line-Extension numbers (DIDs) are properly assigned to CSRs and administer the assignment upon on-boarding agents.
- B. Provide CSRs in accordance with skills matrix and queuing/routing requirements in the ACD system.
- C. The Contractor shall provide professional voice recording of IVR scripts in, at a minimum, English, Spanish, Creole, French, Korean, Russian, Chinese, and Vietnamese..
- D. Generate automated Customer Satisfaction Surveys to rate CSC and Recipient Agencies' performance. The survey shall be offered via telephone following a Customer call and shall be accessible via web or phone.
- E. Provide remote announcement updates for special situations (snowstorm, building emergencies, etc.).
- F. Provide an IVR that allows automated retrieval and processing of information by phone using touch tone signals or voice recognition to access information. The Contractor's IVR shall provide the ability to process calls in accordance with Recipient Agency-approved scripts and routing paths. IVR features shall include:
  - a) Providing announcements, instructions, and information in other languages.
  - b) Allowing customers to return to prior menus so that more than one transaction may be completed.
  - c) Providing automated data capture and storage of caller data.
  - d) Allowing customers to process a transaction such as a credit card payment or request for information.
  - e) Providing a unique transaction or confirmation number to the caller.

- f) Providing Customer-specific information based on the Recipient Agency program.
- g) Providing general information based on the Recipient Agency.
- h) Providing voice mail services as appropriate.

### **2.3.3 Customer Relations Management System (CRM)**

The Contractor shall:

- A. Train staff on the functions of the CRM.
- B. Use the CRM to record and update basic Customer information within the CRM, track all calls, activities, and operations of the CSC and use the data to identify Customer inquiry trends.
- C. Ensure CSRs use the CRM as the primary system for all CSC activity.
- D. Determine secured role-based privilege settings of staff, while adhering to Recipient Agency CRM user access role capabilities. The Contractor shall ensure that the Recipient Agency Work Order Managers have the ability to reset user access based on the user's security profile and staffing level.
- E. Utilize scripts provided by Recipient Agencies. Recipient Agencies will maintain and update the scripts and Desk Reference Guide as required.
- F. Escalate calls to the Recipient Agencies when Customer inquiries need additional follow-up (Tier 3 calls).
- G. Not delete any customer records (customer calls, customer call information, call recordings, etc.) in the CRM. These records are the property of the State.

### **2.3.4 Automated Call Distribution System (ACD)**

Contractor will set up access to each Recipient Agency's ACD system, which has the capability to distribute incoming calls to CSRs. Call routing is based on sequence of arrival and origination, inquiry type, CSR availability, skills, and language fluency or other pre-defined routing instructions.

The Contractor shall:

- A. Establish a call routing and queuing process based on specific requirements of each Recipient Agency and the IVR.
- B. Record all calls by CSRs and provide audio recordings of Customer calls for review to the Recipient Agencies no later than one (1) Business Day of the request.
- C. Provide alerts to the CSC managers/supervisors when the call center experiences unforeseen or drastic changes and anomalies in the CSC operational patterns, such as persistently long hold times, persistent call drops, persistent voice distortion, etc., that need attention and intervention.
- D. Monitor CSR performance utilizing industry standard practices including 'listen', 'record', 'workgroup alert', 'transfer', 'join', 'whisper coaching' and 'grab' methods.
- E. Provide access for the deaf or hearing impaired such as Telecommunications Relay Services (TTY).

- F. Provide voicemail capabilities for off-hours as defined by the Recipient Agency or when the call center is at capacity. Work Orders will define whether calls may be routed to the call center's voice mail system.
- G. Provide callers the option to stay in queue or select a call-back during Normal State Business Hours. The ACD shall prompt the caller to provide the call-back information and provide an estimated call-back time to the caller.
- H. Provide Automated Attendant services that enable calls to be answered with a recording and allow callers to route themselves by either or both the dialing of digits or, the recognition of spoken choices associated with menus. Automated Attendant features shall include:
  - 1) Providing announcements, information, menus, instruction, and voice recognition of menu choices to include multilingual services.
  - 2) Intelligent announcements to play pre-recorded messages; inform holding callers of their place in the queue or estimated time before answer; and offer alternative actions like transferring to voice mail or invoking a callback reservation.
  - 3) Allowing callers to return to prior menus or reach a live CSR at any time during a Recipient Agency's program hours, including routing to a CSR fluent in other languages.
  - 4) Providing access to the deaf or hearing impaired.
  - 5) Alerting customers if system maintenance or hours of operation preclude certain operations, as required.
  - 6) Providing general information via a recording.
  - 7) Providing voice mail services as appropriate.
  - 8) Providing call transfer for both Intraflow and Interflow.
  - 9) Monitoring call state to ensure a transferred call is answered.
  - 10) Taking remedial action for a transferred call, such as retrieving the call and transferring it to an alternate destination, or a live CSR based on predefined criteria.
- I. Ensure that outbound calls to callers opting for a call-back are made at the estimated call-back time. If the call-back encounters a busy or no-answer condition, the Contractor shall repeat the call-back for up to 2 additional attempts within two (2) Business Days. If the call-back encounters a voicemail or answering service, the CSR shall leave a brief message indicating the purpose of the call with information on how to contact the CSC and no additional call-back is required.
- J. Provide data capture for call and caller - The following information shall be available for all calls for each Recipient Agency:
  - a) Dialed number.
  - b) Caller's identity.
  - c) Where is the call coming from.
  - d) Call's purpose.
  - e) Outcome of the call.

### 2.3.5 Customer Service Representative (CSR)

The Contractor shall:

- A. Provide enough staff to always meet the requirements of the RFP and any Work Order.
- B. Ensure that the CSRs:
  - 1) Respond to Customer inquiries, requests for information, provide status updates, guidance, and information as outlined in the Recipient Agency Desk Reference Guides.
  - 2) Adhere to the State's Emergency Alert System at times of crisis or threats to security.
  - 3) Communicate with Recipient Agencies when necessary and forward relevant Customer information, when necessary, via telephone, facsimile, or e-mail or other electronic transmission for further processing in accordance with the Recipient Agency Desk Reference Guides.
  - 4) Respond to written inquiries by telephone, facsimile, postal mail, or electronic mail, whichever is more efficient and satisfies the inquirer and in accordance with the Recipient Agency Desk Reference Guides.
  - 5) Respond to Customers with accuracy, professionalism and courtesy, with a high degree of empathy and respect. If the initial response is found to be erroneous, the CSR shall confer with the Recipient Agency to send a corrected response to the inquirer no later than one (1) Business Day of identification of the error via telephone or written correspondence. The CSR shall update the CRM and logs as appropriate.
  - 6) Email requested materials within established timeframes.
  - 7) Ensure efficient and effective work management and tracking in the CRM.
  - 8) Recognize trends in inquiries for referral to the Contract Monitor for development of common responses and reporting to Recipient Agencies.

### 2.3.6 CSRs Phone/Email Protocols

The Contractor shall ensure that CSRs:

- A. Do not put Customers on hold without an initial interaction by the CSR or use any other method that is non-responsive to Customers.
- B. Do not answer specific questions via email, even if the request came in via email. Instead, an auto generated Recipient Agency-specific statement shall be provided for these types of inquiries.
- C. Provide answers to Customers' general questions by phone/email no later than one (1) Business Day following receipt. Any questions the CSRs are unable to answer must be referred to the Recipient Agency no later than one (1) Business Day after receipt.
- D. Assist Customers fully and within the scope of this Contract. Emphasis should always be placed on providing high level customer service and first-call resolution.

### 2.3.7 Postal Mail/Document Fulfillment Requirement

CSRs shall receive and answer telephone requests for document fulfillment, updating the appropriate ticket to record and track the action taken within the CRM.

The CSR shall:

- A. Recipient Agencies will provide all relevant forms, packets, etc. to the Contractor. Contractor will ~~Generate (if needed) and~~ mail general forms, packets, applications, direct deposit forms, cash pay forms, payment summaries, informational brochures and any other forms requested by the Customer no later than two (2) Business Days after receipt of the request. ~~Recipient Agencies will provide all relevant forms, packets, etc. to the Contractor.~~
- B. Generate and mail from a secure, primary location within the CSC any correspondence or fulfillment containing Personal Identifiable Information (PII). All Non-PII related documents, i.e., applications and forms, may be processed at an offsite fulfillment center.

### 2.3.8 Staffing

The Contractor shall:

- A. Identify and use accepted call center industry standards (e.g., Erlang-C) to calculate delays and to predict waiting times for callers in order to provide a sufficient number of staff qualified to fulfill the requirements of this solicitation and any Work Order and shall adjust staff levels as call volumes fluctuate.
- B. Submit with the Technical Proposal a Staffing Plan with a detailed organization structure. **(See Section 5.3 Experience and Qualifications of Proposed Staff (G) under Tab E).**

### 2.3.9 Training

**The Contractor shall:**

- A. Assign a Project Manager who shall be available to attend meetings whether in-person or virtual.
- B. Provide program-specific training to all call center personnel based on the terms detailed in each Work Order.
- C. Ensure that all CSRs and other staff are thoroughly trained on all CSC operational protocols and supporting solutions.
- D. Provide training for all CSRs and staff when new Recipient Agency policy is being implemented and ensure compliance no later than one (1) full Business Day after notification of the policy change unless otherwise indicated in the notice. When new policies and procedures are implemented, Recipient Agency Work Order Managers will train the Contractor's trainer, who will then train Contractor's staff.
- E. Coordinate and plan all training with the Contractor's Project Manager to minimize any major changes to the ongoing operations.

The Contractor shall:

- 1. Develop all materials specifically related to the CSRs' day-to-day operational roles and responsibilities. Training materials shall include job aids and tests.

Contractor shall adjust and update course material and delivery methods to be implemented by the next regularly scheduled course delivery.

2. Provide an overview of the CSC operational processes and procedures, and communication procedures to Recipient Agency Work Order Managers which may include walk through tours of the Contractor's facility(ies) that are necessary to ensure compliance with operating the CSC. Such tours must be coordinated through the Recipient Agencies.
3. Maintain training records and make them available via online access for State review for the full life of the Contract.
4. Ensure that all new hires are equipped with the proper system access prior to day one (1) of new hire training. Training shall be delivered by the most effective methods possible and shall include innovative techniques for learning and sharing lessons learned. Training delivery methods shall incorporate adult learning principles and facilitate understanding and retention of materials.
5. Ensure that all Contractor staff are trained: in the relevant federal, State, and local laws, policies, and procedures; in the Contractor's operations and use of CSC and telephone equipment; on job related duties and functions; and soft skills and business etiquette.
6. Accommodate, upon written notice from Recipient Agency Work Order Managers, occasional site visits by designated Recipient Agencies to the CSC facility to observe training and request feedback from Contractor staff.
7. Provide a Training Plan and all required training materials (training manuals with descriptions, summaries of actual training instructions, along with test formats and evaluation methodologies) developed in conjunction with the plan no later than sixty (60) Days after the NTP.
8. Provide a training report to the Contract Monitor annually and after every training session to include, at a minimum, the following:
  - a) Training courses provided.
  - b) Number of staff who completed the training.
  - c) The training manuals with descriptions, and summaries of actual training instructions, along with test formats and evaluation methodologies to ensure training effectiveness; and
  - d) A summary of staff evaluations and targeted trainings designed to improve staff performance.

### **2.3.10 Operational Requirements**

In order to maintain the necessary CSC infrastructure, technology and administrative support, the Contractor shall:

#### **A. CRM**

- 1) Ensure that all communications from the system that contain confidential information are encrypted whenever storing or transmitting confidential data.
- 2) Protect confidential information from disclosure and unintended recipients.

**B. System troubleshooting**

- 1) Request (by email) approval from the Contract Monitor no less than seven (7) calendar days in advance of any planned service outages that may affect the availability of the CSC system or SLAs and describe alternate plans to maintain the availability of the CSC system. The Contract Monitor will respond to the request via email.
- 2) Request (by phone and email) approval from the Contract Monitor for any unplanned service outages that must be performed to maintain or restore system availability. The Contract Monitor will respond to the request via phone or email.

**C. Facility**

- 1) Provide Call Center facilities that meet the standards established under the Americans with Disabilities Act (ADA) (<https://www.dol.gov/general/topic/disability/ada>) and IRS Special Publication 1075 for Physical Security Minimum Protection Standards (<https://www.irs.gov/pub/irs-pdf/p1075.pdf>). A copy of the signed facility lease shall be provided to the Contract Monitor no later than thirty (30) Calendar Days after the NTP Date. No later than sixty (60) Calendar Days after the NTP Date, the facility(s) will be inspected by the Contract Monitor and designated Recipient Agency staff to ensure that the below requirements are met.

The Contractor's facility shall:

- a) Provide equipment, furniture, telephone, and data connectivity for Contractor's staff to operate the CSC in accordance with the RFP.
- b) Have ADA compliant Telephone Devices for the Deaf (TTY/TDD), which requires that the same services be made available to all Customers despite disability.
- c) Provide uninterrupted services in the event that any telephone line(s) stop(s) working; in such event the entire CSC shall continue to function.
- d) Have a wall mounted display (42 inches or greater) of a real-time dashboard accessible to CSC staff to monitor the CSC activity, such as, number of calls in queue, wait time, availability of CSRs, number of active supervisors, etc.

**~~D. Virtual Staffing Option:~~**

- ~~1) At the sole discretion of each Recipient Agency, the Contractor may provide some services as required in this RFP virtually, allowing CSRs to work from approved remote locations within the United States.~~
- ~~2) If Recipient Agencies permit the Contractor to exercise the Virtual Staffing Option, in addition to sections A-C above, the Contractor shall:~~
  - ~~a) Provide real time access to CSR staff to monitor the CSC activity, such as, number of calls in queue, wait time, availability of CSRs, number of active supervisors, etc.~~

~~b) Ensure there are sufficient controls in place to manage CSC staff, including support for CSC staff.~~

**E.** Permit individuals designated in writing by the Contract Monitor access to inspect the Contractor's operations. Such individuals may include, but are not limited to, federal officials and auditors, State officials and employees, and visitors approved by the Contract Monitor. On the basis of such inspection, specific measures may be required if the Contractor is found to be noncompliant with Contract requirements.

**F. Policy and Procedures**

- 1) Follow all Recipient Agencies' policies and operate the CSC in accordance with federal and state regulations, using scripts provided and approved by the Recipient Agencies.
- 2) Develop and distribute an Internal Operating Procedures Guide to Contractor's employees assigned to work under this Contract.

**G. Customer Satisfaction Surveys**

- 1) Offer automated Customer Service Surveys regarding Customer satisfaction with both the IVR and the CSC. The surveys shall be offered at the end of each live call and allow the customers to rate the quality, timeliness, and other service delivery elements carried out by the Contractor under the Contract.
- 2) Maintain a log and record of all recommendations for continuous improvements in CSR scripts, FAQs and IVR scripts. This log/record is to be maintained in the CRM that will be continuously available for review by Recipient Agencies and other designated State personnel.

**H. Meetings**

- 1) Attend regular status meetings with Recipient Agencies, via teleconference, or as requested, quarterly face-to-face meetings, to address issues related to on-going operations and continuous improvement of the CSC.
- 2) Maintain weekly communications with the Recipient Agencies to provide current information on CSC operations, including but not limited to planned activities, procedural changes, call trends, challenges, emergencies, and coverage for short- and long-term absences of Key Personnel and supervisors.

**2.3.11 Contractor-Supplied Hardware, Software, and Materials**

~~By responding to this RFP and accepting a Contract award, the Offeror specifically agrees that for any software, hardware or hosting service that it proposes, the State will have the right to purchase such item(s) from another source, instead of from the selected Offeror.~~

The Contractor shall ensure all components of the CSC are built on a technical infrastructure that is fully securitized and ensure uninterrupted high quality and robust operational efficiency to meet Customer satisfaction and business continuity.

The Contractor shall:

- A. Be responsible for the acquisition and operation of all hardware, software and network support related to the services and shall keep all software current. Ensure all security patches are applied within thirty (30) calendar days after release.
- B. Purchase, obtain, install, program, and maintain necessary automation hardware (personal computers - i.e., switches, routers, Firewalls (FWs), and uninterruptible power supply (UPS), printers, phones, facsimile machines, etc.) and software to transmit data files to Recipient Agency systems as required by the State.
- C. Be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided and shall keep all software current.
- D. Maintain a web based correspondence system between Customers and Recipient Agencies in compliance with the Federal Guidelines for Web Accessibility, available at [www.section508.gov](http://www.section508.gov).
- E. Provide a multi-factor authentication mechanism for any public facing system and/or services based on NIST Special Publication 800-53 revision 4 or later located on <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf>.

Upgrade hardware, software and other related systems, including communication systems as needed and at the expense of the Contractor. All components of the CSC systems must be kept current with industry standards and shall be backwards compatible. This includes functionality across common web-browsers (i.e., Internet Explorer, Firefox, Chrome, Safari, Google, etc.).

Provide all upgrades and regulatory updates at no additional cost.

Complete requests for system changes and/or access as the result of legislative changes, service changes, lawsuits, etc. no later than two (2) Business Days after the request by the Contract Monitor or designee, unless there is a sufficient reason for further delay. In case of a delay, the Contractor shall get a written approval from the Contract Monitor on the new timeline.

Ensure applications are accessible from various client devices through a thin client interface such as a Web browser (e.g., Web-based email) or a program interface.

Maintain a system that is capable of supporting the archiving, retrieval, and purging of data. The CSC system shall be kept in an online mode during the length of the Contract except for archiving, retrieval and approved maintenance. Callers must be able to continue receiving information through the IVR during CSC updates.

Provide controls for testing new data.

Participate in an annual review of standards, processes, logs, and configurations with Recipient Agencies.

### **2.3.12 Required Project Policies, Guidelines and Methodologies**

The Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting Information Technology projects, which may be created or changed periodically. Offeror is required to review all applicable links provided below and state compliance in its response.

It is the responsibility of the Contractor to adhere to and remain abreast of new or revised laws, regulations, policies, standards and guidelines affecting project execution. These include, but are not limited to:

- A. The State of Maryland System Development Life Cycle (SDLC) methodology at: <http://doit.maryland.gov/SDLC/Pages/agile-sdlc.aspx>.

- B. The State of Maryland Information Technology Security Policy and Standards at: <http://www.DoIT.maryland.gov>- keyword: Security Policy; and
- C. The State of Maryland Information Technology Non-Visual Standards at: <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx>.

### 2.3.13 Product Requirements

- A. Offerors may propose open-source software; however, the Offeror must provide operational support for the proposed software as part of its Proposal.
- B. Offeror shall be authorized to furnish the proposed goods and services. Offerors proposing to resell services of another entity must be authorized by such other entity. (See RFP **Section 5.3, P3-4**).
- C. No international processing for State Data: As described in **Section 3.8 Security Requirements**, Offerors are advised that any processing or storage of data outside of the continental U.S. is prohibited.
- D. Any Contract award is contingent on the State's agreement, during the Proposal evaluation process, to any applicable terms of use and any other agreement submitted under **Section 5.3**. Such agreed upon terms of use shall apply consistently across services ordered under the Contract.
- E. The Contractor shall not establish any auto-renewal of services beyond the period identified in Contract documents.
- F. In addition to any notices of renewal sent to the Contractor, Contractors shall email notices of renewal to the e-mail address designated by the Contract Monitor.

### 2.3.14 Maintenance and Support

Maintenance and support, and Contractor's ongoing maintenance and support obligations, are defined as follows:

- A. Maintenance commences at the start of State acceptance of initial startup activities.
- B. Support shall be provided for superseded releases and back releases still in use by the State.
- C. Operations tasks to include virus scans.
- D. Activity reporting.

### 2.3.15 Technical Support

- A. "Technical Support" means Contractor-provided assistance for the services or Solution furnished under the Contract.

The State shall be able to contact a Technical Support team member 24 hours per day, 7 days per week, 365 days per year.

Contractor shall utilize a help desk ticketing system to record and track all help desk calls. The ticketing system shall record with a date and timestamp when the ticket was opened and when the ticket was closed.

Contractor Personnel providing technical support shall be familiar with the State's account.

Contractor shall return calls for service of emergency system issues (see **Section 2.6 Service Level Agreement**) within fifteen (15) minutes.

Calls for non-emergency IT service requests will be returned in accordance with **Section 2.6**.

The State shall be provided with information on software problems encountered at other locations, along with the solution to those problems, when relevant to State software.

### **2.3.16 Backup**

The Contractor shall:

- A.** Perform backups of the web, application, and database servers on a regular basis. This shall include daily incremental backups and full weekly backups of all volumes of servers.
- B.** Perform backups during Non-Peak hours to meet the Contractor's proposed production-processing schedule.
- C.** Ensure data integrity so that completed transactions are not lost due to outages, system failures, etc. In long-running transactions, such as when a CSR needs to navigate several screens of data entry, there should be interim checkpoints that save the transaction so that it may be re-entered from the last checkpoint if the transaction wasn't completed prior to the failure. This includes ensuring backups are reliable and errors are avoided.
- D.** Perform backups for all systems and data necessary to restore full operability of the services provided in this Contract. The backup shall consist of at least:
  - 1) Incremental daily backups, retained for one (1) month.
  - 2) Full weekly backups, retained for three (3) months, and
  - 3) Last weekly backup for each month maintained for three (3) years.
- E.** Maintain one annual back up for the term of the contract.
- F.** Transfer a complete backup-set of all systems to the Department during the transition out period.
- G.** Ensure that backups are encrypted in accordance with IRS Publication 1075 and FIPS 140-2.
- H.** Perform a backup recovery at least semi-annually.
- I.** Provide on demand support for the State's recovery of a backup set.
- J.** If using physical media for backups:
  - 1) Securely transport and store all backups offsite in accordance with IRS Publication 1075 Guidelines.
  - 2) Monitor, log and track all media in accordance with IRS Publication 1075 Guidelines. This shall include physical media movement in and out of the CSC, off-site vault storage, media rotation with the media storage provider, and tracking media returns.
  - 3) Ensure media destruction procedures meet or exceed IRS Publication 1075 Guidelines, including degaussing, crushing and shredding, to assure that no data is retrievable.
  - 4) Be responsible for system data back-up requirements, which include periodic off-site vaulting of data on media, cataloging off-site content, retrieving back up media and restoring data from the back-ups.

- 5) Provide Recipient Agencies the capability to monitor media management operation, mailing and receipt control, and compliance with retention and storage requirements. Ensure that authorized Recipient Agency representatives and/or auditors shall be granted access to inspect storage areas.

## 2.4 Deliverables

### 2.4.1 Deliverable Submission

- A. All deliverables are due to the Contract Monitor unless indicated otherwise in the table below.
- B. For every deliverable, the Contractor shall request the Recipient Agencies or Contract Monitor to confirm receipt of that deliverable by sending an e-mail identifying the deliverable name and date of receipt.

Unless specified otherwise, written deliverables shall be compatible with Microsoft Office, Microsoft Project or Microsoft Visio within two (2) versions of the current version. At the Contract Monitor's discretion, the Contract Monitor may request one hard copy of a written deliverable.

- C. For any written deliverable, the Contract Monitor may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in **Section 2.4.3 Minimum Deliverable Quality**. Drafts of each final deliverable, except status reports, are required at least two weeks in advance of when the final deliverables are due (with the exception of deliverables due at the beginning of the project where this lead time is not possible, or where draft delivery date is explicitly specified). Draft versions of a deliverable shall comply with the minimum deliverable quality criteria listed in **Section 2.4.3 Minimum Deliverable Quality**.

### 2.4.2 Deliverable Acceptance

- A. A final deliverable shall satisfy the scope and requirements of this RFP for that deliverable, including the quality and acceptance criteria for a final deliverable as defined in **Section 2.4.4 Deliverable Descriptions/Acceptance Criteria**.

The State shall review final deliverables to determine compliance with the acceptance criteria as defined for that deliverable. The Contract Monitor is responsible for coordinating comments and input from various team members and stakeholders. The Contract Monitor is responsible for providing clear guidance and direction to the Contractor in the event of divergent feedback from various team members.

- B. In the event of rejection, the Contract Monitor will formally communicate in writing any deliverable deficiencies or non-conformities to the Contractor, describing in those deficiencies what shall be corrected prior to acceptance of the deliverable in sufficient detail for the Contractor to address the deficiencies. The Contractor shall correct deficiencies and resubmit the corrected deliverable for acceptance within the agreed-upon time period for correction.

### 2.4.3 Minimum Deliverable Quality

The Contractor shall subject each deliverable to its internal quality-control process prior to submitting the deliverable to the State.

Each deliverable shall meet the following minimum acceptance criteria:

- A. Be presented in a format appropriate for the subject matter and depth of discussion.
- B. Be organized in a manner that presents a logical flow of the deliverable’s content.
- C. Represent factual information reasonably expected to have been known at the time of submittal.
- D. In each section of the deliverable, include only information relevant to that section of the deliverable.
- E. Contain content and presentation consistent with industry best practices in terms of deliverable completeness, clarity, and quality.
- F. Meets the acceptance criteria applicable to that deliverable, including any State policies, functional or non-functional requirements, or industry standards.
- G. Contains no structural errors such as poor grammar, misspellings or incorrect punctuation.
- H. Must contain the date, author, and page numbers. When applicable for a deliverable, a revision table must be included.
- I. A draft written deliverable may contain limited structural errors such as incorrect punctuation and shall represent a significant level of completeness toward the associated final written deliverable. The draft written deliverable shall otherwise comply with minimum deliverable quality criteria above.

**2.4.4 Report and Deliverable Descriptions/Acceptance Criteria**

In addition to the items identified in the table below, the Contractor may suggest other subtasks, artifacts, or deliverables to improve the quality and success of the assigned tasks.

Status Report Type	Description	Due Date / Frequency
Monthly Status Report (MSR)	Monthly status reports are sent to the Recipient Agencies and Contract Monitor. The reports should address the performance requirements listed in Section 2.6.9, Performance Level Measurement Table.	Ongoing monthly reports submitted starting after the Go-Live Date and should include one (1) month cumulative information.  Due before 12:00 pm on the 2nd Business Day of each month following the reporting month and for each month thereafter.
Kick-Off Meeting	Contractor shall hold a kick-off meeting to include the Contract Monitor, Contractor Project Manager and any other applicable DGS or Contractor staff.	Within five (5) Business Days of NTP.
Ad-hoc Reports	Any other report that could be requested additionally by the Contract Monitor.	As requested.

Deliverables Summary Table\*

Deliverable Description/ Service Priority	Acceptance Criteria	Due Date / Frequency
Copy of signed lease (if applicable)	A fully executed signed and dated lease agreement in PDF format via email to the Contract Monitor. (See Section 2.3.10)	Initial Delivery: NTP+ 30 Calendar Days after Contract Commencement.
Problem Escalation Procedure	Refer to Section 3.9 for submission and report criteria	Final delivery: 10 Business Days following notice of recommended award.  Updated- within 10 Business Days of a change in circumstances and annually (+10 Business Days after the start date of each Contract Year).
Project Schedule	The Project Schedule shall include all major activities that will be required to complete the Transition-In including activities to be performed by DGS. The Contract Monitor will review and approve the baseline Project Schedule.	Initial Delivery: NTP +15 Calendar Days  The Project Schedule shall be issued in draft form for review. The Contract Monitor will provide comments to the Contractor no later than five (5) Business Days after the draft submission. The final Project Schedule shall be issued no later than five (5) Calendar Days after the receipt of the Contract Monitor's comments.
Risk Management Plan	The Plan shall include the Contractor's approach to managing risk as well as describe the Contractor's understanding of risk management. The Risk Register shall be reviewed and updated in accordance with the Risk Management Plan no less than monthly.	Initial Delivery: NTP + 15 Calendar Days  The Risk Management Plan shall be issued in draft form for review. The Contract Monitor will provide comments to the Contractor no later than five (5) Business Days after the draft submission. The final Risk Management Plan shall be issued no later than five (5) Calendar Days after the receipt of the Contract Monitor's comments.
Communication Management Plan	The Communication Management Plan shall serve as the guideline to manage	Initial Delivery: NTP +15 Calendar Days

	communications across all stakeholders, including status reporting and other key communications.	The Communication Management Plan shall be issued in draft form for review. The Contract Monitor will provide comments to the Contractor no later than five (5) Business Days after the draft submission. The final Communication Management Plan shall be issued no later than five (5) Calendar Days after the receipt of the Contract Monitor's comments.
Security Plan (Includes security test plan)	The Security Plan shall detail the steps and processes employed by the Contractor as well as the features and characteristics which will ensure compliance with the security requirements of the Contract and submitted to the Contract Monitor. (Section 3.8.6)	Initial Delivery: NTP + 30 Calendar Days and annually thereafter.
Short-Term High-Volume Call Management Plan	This plan shall delineate how the Contractor handles spikes in call volume. (Section 2.3.1.e)	Initial Delivery: NTP + 30 Calendar Days
Disaster Recovery and Continuation of Operations Plan	For hosted services, the Offeror shall include its DR strategy. (Section 5.3.2.F)	Proposed Plan with Technical Proposal Final Delivery: NTP + 30 Calendar Days.
Internal Operating Procedures Guide	The Guide shall describe the company's policies and internal operating procedures. (Section 2.3.10.F.)	Initial Delivery: NTP +90 Calendar Days  The Contractor shall present the Guide to the Contract Monitor for approval no later than ninety (90) Days after NTP and shall incorporate any required changes within fifteen (15) Days of receiving notice of the changes. A review and needed updates to this guide shall be done at least every six (6) months.
Training Plan	Provide a Training Plan and all required training materials (training manuals with descriptions, summaries of actual training instructions, along with test	Final Delivery: NTP +60 Calendar Days

	formats and evaluation methodologies) developed in conjunction with the plan. (Section 2.3.9.E)	
Transition-In Period Results Document	The Contractor shall report the results of the transition to the Contract Monitor.  The Contract Monitor will provide specifics regarding the content and format of this document during Transition-In.	Upon the conclusion of the initial three (3) month Transition-in Period.
Transition-In Status Meeting Minutes	Generate minutes for all status meetings and distribute the minutes via e-mail no later than three (3) Calendar Days following the meeting for the Contract Monitor review and approval.	Due + 3 Calendar Days after the Meeting date
IVR Call Report	Reports will include in-queue wait time, call back feature wait time, abandonment rate, call volume, average call handling time, and statistics on CSRs login time and call statistics. (Section 2.4.4)	Provide monthly reports (by the 10th of the following month) via email to Recipient Agencies.
CSR Call Report	A report of CSR activity that includes:  Number of calls requesting a CSR. Number of calls answered by CSR. Number of calls resolved by CSR.  Number of calls longer than 4 minutes after caller elects a CSR.  Number of calls by specific Recipient Agencies and inquiry type.  Average call-talk times.  Average wait time until a customer gets through to CSR.  Maximum caller wait time.  Average wait time after a call is answered and placed on hold.  Number of calls abandoned. Average waits time for abandoned calls.	Provide monthly reports (by the 10th of the following month) via email to Recipient Agencies and Contract Monitor.

	<p>Maximum wait time for Abandoned Calls.</p> <p>Average CSR staffing levels.  Number of CSR minutes for calls for each Recipient Agency.</p> <p>Average call wrap-up (documentation) times.</p> <p>Average hold time.  Longest call time.  Longest call-in queue.</p> <p>Number of incoming calls which received a busy signal.</p> <p>Number of Hot Calls (complaints).  Number of unsuccessful Call-backs.</p>	
Recipient Agency Call Report	<p>A report of calls referred to Recipient Agencies that includes:</p> <p>Number of calls answered for each.</p> <p>Number of calls answered for specific Agencies.</p> <p>Number of calls referred to each Agency.</p> <p>Number of work orders generated for specific Agencies.</p> <p>A list of calls transferred to each Recipient Agencies.</p>	Provide monthly reports (by the 10th of the following month) via email to Recipient Agencies and Contract Monitor
Content Update Report  (As-Is, Modified, Reason, Approval)	<p>Report on content creation, update activity, and recommendations for continuous improvements for:</p> <p>a. IVR Scripts  b. CSR Scripts  c. FAQs</p>	Provide monthly reports (by the 10th of the following month) via email to Recipient Agencies
IVR, CRM and ACD availability Report	Report that includes the availability of the IVR, CRM and ACD.	Provide monthly reports (by the 10th of the following month) via email to Recipient Agencies
Contact Problems Report	<p>A report that includes:</p> <p>Number of calls that come in from</p>	Provide reports weekly (every Friday by 3PM) via email to Recipient Agencies.

	Customers claiming “No Response or feedback” for the escalation calls made to each Recipient Agency.	
Annual Training Report	Refer to <b>Section 2.3.9</b> for more information.	Annually after NTP and after every training session.
Corrective Action Plan (CAP)	In the event that deficiencies are identified in any service or reporting deliverable, the Contract Monitor will notify the Contractor in writing of the need to submit a Corrective Action Plan.	As specified in the CAP
SOC 2 Type II Audit	Refer to Section 3.10 for more information.	The Contractor shall provide to the Contract Monitor, within 30 calendar days of the issuance of each SOC 2 Report, a complete copy of the final SOC 2 Report.
Report of any outstanding deliverables and time frames for completion	Refer to Section 2.4 for more information.	As indicated by the Contract Monitor.

\*The deliverables summary table may not list every contractually required deliverable. Offerors should read the RFP thoroughly for all Contract requirements and deliverables. Failure to submit required reports/information within timeframes identified may result in reduction/withholding of Contract payment as identified in Section 3.3 – Invoicing of this RFP Final invoice payment is contingent upon receipt and acceptance of all deliverables/reports.

## **2.5 Optional Features or Services, Future Work**

### **2.5.1 Chatbots and Digital Assistant (Fixed Price/T&M)**

The Contractor may provide as an optional service (to be used by interested Recipient Agencies) the ability to provide a chatbot and digital assistant to assist Customers across multiple platforms and be available 24 hours a day and 7 days a week. If provided, Recipient Agencies shall have the ability to update or change information provided by the chatbot or digital assistant at any time. In addition, certain levels of authentication for Customers may be instituted based on Recipient Agencies needs at any time.

### **2.5.2 CSC Extended Hours of Operation**

The Contractor shall provide the ability to operate the CSC during Extended Hours. See line item for Extended Hours on Attachment B Financial Proposal Form and Section 2.3.1 d. Contractor shall offer voicemail capabilities for Extended Hours or when the call center is at capacity. Work Orders will define whether calls may be routed to the call center’s voice mail system.

## **2.6 Service Level Agreement (SLA)**

### **2.6.1 Definitions**

- A. A “Problem” is defined as any situation or issue reported via a help desk ticket that is related to the system operation that is not an enhancement request.

- B. “Problem resolution time” is defined as the period of time from when the help desk ticket is opened to when it is resolved
- ~~C. Monthly Charges: for purposes of SLA credit calculation, Monthly Charges are defined as the charges set forth in Attachment B, Financial Proposal Form, invoiced during the month of the breach for the monthly fixed services.~~

### 2.6.2 SLA Requirements

The Contractor shall:

- A. Make available personnel resources via phone and if requested in a Work Order, on site, during Normal State Business Hours to provide technical support.
- B. Be responsible for complying with all performance measurements and shall ensure compliance by all subcontractors.
- C. Comply with all performance measurements and shall also ensure compliance by all subcontractors.
- D. Meet the Problem response time and resolution requirements as defined in **Section 2.6.8**.
- E. Provide a monthly report to monitor and detail response times and resolution times.
- F. Log Problems into the Contractor’s CRM and assign an initial severity (Emergency, High, or Low as defined in **Section 2.6.8**) and follow up with an incident report including necessary action. The Contract Monitor shall make the final determination regarding Problem severity.
- G. Review any problem with the Contract Monitor to establish the remediation plan and relevant target dates.
- H. Respond to and update all Problems, including recording (in the CRM) when a Problem is resolved and its resolution.
- I. Notify the Recipient Agency and Contract Monitor when a Problem is resolved.

### 2.6.3 SLA Effective Date (SLA Activation Date)

SLAs set forth herein shall be in effect beginning with the commencement of monthly services as of the completion of the Transition-In Period.

Beginning on the SLA Activation Date, for any performance measurement not met during the monthly reporting period, the SLA credit for that individual measurement shall be applied to the Monthly Charges.

### 2.6.4 Service Level Reporting

- A. Contractor performance will be monitored by the Contract Monitor.
- B. The Contractor shall provide detailed monthly reports evidencing the attained level for each SLA.
- C. The Contractor shall provide a monthly summary report for SLA performance.
- D. Monthly reports shall be delivered via e-mail to the Contract Monitor by the 10<sup>th</sup> of the following month.

- E. If any of the performance measurements are not met during the monthly reporting period, the Contractor will be notified of the standard that is not in compliance.

**2.6.5 SLA Service Credits**

Time is an essential element of the Contract. For work that is not completed within the time(s) specified in the service level metrics below, the Contractor shall be liable for service credits in the amount(s) provided for in the Contract.

Service credits will be cumulative for each missed service requirement. The State, at its option for amount due the State as service credits, may deduct such from any money payable to the Contractor or may bill the Contractor as a separate item. In the event of a catastrophic failure affecting all services, all affected SLAs shall be credited to the State.

In no event shall the aggregate of all SLA credits paid to the State in any calendar month exceed 25% of the Monthly Charges.

Example: If the Monthly Charges were \$100,000 and one SLA were missed, with an applicable 4% credit, the credit to the monthly invoice would be \$4,000, and the State would pay a net Monthly Charge of \$96,000.

The parties agree that any assessment of service credits shall be construed and treated by the parties not as imposing a penalty upon the Contractor, but as compensation to the State for the Contractor’s failure to satisfy its service level obligations.

**2.6.6 Root Cause Analysis**

If the same SLA measurement yields an SLA credit more than once, the Contractor shall conduct a root cause analysis. Such root cause analysis shall be provided within 30 days of the second breach, and every breach thereafter.

In addition, for each ‘Emergency’ or ‘High’ priority Problem, the affected parties will perform a root cause analysis and institute a process of problem management to prevent recurrence of the issue.

**2.6.7 System Problem Response Definitions and Times**

The Contractor shall meet the Problem response time and resolution requirements.

**The Contractor shall provide a monthly reports to Recipient Agencies and the Contract Monitor showing resolution and response times.**

Service Priority	Response Time	Resolution Time	Response Availability	Work Outage	Users Affected
Emergency	Less than 15 minutes	Within 2 hours of first report	24 hours per day, seven days per week	Major outages or portions of the CRM or phone systems are inaccessible. These issues shall be reported to the Contract Monitor.	Affects the majority of Recipient Agencies or internal system functionalities are impaired.

Service Priority	Response Time	Resolution Time	Response Availability	Work Outage	Users Affected
High	Less than 30 minutes	Within 4 hours after first report	24 hours per day, seven days per week	Systems or users are unable to work, or to utilize systems functions. These issues shall be reported to the Contract Monitor.	Affects the majority of Recipient Agencies or internal system functionalities are impaired. To include Customers and Contractor's employees
Normal	Within 2 hours	Within 1 day (24 hours) after first report. If the outage is not resolved a resolution plan must be in place.	Mon-Fri, 7AM-7PM	Specific non-critical features are not operating as specified. Systems or users are unable to perform a small portion of their job but are able to complete most tasks.	Affects call center employees only.
Low	Within 2 hours	Within 3 days (72 hours) after first report. If the outage is not resolved a resolution plan must be in place.	Mon-Fri, 7AM-7PM	Lower priority features that can be done manually are not operating as specified. Will often take the form of a request for service with ample lead time.	Affects Call Center employees only.

**2.6.8 Service Level Measurement Table (System Performance)**

The Contractor shall comply with the service level measurements in the following table:

No.	Service Requirement	Measurement	Service Level Agreement	SLA Credit
1	Problem Response Time – Emergency	Average Response Time for Emergency Problems.	98% <15 minutes	1%
2	Problem Response Time – High	Average Response Time for High Priority Problems.	98% <30 minutes	1%
3	Problem Response Time – Normal	Average Response Time for Normal Priority Problems	98% <2 hours	1%

No.	Service Requirement	Measurement	Service Level Agreement	SLA Credit
4	Problem Response Time – Low	Average Response Time for Low Priority Problems	98% <2 hours	1%
5	Problem Resolution Time – Emergency	Resolution Time for Emergency Priority Problems	98% <2 hours	1%
6	Problem Resolution Time – High	Resolution Time for High Priority Problems	98% <4 hours	1%
7	Problem Resolution Time – Normal	Resolution Time for Normal Priority Problems	98% <24 hours	1%
8	Problem Resolution Time – Low	Resolution Time for Low Priority Problems	98% <72 hours.	1%
9	Scheduled Downtime/ Maintenance	Scheduled maintenance and downtime shall only occur outside of Normal State Business Hours. The Contractor shall provide 14 calendar days' notice prior to any scheduled downtime.	<6 hours each month.	1%
10	Service Availability	All application functionality and accessibility shall be maintained at 99.5% uptime performance levels. Contractor shall minimize or eliminate unscheduled network downtime to .5% or less.	<del>&lt;99.5%</del> <u>&gt;99.5%</u>	2%
11	Disaster Recovery	Contractor shall provide recovery and continuity of operations to 95% within 48 hours of a System/network failover and the remaining 5% within 72 hours	95% within 48 hours remaining 5% within 72 hours.	1%
12	Notification of Security Incident	Notification of a Security Incident within 60 minutes of occurrence	95% within 60 minutes.	1%
13	Security Incident Reporting	Security incident reporting requirement in 60 minutes	95% within 60 minutes.	1%

No.	Service Requirement	Measurement	Service Level Agreement	SLA Credit
14	System & File Restoration - Emergency	Complete 95% of file restoration within four (4) hours of notification, and complete 100% of file restoration within one (1) Business Day.	95% of file restoration within four (4) hours of notification, and complete 100% of file restoration within one (1) Business Day.	1%
15	Backup – As scheduled and Accurate	99% of the time.	99% of the time.	1%

The State shall have the unilateral right to reallocate percentages among the various SLAs annually on the anniversary of the Contract, provided that such reallocation will not exceed the cap identified in **Section 2.6.5**.

**2.6.9 Performance Level Measurement Table (Service, Quality, and Efficiency Performance Measure metrics)**

The Contractor shall comply with the performance level measurements in the following table:

No.	Performance Requirement	Measurement	Service Level Agreement	SLA Credit
<b>Service</b>				
1	CSR Queue Wait Time	Maximum wait time in CSR Queue.	Calls answered within 30 seconds > 90%	0.5%
2	Abandoned Calls	The maximum tolerance of total calls abandoned at any given point in time that can happen in the IVR or when a CSR is already in communication with the caller and the call drops.	Percentage rate < 5%	0.5%
3	Hold time	Time that a caller is put on hold before CSR checks back with the caller.	Less than 120 Seconds > 99%	N/A
4	Tier 1 CSR Call Handling	Time taken by a CSR to complete a call with a customer.	Average Call Handling Time Tier 1 CSR < 420 seconds	N/A

No.	Performance Requirement	Measurement	Service Level Agreement	SLA Credit
5	Tier 2 CSR Call Handling	Time taken by a CSR to complete a call with a customer.	Average Call Handling Time Tier 2 CSR < 720 seconds	N/A
6	CSR Availability	Amount of time a CSR is available to take a call.	Availability > 85%	N/A
7	CSR Occupancy	Amount of time a CSR is logged in and performs a call related activity.	Occupancy > 85%	N/A
<b>Quality</b>				
8	Call Resolution	Ability of the IVR and CSR to resolve a call at the first instance based on CSR call resolution expectations defined in a Recipient Agency's Desk Reference Guide.	First-Call Resolution > 85%	N/A
9	Call Transfer	Calls transferred to the CSR from the total calls coming into the IVR. (IVR is required to resolve more than 75% of the incoming Customer calls)	Transfer rate < 25%	N/A
10	CSC Accuracy of Information based on Recipient Agency Desk Reference Guide	Errors occur when Contractor fails to: a. Properly update system Case log and addresses. b. Provide accurate information to callers and to Recipient Agencies. c. Properly redirect callers; and d. Prepare requested materials in a correct and timely manner for mailing.	Error rate of total calls at any given time < 2%	0.5%
11	CSC Accuracy of Information based on Customer information	Errors occur when Contractor fails to capture all necessary customer information. Customers information will contain not less than, name, address, contact information, reason for call. Customer information will vary depending on Recipient Agency.	Error rate of total calls at any given time < 2%	0.5%
12	Inbound Outbound Call-back Ratio	The ratio of the number of calls that come into the CSC in relation to the number of Call-back requests from Customers.	Call-back request < 1%	N/A

No.	Performance Requirement	Measurement	Service Level Agreement	SLA Credit
13	Customer Satisfaction	Rating of the quality, timeliness, and other service delivery elements carried out by the CSC. Criteria for consistent quality of Customer satisfaction a. Exceeds Expectations b. Meets Expectations c. Below Expectations	Monthly random sampling and survey results of Meet or Exceeds > 80%	N/A
<b>Efficiency</b>				
14	After-Call Work	Time required by CSR to wrap up the call with all necessary inputs and updates into the system before taking the next call.	Average After Call Work Time / Wrap Up Time < 120 seconds.	N/A
15	Customer Complaint Level 1	The rate of complaints against the CSC personnel staff that are elevated to call center supervisors.	Percentage of calls escalated to CSC Supervisors < 5%	N/A
16	Customer Complaint Level 2	Any problem or complaint that the CSC Supervisor was unable to resolve in Level 1.	Percentage of calls escalated to Recipient Agencies < 1%	N/A
17	Training Effectiveness Feedback	Survey to determine the effectiveness of the training and materials. This may range from program specific information, technical and soft skills conducted by Contractor.	Provide CSC training effectiveness feedback to Contract Monitor and Recipient Agencies on all training programs within 48 hours of completion of training > 99%	N/A

## 3 Contractor Requirements: General

### 3.1 Contract Initiation Requirements

- A. Contractor shall schedule and hold a Post-Award Kickoff Meeting within ten (10) Business Days after the NTP Date. The Contract Monitor, the Contractor's Project Manager and any other DGS or Contractor staff deemed appropriate shall attend this meeting. The purpose of the Post-Award Kick-off Meeting is to communicate timelines and known requirements relative to the Transition Plans, discuss service, invoice processing, monitoring and other Contract terms and conditions. The Contract Monitor will also provide contact information for Recipient Agency staff related to the Contract, call scripts and Recipient Agency Desk Reference Guides.
- B. To facilitate a smooth and seamless transition of the CSC with no interruption of service, the Contractor shall implement all CSC functions within three (3) months following NTP.
- C. The Contractor shall work with the incumbent Contractor and DGS to ensure a smooth transition of operations.
- D. The Contractor shall attend question and answer sessions and conduct status meetings, as agreed upon, with DGS and incumbent Contractor. The Contractor's Project Manager and Key Personnel, as necessary, shall attend all status meetings with DGS and the incumbent Contractor. The Contractor shall generate a Status Report prior to the status meeting. The Status Report shall address:
  - i. Project schedule (current status of all activities)
  - ii. Key Milestones and Training Activities
  - iii. Deliverables (submitted, due, overdue, approval status, and payment status)
  - iv. Staffing levels
  - v. Project risks (including mitigation status)
  - vi. Quality assurance (activities and status)
  - vii. Issues (log of identified issues with status of each)
  - viii. Action items (log of items with status of each) and,
  - ix. Any other topics requested by Recipient Agencies.

### 3.2 Individual Work Order Transition-In Requirements

- 3.2.1 The Contractor shall coordinate and implement setup of the program(s) as specified in a Work Order issued by a Recipient Agency.
- 3.2.2 The transition-in for the Requesting/Billed Agencies shall include the initial setup of the program(s) by the Contractor. The one-time fee for initial setup of the Call Center services is applicable to the setup of a program not currently being serviced by the Contractor. The initial setup fee shall include all one-time charges to set up the new program including:
  - a) Consultation with the agency contact to understand the program being set up.
  - b) CSR script development and preparation.
  - c) Development of CSR training.
  - d) Call Center system configuration and readiness to receive program calls including;

- i. Automated Attendant, IVR, and ACD configuration and set up.
  - ii. CTI programming and deployment and any associated setup costs.
- 3.2.3 Contractor shall provide initial and ongoing training of CSRs and support staff. For each agency program, the Contractor personnel shall review, and revise all training documentation.
- 3.2.4 The Contractor will be afforded the opportunity to incrementally transition individual services during the transition-in period, with the written approval of the Contract Monitor and the Recipient Agency for which the service is performed.
- 3.2.5 The Contractor shall obtain written approval from the Recipient Agency Work Order Manager (or designee) that the transition-in for a Work Order is complete.
- 3.2.6 After the transition-in period, the Contractor shall meet with the Recipient Agencies on a monthly basis, as needed.

### 3.3 End of Contract Transition

- 3.3.1 The Contractor shall provide transition assistance as requested by the State to facilitate the orderly transfer of services to the State or a follow-on contractor, for a period up to six (6) months prior to the Contract end date, or the termination thereof. Such transition efforts shall consist, not by way of limitation, of:
  - A. Providing additional services and support as requested to successfully complete the transition.
  - B. Maintaining the services called for by the Contract at the required level of proficiency.
  - C. Providing current operating procedures (as appropriate).
- 3.3.2 The Contractor shall work toward a prompt and timely transition, proceeding in accordance with the directions of the Contract Monitor. The Contract Monitor may provide the Contractor with additional instructions to meet specific transition requirements prior to the end of the Contract.
- 3.3.3 The Contractor shall ensure that all necessary knowledge and materials for the tasks completed are transferred to the custody of State personnel or a third party, as directed by the Contract Monitor.
- 3.3.4 The Contractor shall support end-of-Contract transition efforts with technical and project support to include but not be limited to:
  - A. The Contractor shall provide a draft Transition-Out Plan 365 Calendar Days in advance of Contract end date. A final Transition-Out Plan is due 180 Calendar Days prior Contract end date.

The Transition-Out Plan shall address at a minimum the following areas:

- 1) Any staffing concerns/issues related to the closeout of the Contract.
- 2) Communications and reporting process between the Contractor, the Recipient Agencies and the Contract Monitor.

- 3) Connectivity services provided, activities and approximate timelines required for Transition-Out.

The Contractor shall provide copies of any current daily and weekly back-ups to the Recipient Agencies, or a third party as directed by the Contract Monitor as of the final date of transition, but no later than the final date of the Contract.

### 3.3.5 Return and Maintenance of State Data

- A. Upon termination or the expiration of the Contract, the Contractor shall: (a) return to the State all State data in either the form it was provided to the Contractor or in a mutually agreed format along with the schema necessary to read such data; (b) preserve, maintain, and protect all State data until the earlier of a direction by the State to delete such data or the expiration of 90 days (“the retention period”) from the date of termination or expiration of the Contract term; (c) after the retention period, the Contractor shall securely dispose of and permanently delete all State data in all of its forms, such as disk, CD/DVD, backup tape and paper such that it is not recoverable, according to National Institute of Standards and Technology (NIST)-approved methods with certificates of destruction to be provided to the State; and (d) prepare an accurate accounting from which the State may reconcile all outstanding accounts. The final monthly invoice for the services provided hereunder shall include all charges for the 90-day data retention period.
- B. During any period of service suspension, the Contractor shall maintain all State data in its then existing form, unless otherwise directed in writing by the Contract Monitor.
- C. In addition to the foregoing, the State shall be entitled to any post-termination/expiration assistance generally made available by the Contractor with respect to the services.

## 3.4 Invoicing

### 3.4.1 General

- A. The Contractor shall e-mail the original of each invoice and signed authorization to invoice to the Recipient Agencies as directed under a work order.
- B. No less than monthly, the Contractor shall submit to the Recipient Agency and Contract Monitor, usage and billing reports to enable the State to manage the Contract. The usage and billing reports shall include the following data for each active Recipient Agency under the Contract.
  - 1) Recipient Agency name.
  - 2) Pricing at the actual contracted rate.
  - 3) Subtotal usage and billing of each Recipient Agency and any sub-units,
  - 4) The total monthly billing for each Recipient Agency.

All invoices for services shall be signed, dated and verified by the Contractor as accurate at the time of submission.

An invoice not satisfying the requirements of a Proper Invoice (as defined at COMAR 21.06.09.01 and .02) cannot be processed for payment. To be considered a Proper Invoice, invoices must include the following information, without error:

- 5) Contractor name and address.
- 6) Remittance address.
- 7) Federal taxpayer identification (FEIN) number, social security number, as appropriate.
- 8) Invoice period (i.e., time period during which services covered by invoice were performed).
- 9) Invoice date.
- 10) Invoice number.
- 11) State assigned Contract number.
- 12) State assigned (Blanket) Purchase Order number(s).
- 13) Goods or services provided.
- 14) Amount due; and
- 15) Any additional documentation required by regulation or the Contract.

Invoices that contain both fixed price and time and material items shall clearly identify each item as either fixed price, or time and material billing.

The Department reserves the right to reduce or withhold Contract payment in the event the Contractor does not provide the State with all required deliverables within the time frame specified in the Contract or otherwise breaches the terms and conditions of the Contract until such time as the Contractor brings itself into full compliance with the Contract.

Any action on the part of the Department, or dispute of action by the Contractor, shall be in accordance with the provisions of Md. Code Ann., State Finance and Procurement Article §§ 15-215 through 15-223 and with COMAR 21.10.04.

The State is generally exempt from federal excise taxes, Maryland sales and use taxes, District of Columbia sales taxes and transportation taxes. The Contractor, however, is not exempt from such sales and use taxes and may be liable for the same.

Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the Contract. In no event shall any invoice be submitted later than 60 calendar days from the Contract termination date.

Contractor shall have and describe to the State a process for resolving billing errors.

#### **3.4.2 Invoice Submission Schedule**

The Contractor shall submit invoices in accordance with the following schedule:

- A.** For items of work for which there is one-time pricing (see initial setup in **Attachment B** – Financial Proposal Form) those items shall be billed in the month following the acceptance of the work by the Recipient Agencies.
- B.** All other items shall be billed in the month following the month that the work has been completed.

#### **3.4.3 For the purposes of the Contract an amount will not be deemed due and payable if:**

- A.** The amount invoiced is inconsistent with the Contract.

- B. The proper invoice has not been received by the party or office specified in the Contract.
- C. The invoice or performance is in dispute, or the Contractor has failed to otherwise comply with the provisions of the Contract.
- D. The item or services have not been accepted.
- E. The quantity of items delivered is less than the quantity ordered.
- F. The items or services do not meet the quality requirements of the Contract.
- G. If the Contract provides for progress payments, the proper invoice for the progress payment has not been submitted pursuant to the schedule.
- H. If the Contract provides for withholding a retainage and the invoice is for the retainage, all stipulated conditions for release of the retainage have not been met.
- I. The Contractor has not submitted satisfactory documentation or other evidence reasonably required by the Procurement Officer or by the Contract concerning performance under the Contract and compliance with its provisions.

#### **3.4.4 Travel Reimbursement**

Travel will not be reimbursed under this RFP.

### **3.5 Liquidated Damages**

#### **3.5.1 MBE Liquidated Damages**

MBE liquidated damages are identified in Attachment M.

#### **3.5.2 Liquidated Damages other than MBE**

THIS SECTION IS INAPPLICABLE TO THIS RFP.

### **3.6 Disaster Recovery and Data**

The following requirements apply to the Contract:

#### **3.6.1 Redundancy, Data Backup and Disaster Recovery**

- A. Unless specified otherwise in the RFP, Contractor shall maintain or cause to be maintained disaster avoidance procedures designed to safeguard State data and other confidential information, Contractor's processing capability and the availability of hosted services, in each case throughout the Contract term. Any force majeure provisions of the Contract do not limit the Contractor's obligations under this provision.
- B. The Contractor shall have robust contingency and disaster recovery (DR) plans in place to ensure that the services provided under the Contract will be maintained in the event of disruption to the Contractor/subcontractor's operations (including, but not limited to, disruption to information technology systems), however caused.
  - 1) The Contractor shall furnish a DR site.
  - 2) The DR site shall be at least 100 miles from the primary operations site and have the capacity to take over complete production volume in case the primary site becomes unresponsive.

- C. The contingency and DR plans must be designed to ensure that services under the Contract are restored after a disruption within twenty-four (24) hours from notification and a recovery point objective of one (1) hour or less prior to the outage in order to avoid unacceptable consequences due to the unavailability of services.
- D. The Contractor shall test the contingency/DR plans at least twice annually to identify any changes that need to be made to the plan(s) to ensure a minimum interruption of service. Coordination shall be made with the State to ensure limited system downtime when testing is conducted. At least one (1) annual test shall include backup media restoration and failover/fallback operations at the DR location. The Contractor shall send the Contract Monitor a notice of completion following completion of DR testing.
- E. Such contingency and DR plans shall be available for the Department to inspect and practically test at any reasonable time, and subject to regular updating, revising, and testing throughout the term of the Contract.

### **3.6.2 Data Export/Import**

- A. The Contractor shall, at no additional cost or charge to the State, in an industry standard/non-proprietary format:
  - 1) perform a full or partial import/export of State data within 24 hours of a request; or
  - 2) provide to the State the ability to import/export data at will and provide the State with any access and instructions which are needed for the State to import or export data.
- B. Any import or export shall be in a secure format per the Security Requirements.

### **3.6.3 Data Ownership and Access**

- A. Data, databases and derived data products created, collected, manipulated, or directly purchased as part of a RFP are the property of the State. The purchasing State agency is considered the custodian of the data and shall determine the use, access, distribution and other conditions based on appropriate State statutes and regulations.

Public jurisdiction user accounts and public jurisdiction data shall not be accessed, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of the Contract, including as necessary to perform the services hereunder or (4) at the State's written request.

The Contractor shall limit access to and possession of State data to only Contractor Personnel whose responsibilities reasonably require such access or possession and shall train such Contractor Personnel on the confidentiality obligations set forth herein.

At no time shall any data or processes – that either belong to or are intended for the use of the State or its officers, agents or employees – be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.

The Contractor shall not use any information collected in connection with the services furnished under the Contract for any purpose other than fulfilling such services.

- 3.6.4** Provisions in Sections 3.6.1 - 3.6.3 shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the provisions of Sections 3.6.1 - 3.6.3 (or the substance thereof) in all subcontracts.

### 3.7 Insurance Requirements

The Contractor shall maintain, at a minimum, the insurance coverages outlined below, or any minimum requirements established by law if higher, for the duration of the Contract, including option periods, if exercised:

- 3.7.1** The following type(s) of insurance and minimum amount(s) of coverage are required:
- A.** Commercial General Liability - of \$1,000,000 combined single limit per occurrence for bodily injury, property damage, and personal and advertising injury and \$3,000,000 annual aggregate. The minimum limits required herein may be satisfied through any combination of primary and umbrella/excess liability policies.
  - B.** Errors and Omissions/Professional Liability - \$1,000,000 per combined single limit per claim and \$3,000,000 annual aggregate.
  - C.** Crime Insurance/Employee Theft Insurance - to cover employee theft with a minimum single loss limit of \$1,000,000 per loss, and a minimum single loss retention not to exceed \$10,000. The State of Maryland and the Department of General Services, Office of State Procurement should be added as a "loss payee."
  - D.** Cyber Security / Data Breach Insurance – The Contractor shall possess and maintain throughout the term of the Contract and for three (3) years thereafter, cyber risk/ data breach insurance (either separately or as part of a broad Professional Liability or Errors and Omissions Insurance) with limits of at least five million dollars (\$5,000,000) per claim. Any "insured vs. insured" exclusions will be modified accordingly to allow the State additional insured status without prejudicing the State's rights under the policy(ies). Coverage shall be sufficiently broad to respond to the Contractor's duties and obligations under the Contract and shall include, but not be limited to, claims involving privacy violations, information theft, damage to or destruction of electronic information, the release of Sensitive Data, and alteration of electronic information, extortion, and network security. The policy shall provide coverage for, not by way of limitation, breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.
  - E.** Worker's Compensation - The Contractor shall maintain such insurance as necessary or as required under Workers' Compensation Acts, the Longshore and Harbor Workers' Compensation Act, and the Federal Employers' Liability Act, to not be less than one million dollars (\$1,000,000) per occurrence (unless a state's law requires a greater amount of coverage). Coverage must be valid in all states where work is performed.
  - F.** Automobile or Commercial Truck Insurance - The Contractor shall maintain Automobile or Commercial Truck Insurance (including owned, leased, hired, and non-owned vehicles) as appropriate with Liability, Collision, and PIP limits no less than those required by the State where the vehicle(s) is registered, but in no case less than those required by the State of Maryland.

- 3.7.2** The State shall be listed as an additional insured on the faces of the certificates associated with the coverages listed above, including umbrella policies, excluding Workers' Compensation Insurance and professional liability.
- 3.7.3** All insurance policies shall be endorsed to include a clause requiring the insurance carrier provide the Procurement Officer, by certified mail, not less than 30 days' advance notice of any non-renewal, cancellation, or expiration. The Contractor shall notify the Procurement Officer in writing, if policies are cancelled or not renewed within five (5) days of learning of such cancellation or nonrenewal. The Contractor shall provide evidence of replacement insurance coverage to the Procurement Officer at least 15 days prior to the expiration of the insurance policy then in effect.
- 3.7.4** Any insurance furnished as a condition of the Contract shall be issued by a company authorized to do business in the State.
- 3.7.5** The recommended awardee must provide current certificate(s) of insurance with the prescribed coverages, limits and requirements set forth in this section within five (5) Business Days from notice of recommended award. During the period of performance for multi-year contracts, the Contractor shall provide certificates of insurance annually, or as otherwise directed by the Contract Monitor.
- 3.7.6** Subcontractor Insurance

The Contractor shall require any subcontractors to obtain and maintain comparable levels of coverage and shall provide the Contract Monitor with the same documentation as is required of the Contractor.

### **3.8 Security Requirements**

The following requirements are applicable to the Contract:

#### **3.8.1 Employee Identification**

- A.** Contractor Personnel shall display his or her company ID badge in a visible location at all times while on State premises. Upon request of authorized State personnel, each Contractor Personnel shall provide additional photo identification.
- B.** Contractor Personnel shall cooperate with State site requirements, including but not limited to, being prepared to be escorted at all times, and providing information for State badge issuance.
- C.** Contractor shall remove any Contractor Personnel from working on the Contract where the State determines, in its sole discretion, that Contractor Personnel has not adhered to the Security requirements specified herein.
- D.** The State reserves the right to request that the Contractor submit proof of employment authorization of non-United States Citizens, prior to commencement of work under the Contract.

#### **3.8.2 Criminal Background Check**

- A.** A criminal background check for each Contractor Personnel providing any services that may require access or possible access to data under the Contract shall be completed prior to each Contractor Personnel providing any services under the Contract or within four (4) months of Contract award.

- B. The Contractor shall obtain at its own expense a Criminal Justice Information System (CJIS) State and federal criminal background check, including fingerprinting, for all Contractor Personnel listed in sub-paragraph A. This check may be performed by a public or private entity.
- C. All criminal background checks shall be in accordance with IRS Special Publication 1075 for Physical Security Minimum Protection Standards (<https://www.irs.gov/pub/irs-pdf/p1075.pdf>).
- D. The Contractor shall provide certification to the Department that the Contractor has completed the required criminal background check described in this RFP for each required Contractor Personnel prior to assignment, and that the Contractor Personnel have successfully passed this check.
- E. Persons with a criminal record may not perform services under the Contract unless prior written approval is obtained from the Contract Monitor. The Contract Monitor reserves the right to reject any individual based upon the results of the background check. Decisions of the Contract Monitor as to acceptability of a candidate are final. The State reserves the right to refuse any individual Contractor Personnel to work on State premises, based upon certain specified criminal convictions, as specified by the State.
- F. The CJIS criminal record check of each Contractor Personnel who will work on State premises shall be reviewed by the Contractor for convictions of any of the following crimes described in the Annotated Code of Maryland, Criminal Law Article:
  - 1) §§ 6-101 through 6-104, 6-201 through 6-205, 6-409 (various crimes against property).
  - 2) any crime within Title 7, Subtitle 1 (various crimes involving theft).
  - 3) §§ 7-301 through 7-303, 7-313 through 7-317 (various crimes involving telecommunications and electronics).
  - 4) §§ 8-201 through 8-302, 8-501 through 8-523 (various crimes involving fraud).
  - 5) §§ 9-101 through 9-417, 9-601 through 9-604, 9-701 through 9-706.1 (various crimes against public administration); or
  - 6) a crime of violence as defined in CL § 14-101(a).
- G. Contractor Personnel with access to systems supporting the State or to State data who have been convicted of a felony or of a crime involving telecommunications and electronics from the above list of crimes shall not be permitted to work on State premises under the Contract; Contractor Personnel who have been convicted within the past five (5) years of a misdemeanor from the above list of crimes shall not be permitted to work on State premises.
- H. A particular on-site location covered by the Contract may require more restrictive conditions regarding the nature of prior criminal convictions that would result in Contractor Personnel not being permitted to work on those premises. Upon receipt of a location's more restrictive conditions regarding criminal convictions, the Contractor shall provide an updated certification regarding the Contractor Personnel working at or assigned to those premises.

### 3.8.3 On-Site Security Requirement(s)

- A. For the conditions noted below, Contractor Personnel may be barred from entrance or leaving any site until such time that the State's conditions and queries are satisfied.
- 1) Contractor Personnel may be subject to random security checks when entering and leaving State secured areas. The State reserves the right to require Contractor Personnel to be accompanied while in secured premises.
  - 2) Some State sites, especially those premises of the Department of Public Safety and Correctional Services, require each person entering the premises to document and inventory items (such as tools and equipment) brought onto the site, and to submit to a physical search of his or her person. Therefore, Contractor Personnel shall always have an available inventory list of tools being brought onto a site and be prepared to present the inventory list to the State staff or an officer upon arrival for review, as well as present the tools or equipment for inspection. Before leaving the site, the Contractor Personnel will again present the inventory list and the tools or equipment for inspection. Upon both entering the site and leaving the site, State staff or a correctional or police officer may search Contractor Personnel. Depending upon facility rules, specific tools or personal items may be prohibited from being brought into the facility.
- B. Any Contractor Personnel who enters the premises of a facility under the jurisdiction of the Department may be searched, fingerprinted (for the purpose of a criminal history background check), photographed and required to wear an identification card issued by the Department.
- C. Further, Contractor Personnel shall not violate Md. Code Ann., Criminal Law Art. Section 9-410 through 9-417 and such other security policies of the agency that controls the facility to which the Contractor Personnel seeks access. The failure of any of the Contractor Personnel to comply with any provision of the Contract is sufficient grounds for the State to immediately terminate the Contract for default.

#### 3.8.4 Information Technology

- A. Contractors shall comply with and adhere to the State IT Security Policy and Standards. These policies may be revised from time to time and the Contractor shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available online at: [www.doit.maryland.gov](http://www.doit.maryland.gov) – keyword: Security Policy.
- B. The Contractor shall not connect any of its own equipment to a State LAN/WAN without prior written approval by the State. The Contractor shall complete any necessary paperwork as directed and coordinated with the Contract Monitor to obtain approval by the State to connect Contractor-owned equipment to a State LAN/WAN.
- The Contractor shall:
- 1) Implement administrative, physical, and technical safeguards to protect State data that are no less rigorous than accepted industry best practices for information security such as those listed below (see **Section 3.8.5**).
  - 2) Ensure that all such safeguards, including the manner in which State data is collected, accessed, used, stored, processed, disposed of and disclosed, comply with

applicable data protection and privacy laws as well as the terms and conditions of the Contract; and

- 3) The Contractor, and Contractor Personnel, shall (i) abide by all applicable federal, State and local laws, rules and regulations concerning security of Information Systems and Information Technology and (ii) comply with and adhere to the State IT Security Policy and Standards as each may be amended or revised from time to time. Updated and revised versions of the State IT Policy and Standards are available online at:

<https://doit.maryland.gov/policies/Pages/default.aspx>

### 3.8.5 Data Protection and Controls

- A. Contractor shall ensure a secure environment for all State data and any hardware and software (including but not limited to servers, network and data components) provided or used in connection with the performance of the Contract and shall apply or cause application of appropriate controls so as to maintain such a secure environment (“Security Best Practices”). Such Security Best Practices shall comply with an accepted industry standard, such as the NIST cybersecurity framework.
- B. To ensure appropriate data protection safeguards are in place, the Contractor shall implement and maintain the following controls at all times throughout the Term of the Contract (the Contractor may augment this list with additional controls):
  - 1) Establish separate production, test, and training environments for systems supporting the services provided under the Contract and ensure that production data is not replicated in test or training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements. The Contractor shall ensure the appropriate separation of production and non-production environments by applying the data protection and control requirements listed in **Section 3.8.5**.
  - 2) Apply hardware and software hardening procedures as recommended by Center for Internet Security (CIS) guides <https://www.cisecurity.org/>, Security Technical Implementation Guides (STIG) <https://public.cyber.mil/stigs/>, or similar industry best practices to reduce the systems’ surface of vulnerability, eliminating as many security risks as possible and documenting what is not feasible or not performed according to best practices. Any hardening practices not implemented shall be documented with a plan of action and milestones including any compensating control. These procedures may include but are not limited to removal of unnecessary software, disabling or removing unnecessary services, removal of unnecessary usernames or logins, and the deactivation of unneeded features in the Contractor’s system configuration files.
  - 3) Ensure that State data is not comingled with non-State data through the proper application of compartmentalization Security Measures.
  - 4) Apply data encryption to protect Sensitive Data at all times, including in transit, at rest, and also when archived for backup purposes. Unless otherwise directed, the Contractor is responsible for the encryption of all Sensitive Data.
  - 5) For all State data the Contractor manages or controls, data encryption shall be applied to such data in transit over untrusted networks.

- 6) Encryption algorithms which are utilized for encrypting data shall comply with current Federal Information Processing Standards (FIPS), “Security Requirements for Cryptographic Modules”, FIPS PUB 140-2:  
<http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf>  
<http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401vend.htm>
- 7) Enable appropriate logging parameters to monitor user access activities, authorized and failed access attempts, system exceptions, and critical information security events as recommended by the operating system and application manufacturers and information security standards, including Maryland Department of Information Technology’s Information Security Policy.
- 8) Retain the aforementioned logs and review them at least daily to identify suspicious or questionable activity for investigation and documentation as to their cause and remediation, if required. The Department shall have the right to inspect these policies and procedures and the Contractor or subcontractor’s performance to confirm the effectiveness of these measures for the services being provided under the Contract.
- 9) Ensure system and network environments are separated by properly configured and updated firewalls.
- 10) Restrict network connections between trusted and untrusted networks by physically or logically isolating systems from unsolicited and unauthenticated network traffic.
- 11) By default, “deny all” and only allow access by exception.
- 12) Review, at least annually, the aforementioned network connections, documenting and confirming the business justification for the use of all service, protocols, and ports allowed, including the rationale or compensating controls implemented for those protocols considered insecure but necessary.
- 13) Perform regular vulnerability testing of operating system, application, and network devices. Such testing is expected to identify outdated software versions; missing software patches; device or software misconfigurations; and to validate compliance with or deviations from the security policies applicable to the Contract. Contractor shall evaluate all identified vulnerabilities for potential adverse effect on security and integrity and remediate the vulnerability no later than 30 days following the earlier of vulnerability’s identification or public disclosure, or document why remediation action is unnecessary or unsuitable. The Department shall have the right to inspect the Contractor’s policies and procedures and the results of vulnerability testing to confirm the effectiveness of these measures for the services being provided under the Contract.
- 14) Enforce strong user authentication and password control measures to minimize the opportunity for unauthorized access through compromise of the user access controls. At a minimum, the implemented measures should be consistent with the most current Maryland Department of Information Technology’s Information Security Policy (<https://doit.maryland.gov/policies/Pages/default.aspx>), including specific requirements for password length, complexity, history, and account lockout.
- 15) Ensure State data is not processed, transferred, or stored outside of the United States (“U.S.”). The Contractor shall provide its services to the State and the State’s end users solely from data centers in the U.S. Unless granted an exception in writing by

the State, the Contractor shall not allow Contractor Personnel to store State data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its Contractor Personnel to access State data remotely only as required to provide technical support.

- 16) Ensure Contractor's Personnel shall not connect any of its own equipment to a State LAN/WAN without prior written approval by the State, which may be revoked at any time for any reason. The Contractor shall complete any necessary paperwork as directed and coordinated with the Contract Monitor to obtain approval by the State to connect Contractor -owned equipment to a State LAN/WAN.
- 17) Ensure that anti-virus and anti-malware software is installed and maintained on all systems supporting the services provided under the Contract; that the anti-virus and anti-malware software is automatically updated; and that the software is configured to actively scan and detect threats to the system for remediation. The Contractor shall perform routine vulnerability scans and take corrective actions for any findings.
- 18) Conduct regular external vulnerability testing designed to examine the service provider's security profile from the Internet without benefit of access to internal systems and networks behind the external security perimeter. Evaluate all identified vulnerabilities on Internet-facing devices for potential adverse effects on the service's security and integrity and remediate the vulnerability promptly or document why remediation action is unnecessary or unsuitable. The Department shall have the right to inspect these policies and procedures and the performance of vulnerability testing to confirm the effectiveness of these measures for the services being provided under the Contract.

### 3.8.6 Security Plan

- A. The Contractor shall protect State data according to a written security policy ("Security Plan") no less rigorous than that of the State and shall supply a copy of such policy to the Contract Monitor for validation, with any appropriate updates, on an annual basis.

The Security Plan shall detail the steps and processes employed by the Contractor as well as the features and characteristics which will ensure compliance with the security requirements of the Contract.

If any Security Plan information, including procedures, are different based on a Work Order, Contractor shall furnish such differences to the Contract Monitor.

### 3.8.7 Security Incident Response

- A. The Contractor shall notify the "Department", in accordance with **Section 3.8.7 A-D** when any Contractor system that may access, process, or store State data or State systems experiences a security incident, or a Data Breach as follows:
  - 1) notify the Department within two (2) hours if there is a threat to Contractor's Solution as it pertains to the use, disclosure, and security of State data; and
  - 2) provide written notice to the Department within one (1) Business Day after Contractor's discovery of unauthorized use or disclosure of State data and thereafter all information the State (or the Department) requests concerning such unauthorized use or disclosure.

- B. Contractor's notice shall identify:

- 1) the nature of the unauthorized use or disclosure.
  - 2) the State data used or disclosed,
  - 3) who made the unauthorized use or received the unauthorized disclosure.
  - 4) what the Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure; and
  - 5) what corrective action the Contractor has taken or shall take to prevent future similar unauthorized use or disclosure.
  - 6) The Contractor shall provide other information, including a written report, as reasonably requested by the State.
- C. The Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. Discussing Security Incidents with the State should be handled on an urgent as-needed basis, as part of Contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the Contract.
- D. The Contractor shall comply with all applicable laws that require the notification of individuals in the event of unauthorized release of State data or other event requiring notification, and, where notification is required, assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless the State (or the Department) and its officials and employees from and against any claims, damages, and actions related to the event requiring notification.

### **3.8.8 Data Breach Responsibilities**

- A. If the Contractor reasonably believes or has actual knowledge of a Data Breach, the Contractor shall, unless otherwise directed:
- 1) Notify the appropriate State-identified contact/Recipient Agency within 24 hours by telephone in accordance with the agreed upon security plan or security procedures unless a shorter time is required by applicable law.
  - 2) Cooperate with the State to investigate and resolve the Data Breach.
  - 3) Promptly implement commercially reasonable remedial measures to remedy the Data Breach; and
  - 4) Document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services.
- B. If a Data Breach is a direct result of the Contractor's breach of its Contract obligation to encrypt State data or otherwise prevent its release, the Contractor shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by State law; (3) a credit monitoring service required by State or federal law; (4) a website or a toll-free number and call center for affected individuals required by State law; and (5) complete all corrective actions as reasonably determined by Contractor based on root cause; all [(1) through (5)] subject to the Contract's limitation of liability.

**3.8.9** Additional security requirements may be established in a Task Order and/or a Work Order.

- 3.8.10** The State shall, at its discretion, have the right to review and assess the Contractor's compliance to the security requirements and standards defined in the Contract.
- 3.8.11** Provisions in **Sections 3.8.1 – 3.8.8** shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the provisions of **Sections 3.8.4 - 3.8.8** (or the substance thereof) in all subcontracts.

### **3.9 Problem Escalation Procedure**

- 3.9.1** The Contractor must provide and maintain a Problem Escalation Procedure (PEP) for both routine and emergency situations. The PEP must state how the Contractor will address problem situations as they occur during the performance of the Contract, especially problems that are not resolved to the satisfaction of the State within appropriate timeframes.
- 3.9.2** The Contractor shall provide contact information to the Contract Monitor, as well as to other State personnel as directed should the Contract Monitor not be available.
- 3.9.3** The Contractor must provide the PEP no later than ten (10) Business Days after notice of recommended award. The PEP, including any revisions thereto, must also be provided within ten (10) Business Days after the start of each Contract year and within ten (10) Business Days after any change in circumstance which changes the PEP. The PEP shall detail how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. The PEP shall include:

- A.** The process for establishing the existence of a problem.

Names, titles, and contact information for progressively higher levels of personnel in the Contractor's organization who would become involved in resolving a problem.

For each individual listed in the Contractor's PEP, the maximum amount of time a problem will remain unresolved with that individual before the problem escalates to the next contact person listed in the Contractor's PEP.

Expedited escalation procedures and any circumstances that would trigger expediting them.

The method of providing feedback on resolution progress, including the frequency of feedback to be provided to the State.

Contact information for persons responsible for resolving issues after normal business hours (e.g., evenings, weekends, holidays) and on an emergency basis; and

A process for updating and notifying the Contract Monitor of any changes to the PEP.

- 3.9.4** Nothing in this section shall be construed to limit any rights of the Contract Monitor or the State which may be allowed by the Contract or applicable law.

### **3.10 SOC 2 Type 2 Audit Report**

- 3.10.1** A SOC 2 Type 2 Audit applies to the Contract. The applicable trust services criteria are: Security, Availability, Processing Integrity, and Confidentiality.
- 3.10.2** In the event the Contractor provides services for identified critical functions, handles Sensitive Data, or hosts any related implemented system for the State under the Contract, the Contractor shall have an annual audit performed by an

independent audit firm of the Contractor's handling of Sensitive Data or the Department's critical functions. Critical functions are identified as all aspects and functionality of the Solution including any add-on modules and shall address all areas relating to Information Technology security and operational processes. These services provided by the Contractor that shall be covered by the audit will collectively be referred to as the "Information Functions and Processes." Such audits shall be performed in accordance with audit guidance: Reporting on an Examination of Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2) as published by the American Institute of Certified Public Accountants (AICPA) and as updated from time to time, or according to the most current audit guidance promulgated by the AICPA or similarly-recognized professional organization, as agreed to by the Department, to assess the security of outsourced client functions or data (collectively, the "Guidance") as follows:

- A. The type of audit to be performed in accordance with the Guidance is a SOC 2 Type 2 Audit (referred to as the "SOC 2 Audit" or "SOC 2 Report"). All SOC 2 Audit Reports shall be submitted to the Contract Monitor as specified in Section F below. The initial SOC 2 Audit shall be completed within a timeframe to be specified by the State. The audit period covered by the initial SOC 2 Audit shall start with the Contract Effective Date unless otherwise agreed to in writing by the Contract Monitor. All subsequent SOC 2 Audits after this initial audit shall be performed at a minimum on an annual basis throughout the Term of the Contract and shall cover a 12-month audit period or such portion of the year that the Contractor furnished services.
- B. The SOC 2 Audit shall report on the suitability of the design and operating effectiveness of controls over the Information Functions and Processes to meet the requirements of the Contract, including the Security Requirements identified in **Section 3.8**, relevant to the trust services criteria identified in 3.10.1: as defined in the aforementioned Guidance.
- C. The audit scope of each year's SOC 2 Report may need to be adjusted (including the inclusion or omission of the relevant trust services criteria of Security, Availability, Processing Integrity, Confidentiality, and Privacy) to accommodate any changes to the environment since the last SOC 2 Report. Such changes may include but are not limited to the addition of Information Functions and Processes through modifications to the Contract or due to changes in Information Technology or the operational infrastructure. The Contractor shall ensure that the audit scope of each year's SOC 2 Report engagement shall accommodate these changes by including in the SOC 2 Report all appropriate controls related to the current environment supporting the Information Functions and/or Processes, including those controls required by the Contract.
- D. The scope of the SOC 2 Report shall include work performed by any subcontractors that provide essential support to the TO Contractor or essential support to the Information Functions and Processes provided to the Department under the Contract. The Contractor shall ensure the audit includes all such subcontractors operating in performance of the Contract.
- E. All SOC 2 Audits, including those of the Contractor, shall be performed at no additional expense to the Department.

- F. The Contractor shall provide to the Contract Monitor, within 30 calendar days of the issuance of each SOC 2 Report, a complete copy of the final SOC 2 Report(s) and a documented corrective action plan addressing each audit finding or exception contained in the SOC 2 Report. The corrective action plan shall identify in detail the remedial action to be taken by the Contractor along with the date(s) when each remedial action is to be implemented.
- G. If the Contractor currently has an annual, independent information security assessment performed that includes the operations, systems, and repositories of the Information Functions and Processes being provided to the Department under the Contract, and if that assessment generally conforms to the content and objective of the Guidance, the Department will determine in consultation with appropriate State government technology and audit authorities whether the Contractor’s current information security assessments are acceptable in lieu of the SOC 2 Report(s).
- H. If the Contractor fails during the Contract term to obtain an annual SOC 2 Report by the date specified in **Section 3.10.2.A**, the Department shall have the right to retain an independent audit firm to perform an audit engagement of a SOC 2 Report of the Information Functions and Processes utilized or provided by the Contractor and under the Contract. The Contractor agrees to allow the independent audit firm to access its facility(s) for purposes of conducting this audit engagement(s) and will provide the necessary support and cooperation to the independent audit firm that is required to perform the audit engagement of the SOC 2 Report. The Department will invoice the Contractor for the expense of the SOC 2 Report(s) or deduct the cost from future payments to the Contractor.
- I. Provisions in **Section 3.10.1-2** shall survive expiration or termination of the Contract. Additionally, the Contractor shall flow down the provisions of **Section 3.10.1-2** (or the substance thereof) in all subcontracts.

### 3.11 Experience and Personnel

#### 3.11.1 Preferred Offeror Experience

The following experience is preferred and will be evaluated as part of the Technical Proposal (see the Offeror experience, capability and references evaluation factor from **Section 6.2**):

- A. Within the last five (5) years, the Offeror has federal, State, local and/or corporate experience in implementing and delivering Call/Contact Center Services in the United States of America.
- B. Within the last three (3) years, the Offeror has handled a minimum per-client quantity of 10,000 live inbound CSR calls per month during a given twelve (12) month period. At least two of references are requested that can attest to the Offeror possessing this experience. Each reference should be based in the United States of America.

#### 3.11.2 Personnel Experience

The following experience is expected and will be evaluated as part of the Technical Proposal (see the capability of proposed resources evaluation factor from **Section 6.2**):

#	Position	Specification
---	----------	---------------

1	<b>Contractor’s Project Manager</b>	<p><b>Responsibilities include:</b></p> <p>The Contractor’s Project Manager shall be considered Key Personnel. Duties and responsibilities include, at a minimum, overall oversight of day-to-day project operations ensuring that Contract objectives are met, providing input and recommendations regarding the CSC System, and maintaining quality assurance and CSC responsiveness.</p> <p><b>Minimum Qualifications</b></p> <p>A bachelor’s degree from an accredited college or university with a minimum of six (6) years’ experience in customer service call center operations. Substitution of experience for education may be permitted at the discretion of the Contract Monitor.</p>
2	<b>Customer Service Representatives (CSR)</b>	<p><b>Responsibilities include:</b></p> <p>The Contractor shall designate CSRs to represent each Recipient Agency by answering its toll-free lines, obtaining and giving information regarding programs, managing inbound and outbound calls and fulfillments in accordance with the requirements of this RFP. CSRs must be able to work on multiple IT applications simultaneously.</p> <p><b>Minimum Qualifications:</b></p> <p>CSRs shall have at least one (1) year of Customer service experience. A high school diploma or GED is required. The personnel hired as CSRs shall be first screened by the Contractor for diction, grammar, voice quality and articulation, proficiency with computer and Customer service skills and experience.</p>

**3.11.3 Number of Personnel to Propose**

Offerors shall propose an individual for the role of Project Manager. Additionally, Offerors shall describe in their staffing plan the number of staff necessary to meet SLA requirements and how additional resources shall be acquired to meet the needs of the Department or Recipient Agencies. Offerors may generally describe planned positions in a Staffing Plan. Such planned positions may not be used as evidence of fulfilling personnel minimum qualifications.

**3.11.4 Key Personnel Identified**

For the Contract, the following positions to be identified in the Technical Proposal will be considered Key Personnel and shall be required to meet the qualifications stated in **Section 3.11.2**.

- A. Contractor’s Project Manager.

**3.11.5 Contractor Personnel Maintain Certifications**

Any Contractor Personnel provided under this RFP shall maintain in good standing any required professional certifications for the duration of the Contract.

**3.11.6 Contractor Personnel Experience Equivalency (including Key Personnel submitted in response to this RFP)**

- A. A Substitution of Education for Experience: bachelor's degree or higher may be substituted for the general and specialized experience for those positions requiring a High School Diploma. A master's degree may be substituted for two years of the general and specialized experience for those positions requiring a bachelor's degree. Substitution shall be reviewed and approved by the State at its discretion.
- B. Substitution of Experience for Education: Substitution of experience for education may be permitted at the discretion of the State.

## 3.12 Substitution of Personnel

### 3.12.1 Continuous Performance of Key Personnel

When Key Personnel are identified for the Contract, the following apply:

- A. Key Personnel shall be available to perform Contract requirements as of the NTP Date. Unless explicitly authorized by the Contract Monitor or specified in the Contract, Key Personnel shall be assigned to the State of Maryland as a dedicated resource.
- B. Key Personnel shall perform continuously for the duration of the Contract, or such lesser duration as specified in the Technical Proposal. Key Personnel may not be removed by the Contractor from working under the Contract without the prior written approval of the Contract Monitor.
- C. The provisions of this section apply to Key Personnel identified in any Task Order proposal and agreement, if issued, and any Work Order Request and Work Order, if issued.

### 3.12.2 Definitions

For the purposes of this section, the following definitions apply:

- A. **Extraordinary Personal Event** – means any of: leave under the Family Medical Leave Act; an Incapacitating injury or Incapacitating illness; or other circumstances that in the sole discretion of the State warrant an extended leave of absence, such as extended jury duty or extended military service that precludes the individual from performing his/her job duties under the Contract.
- B. **Incapacitating** – means any health circumstance that substantially impairs the ability of an individual to perform the job duties described for that individual's position in the RFP or the Contractor's Technical Proposal.

### 3.12.3 Contractor Personnel General Substitution Provisions

The following provisions apply to all the circumstances of Contractor Personnel substitution described in **Section 3.12.4**.

- A. The Contractor shall demonstrate to the Contract Monitor's satisfaction that the proposed substitute has qualifications at least equal to those of the Contractor Personnel proposed to be replaced.
- B. The Contractor shall provide the Contract Monitor with a substitution request that shall include:
  - 1) A detailed explanation of the reason(s) for the substitution request.

- 2) The resume of the proposed substitute, signed by the substituting individual and his/her formal supervisor.
  - 3) The official resume of the current personnel for comparison purposes; and
  - 4) Evidence of any required credentials.
- C.** The Contract Monitor with Recipient Agency direction may request additional information concerning the proposed substitutions.
- D.** The Contract Monitor will notify the Contractor in writing of: (i) the acceptance or denial, or (ii) contingent or temporary approval for a specified time limit, of the requested substitution. The Contract Monitor will not unreasonably withhold approval of a proposed Contractor Personnel replacement.

#### **3.12.4 Replacement Circumstances**

##### **A. Directed Personnel Replacement**

- 1) The Contract Monitor may direct the Contractor to replace any Contractor Personnel who, in the sole discretion of the Contract Monitor, are perceived as being unqualified, non-productive, unable to fully perform the job duties, disruptive, or known, or reasonably believed, to have committed a major infraction(s) of law, Department policies, or Contract requirements. Normally, a directed personnel replacement will occur only after prior notification of problems with requested remediation, as described in paragraph **3.12.4.A.2**.
- 2) The Contract Monitor, with input from the Recipient Agencies, may give written notice of any Contractor Personnel performance issues to the Contractor, describing the problem and delineating the remediation requirement(s). The Contractor shall provide a written response to the remediation requirements in a Remediation Plan within ten (10) days of the date of the notice and shall immediately implement the Remediation Plan upon written acceptance by the Contract Monitor. If the Contract Monitor rejects the Remediation Plan, the Contractor shall revise and resubmit the plan to the Contract Monitor within five (5) days, or in the timeframe set forth by the Contract Monitor in writing.
- 3) Should performance issues persist despite an approved Remediation Plan, the Contract Monitor may give written notice of the continuing performance issues and either request a new Remediation Plan within a specified time limit or direct the substitution of Contractor Personnel whose performance is at issue with a qualified substitute, including requiring the immediate removal of the Contractor Personnel at issue.
- 4) Replacement or substitution of Contractor Personnel under this section shall be in addition to, and not in lieu of, the State's remedies under the Contract or which otherwise may be available at law or in equity.
- 5) If the Contract Monitor determines to direct substitution under **3.12.4.A.1**, if at all possible, at least fifteen (15) days advance notice shall be given to the Contractor. However, if the Contract Monitor deems it necessary and, in the State's, best interests to remove the Contractor Personnel with less than fifteen (15) days' notice, the Contract Monitor may direct the removal in a timeframe of less than fifteen (15) days, including immediate removal.
- 6) In circumstances of directed removal, the Contractor shall, in accordance with paragraph **3.12.4.A.1** of this section, provide a suitable replacement for approval

within fifteen (15) days of the notification of the need for removal, or the actual removal, whichever occurs first.

**B. Key Personnel Replacement**

- 1) To replace any Key Personnel in a circumstance other than as described in **3.12.4.B**, including transfers and promotions, the Contractor shall submit a substitution request as described in **Section 3.12.3** to the Contract Monitor at least fifteen (15) days prior to the intended date of change. A substitution may not occur unless and until the Contract Monitor approves the substitution in writing.
- 2) Key Personnel Replacement Due to Sudden Vacancy
  - a) The Contractor shall replace Key Personnel whenever a sudden vacancy occurs (e.g., Extraordinary Personal Event, death, resignation, termination). A termination or resignation with thirty (30) days or more advance notice shall be treated as a replacement under **Section 3.12.4.B.1**.
  - b) Under any of the circumstances set forth in this paragraph B, the Contractor shall identify a suitable replacement and provide the same information and items required under **Section 3.12.3** within fifteen (15) days of the actual vacancy occurrence or from when the Contractor first knew or should have known that the vacancy would be occurring, whichever is earlier.
- 3) Key Personnel Replacement Due to an Indeterminate Absence
  - a) If any Key Personnel has been absent from his/her job for a period of ten (10) days and it is not known or reasonably anticipated that the individual will be returning to work within the next twenty (20) days to fully resume all job duties, before the 25th day of continuous absence, the Contractor shall identify a suitable replacement and provide the same information and items to the Contract Monitor as required under **Section 3.12.3**.
  - b) However, if this person is available to return to work and fully perform all job duties before a replacement has been authorized by the Contract Monitor the Contract Monitor may, at his/her sole discretion, authorize the original personnel to continue to work under the Contract, or authorize the replacement personnel to replace the original personnel, notwithstanding the original personnel's ability to return.

**3.12.5 Substitution Prior to and Within 30 Days After Contract Execution**

Prior to Contract execution or within thirty (30) days after Contract execution, the Offeror may not substitute proposed Key Personnel except under the following circumstances (a) for actual full-time personnel employed directly by the Offeror: the vacancy occurs due to the sudden termination, resignation, or approved leave of absence due to an Extraordinary Personal Event, or the death of such personnel; and (b) for any temporary staff, subcontractors or 1099 contractors: the vacancy occurs due to an Incapacitating event or the death of such personnel. To qualify for such substitution, the Offeror must demonstrate to the State's satisfaction the event necessitating substitution. Proposed substitutions shall be of equal caliber or higher, in the State's sole discretion. Proposed substitutes deemed by the State to be less qualified than the originally proposed individual may be grounds for pre-award disqualification or post-award termination.

### 3.13 Minority Business Enterprise (MBE) Reports

If this solicitation includes an MBE Goal (see **Section 4.26**), the Contractor shall:

- A. Submit the following reports by the 10th of each month to the Contract Monitor and the Department's MBE Liaison Officer:
  - 1) A Prime Contractor Paid/Unpaid MBE Invoice Report (Attachment D-4A) listing any unpaid invoices, over 45 days old, received from any certified MBE subcontractor, the amount of each invoice and the reason payment has not been made; and
  - 2) (If Applicable) An MBE Prime Contractor Report (Attachment D-4B) identifying an MBE prime's self-performing work to be counted towards the MBE participation goals.
- B. Include in its agreements with its certified MBE subcontractors a requirement that those subcontractors submit an MBE Subcontractor Paid/Unpaid Invoice Report (**Attachment D-5**) by the 10th of each month to the Contract Monitor and the Department's MBE Liaison Officer that identifies the Contract and lists all payments to the MBE subcontractor received from the Contractor in the preceding reporting period month, as well as any outstanding invoices, and the amounts of those invoices.
- C. Maintain such records as are necessary to confirm compliance with its MBE participation obligations. These records must indicate the identity of certified minority and non-minority subcontractors employed on the Contract, type of work performed by each, and actual dollar value of work performed. Subcontract agreements documenting the work performed by all MBE participants must be retained by the Contractor and furnished to the Procurement Officer on request.
- D. Consent to provide such documentation as reasonably requested and to provide right-of-entry at reasonable times for purposes of the State's representatives verifying compliance with the MBE participation obligations. Contractor must retain all records concerning MBE participation and make them available for State inspection for three years after final completion of the Contract.
- E. Upon completion of the Contract and before final payment and release of retainage, submit a final report in affidavit form and under penalty of perjury, of all payments made to, or withheld from MBE subcontractors.

### 3.14 Reserved

### 3.15 Work Orders

- A. Additional services and resources will be provided via a Work Order process. Work shall not begin in advance of a fully executed Work Order.
- B. Work Order Requests (See sample at [http://doit.maryland.gov/contracts/Documents/\\_procurementForms/WorkOrderSample.pdf](http://doit.maryland.gov/contracts/Documents/_procurementForms/WorkOrderSample.pdf)) for the provision of services or resources that are within the scope of this RFP will be issued to the Contractor. The Work Order Request will include:
  - 1) Technical requirements and description of the service or resources needed.
  - 2) Performance objectives and/or deliverables, as applicable.

- 3) Due date and time for submitting a response to the request; and
  - 4) Required place(s) where work must be performed.
- C. The Contractor shall e-mail a response to the Contract Monitor within the specified time and include at a minimum:
- 1) A response that details the Contractor's understanding of the work.
  - 2) A price to complete the Work Order Request using the format provided (see online sample).
  - 3) An explanation of how tasks shall be completed. This description shall include proposed subcontractors and related tasks.
  - 4) Contractor's expectations for State-furnished information, work site, and/or access to equipment, facilities, or personnel
  - 5) The proposed personnel resources, including any subcontractor personnel, to complete the task.
- D. For a fixed price Work Order, the Contract Monitor will review the response and will confirm the proposed prices are acceptable.
- E. The Contract Monitor may contact the Contractor to obtain additional information, clarification or revision to the Work Order, and will provide the Work Order to the Procurement Officer for a determination of compliance with the Contract and a determination whether a change order is appropriate. Written Procurement Officer approval is required before Work Order execution by the State.
- F. The Contract Monitor shall have the option to interview the proposed personnel and, in the event of an interview or not, shall notify the Contractor of acceptance or denial of the personnel.
- G. **Once the Contract has been awarded, notice to proceed will be issued. In order for work to commence, all work orders will be approved by the Contract Monitor.** ~~Performance of services under a Work Order shall commence consistent with an NTP issued by the Contract Monitor for such Work Order.~~

### 3.16 Additional Clauses

The Contractor shall be subject to the requirements in this section and shall flow down the provisions of **Sections 3.16.1 – 3.16.3** (or the substance thereof) in all subcontracts.

#### 3.16.1 Purchasing and Recycling Electronic Products

This section does not apply to this solicitation.

#### 3.16.2 Change Control and Advance Notice

- A. Unless otherwise specified in an applicable Service Level Agreement, the Contractor shall give seven (7) days advance notice to the State of any upgrades or modifications that may impact service availability and performance.

#### 3.16.3 No-Cost Extensions

In accordance with BPW Advisory 1995-1 item 7.b, in the event there are unspent funds remaining on the Contract, prior to the Contract's expiration date the Procurement Officer may modify the Contract to extend the Contract beyond its expiration date for a period up to, but not exceeding, one-third of the base term of the Contract (e.g., eight-month extension on a two-year contract) for the performance of

work within the Contract's scope of work. Notwithstanding anything to the contrary, no funds may be added to the Contract in connection with any such extension.

#### 3.16.4 Electronic Transaction Fee

- a) Contractor shall pay an electronic transaction fee to the State in the amount of one percent (1%) of the amount paid to the contractor. The electronic transaction fee shall not be charged directly to the State, e.g., as a separate line item, fee, or surcharge, but shall be included in the contract's unit prices.
- b) The electronic transaction fee shall be submitted to the Office of State Procurement:

Fiscal Services Division  
W. Preston Street, Room 1309  
Baltimore, MD 21201

No later than Forty-five (45) calendar days after the end of each reporting period, along with a Monthly Usage Report documenting all contract sales. An Excel version of the Monthly Usage Report shall be emailed to [dgs.statewidecontractsusagereport@maryland.gov](mailto:dgs.statewidecontractsusagereport@maryland.gov).

- c) Failure to remit transaction fees in a timely manner or remittance of fees inconsistent with the contract's requirements may result in the State exercising all recourse available under the contract, including, but not limited to, third-party analysis of all contract activity.
- d) Prior to Award, Contractors will be asked to confirm in writing that their unit prices include the one percent (1%) electronic transaction fee.

## 4 Procurement Instructions

### 4.1 Pre-Proposal Conference

- 4.1.1 A pre-Proposal conference (Conference) will be held at the date, time, and location indicated on the Key Information Summary Sheet.
- 4.1.2 Attendance at the Conference is not mandatory, but all interested parties are encouraged to attend in order to facilitate better preparation of their Proposals. If the solicitation includes an MBE goal, failure to attend the Conference will be taken into consideration as part of the evaluation of an offeror's good faith efforts if there is a waiver request.
- 4.1.3 It is highly recommended that ALL Prime Contractors bring their intended subcontractors to the Conference/Site Visit to ensure that all parties understand the requirements of the contract and the MBE Goal.
- 4.1.4 MBE subcontractors are encouraged to attend the Conference to market their participation to potential prime contractors.
- 4.1.5 Following the Conference, the attendance record and summary of the Conference will be distributed via the same mechanism described for amendments and questions (see **Section 4.2.1 eMMA**).
- 4.1.6 Attendees should obtain a copy of the solicitation in order to adequately follow along during the Conference.
- 4.1.7 Those wishing to attend the Conference may request a meeting invitation by emailing the Pre-Proposal Response Form (Attachment A) to the Procurement Officer listed in the Key Information Summary Sheet, at least two (2) Business Days prior to the Conference. Upon receipt of the email, the Procurement Officer will reply with a registration email to include a link that may be used to attend the Conference. Registration must be completed no later than **3:00 PM on Friday, April 26, 2024**. In addition, if there is a need for sign language interpretation or other reasonable accommodations due to a disability, please notify the Procurement Officer at least two (2) Business Days prior to the Conference date. The Department will make a reasonable effort to provide such special accommodation.

### 4.2 eMaryland Marketplace Advantage (eMMA)

- 4.2.1 eMMA is the electronic commerce system for the State of Maryland. The RFP, Conference summary and attendance sheet, Offerors' questions and the Procurement Officer's responses, addenda, and other solicitation-related information will be made available via eMMA.
- 4.2.2 In order to receive a contract award, a vendor must be registered on eMMA. Registration is free. Go to [emma.maryland.gov](http://emma.maryland.gov), click on "New Vendor? Register Now" to begin the process, and then follow the prompts.

### 4.3 Questions

- 4.3.1 All questions, including concerns regarding any applicable MBE or VSBE participation goals, shall identify in the subject line the Solicitation Number and Title (001B3600088 / BPM035353 - Call/Contact Center Services), and

shall be submitted in writing via e-mail to the Procurement Officer no later than the date and time specified the Key Information Summary Sheet. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the Proposal due date.

- 4.3.2 Answers to all questions that are not clearly specific only to the requestor will be distributed via the same mechanism as for RFP amendments and posted on eMMA.
- 4.3.3 The statements and interpretations contained in responses to any questions, whether responded to verbally or in writing, are not binding on the Department unless it issues an amendment in writing.

#### 4.4 Procurement Method

A Contract will be awarded in accordance with the Competitive Sealed Proposals method under COMAR 21.05.03.

#### 4.5 Proposal Due (Closing) Date and Time

- 4.5.1 Proposals, in the number and form set forth in **Section 5 Proposal Format**, must be received by the Procurement Officer no later than the Proposal due date and time indicated on the Key Information Summary Sheet in order to be considered.
- 4.5.2 Proposals will only be accepted through the State's eMaryland Marketplace Advantage (eMMA) e-Procurement system. Instructions on how to submit proposals electronically can be found at:  
<https://procurement.maryland.gov/wp-content/uploads/sites/12/2019/08/4-eMMA-QRG-Responding-to-Solicitations-IFB-v3.pdf>
- 4.5.3 Requests for extension of this date or time shall not be granted.
- 4.5.4 Offerors submitting Proposals should allow sufficient delivery time to ensure timely receipt by the Procurement Officer. Except as provided in COMAR 21.05.03.02.F and 21.05.02.10, Proposals received after the due date and time listed in the Key Information Summary Sheet will not be considered.
- 4.5.5 Proposals may be modified or withdrawn by written notice received by the Procurement Officer before the time and date set forth in the Key Information Summary Sheet for receipt of Proposals.
- 4.5.6 Proposals may not be submitted by e-mail, facsimile, or on hard copy paper (hand delivery, USPS mail, courier, FedEx, UPS, etc.). Proposals will not be opened publicly.
- 4.5.7 Potential Offerors not responding to this solicitation are requested to submit the "Notice to Vendors" form, which includes company information and the reason for not responding (e.g., too busy, cannot meet mandatory requirements).

#### 4.6 Multiple or Alternate Proposals

Multiple or alternate Proposals will not be accepted.

## 4.7 Economy of Preparation

Proposals should be prepared simply and economically and provide a straightforward and concise description of the Offeror's Proposal to meet the requirements of this RFP.

## 4.8 Public Information Act Notice

- 4.8.1** The Offeror should give specific attention to the clear identification of those portions of its Proposal that it considers confidential and/or proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Md. Code Ann., General Provisions Article, Title 4 (See also RFP **Section 5.3.2.B** "Claim of Confidentiality"). This information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Technical Proposal and if applicable, separately in the Financial Proposal.
- 4.8.2** Offerors are advised that, upon request for this information from a third party, the Procurement Officer is required to make an independent determination whether the information must be disclosed.

## 4.9 Award Basis

A Contract shall be awarded to the responsible Offeror submitting the Proposal that has been determined to be the most advantageous to the State, considering price and evaluation factors set forth in this RFP (see COMAR 21.05.03.03F), for providing the goods and services as specified in this RFP. See RFP **Section 6** for further award information.

## 4.10 Oral Presentation

Offerors may be required to make oral presentations to State representatives. Oral presentations are considered part of the Technical Proposal. Offerors must confirm in writing any substantive oral clarification of, or change in, their Proposals made in the course of discussions. Any such written clarifications or changes then become part of the Offeror's Proposal. The Procurement Officer will notify Offerors of the time and place of oral presentations.

## 4.11 Duration of Proposal

Proposals submitted in response to this RFP are irrevocable for the latest of the following: 180 days following the Proposal due date and time, best and final offers if requested (see **Section 6.5.2**), or the date any protest concerning this RFP is finally resolved. This period may be extended at the Procurement Officer's request only with the Offeror's written agreement.

## 4.12 Revisions to the RFP

- 4.12.1** If the RFP is revised before the due date for Proposals, the Department shall post any addenda to the RFP on eMMA and shall endeavor to provide such addenda to all prospective Offerors that were sent this RFP or are otherwise known by the Procurement Officer to have obtained this RFP. It remains the responsibility of all prospective Offerors to check eMMA for any addenda issued prior to the submission of Proposals.

- 4.12.2 Acknowledgment of the receipt of all addenda to this RFP issued before the Proposal due date shall be included in the Transmittal Letter accompanying the Offeror's Technical Proposal.
- 4.12.3 Addenda made after the due date for Proposals will be sent only to those Offerors that remain under award consideration as of the issuance date of the addenda.
- 4.12.4 Acknowledgement of the receipt of addenda to the RFP issued after the Proposal due date shall be in the manner specified in the addendum notice.
- 4.12.5 Failure to acknowledge receipt of an addendum does not relieve the Offeror from complying with the terms, additions, deletions, or corrections set forth in the addendum, and may cause the Proposal to be deemed not reasonably susceptible of being selected for award.

### 4.13 Cancellations

- 4.13.1 The State reserves the right to cancel this RFP, accept or reject any and all Proposals, in whole or in part, received in response to this RFP, waive or permit the cure of minor irregularities, and conduct discussions with all qualified or potentially qualified Offerors in any manner necessary to serve the best interests of the State.
- 4.13.2 The State reserves the right, in its sole discretion, to award a Contract based upon the written Proposals received without discussions or negotiations.
- 4.13.3 In the event a government entity proposes and receives the recommendation for award, the procurement may be cancelled, and the award processed in accordance with COMAR 21.01.03.01.A(4).
- 4.13.4 If the services that are the subject of the RFP are currently being provided under an interagency agreement with a public institution of higher education and the State determines that the services can be provided more cost effectively by the public institution of higher education, then the RFP may be cancelled in accordance with Md. Code Ann., State Finance and Procurement Art., § 3-207(b)(2).

### 4.14 Incurred Expenses

The State will not be responsible for any costs incurred by any Offeror in preparing and submitting a Proposal, in making an oral presentation, providing a demonstration, or performing any other activities related to submitting a Proposal in response to this solicitation.

### 4.15 Protest/Disputes

Any protest or dispute related to this solicitation, or the Contract award shall be subject to the provisions of COMAR 21.10 (Administrative and Civil Remedies).

### 4.16 Offeror Responsibilities

- 4.16.1 Offerors must be able to provide all goods and services and meet all of the requirements requested in this solicitation and the successful Offeror shall be responsible for Contract performance including any subcontractor participation.

- 4.16.2** All subcontractors shall be identified and a complete description of their role relative to the Proposal shall be included in the Offeror's Proposal. If applicable, subcontractors utilized in meeting the established MBE or VSBE participation goal(s) for this solicitation shall be identified as provided in the appropriate Attachment(s) to this RFP (see **Section 4.26** "Minority Participation Goal" and **Section 4.27** "VSBE Goal").
- 4.16.3** If the Offeror is the subsidiary of another entity, all information submitted by the Offeror, including but not limited to references, financial reports, or experience and documentation (e.g., insurance policies, bonds, letters of credit) used to meet minimum qualifications, if any, shall pertain exclusively to the Offeror, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Offeror's Proposal shall contain an explicit statement, signed by an authorized representative of the parent organization, stating that the parent organization will guarantee the performance of the subsidiary.
- 4.16.4** A parental guarantee of the performance of the Offeror under this Section will not automatically result in crediting the Offeror with the experience or qualifications of the parent under any evaluation criteria pertaining to the actual Offeror's experience and qualifications. Instead, the Offeror will be evaluated on the extent to which the State determines that the experience and qualifications of the parent are applicable to and shared with the Offeror, any stated intent by the parent to be directly involved in the performance of the Contract, and the value of the parent's participation as determined by the State.

#### **4.17 Acceptance of Terms and Conditions**

By submitting a Proposal in response to this RFP, the Offeror, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the Contract, attached hereto as **Attachment M**. Any exceptions to this RFP or the Contract shall be clearly identified in the Executive Summary of the Technical Proposal. **All exceptions will be taken into consideration when evaluating the Offeror's Proposal. DGS-OSP reserves the right to accept or reject any exceptions.**

#### **4.18 Proposal Affidavit**

A Proposal submitted by the Offeror must be accompanied by a completed Proposal Affidavit. A copy of this Affidavit is included as **Attachment C** of this RFP.

#### **4.19 Contract Affidavit**

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a Contract Affidavit. A copy of this Affidavit is included for informational purposes as **Attachment N** of this RFP. This Affidavit must be provided within five (5) Business Days of notification of recommended award. For purposes of completing Section "B" of this Affidavit (Certification of Registration or Qualification with the State Department of Assessments and Taxation), a business entity that is organized outside of the State of Maryland is considered a "foreign" business.

#### 4.20 Compliance with Laws/Arrearages

By submitting a Proposal in response to this RFP, the Offeror, if selected for award, agrees that it will comply with all federal, State, and local laws applicable to its activities and obligations under the Contract.

By submitting a response to this solicitation, each Offeror represents that it is not in arrears in the payment of any obligations due and owing the State, including the payment of taxes and employee benefits, and shall not become so in arrears during the term of the Contract if selected for Contract award.

#### 4.21 Verification of Registration and Tax Payment

Before a business entity can do business in the State, it must be registered with the State Department of Assessments and Taxation (SDAT). SDAT is located at State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. For registration information, visit <https://www.egov.maryland.gov/businessexpress>.

It is strongly recommended that any potential Offeror complete registration prior to the Proposal due date and time. The Offeror's failure to complete registration with SDAT may disqualify an otherwise successful Offeror from final consideration and recommendation for Contract award.

#### 4.22 False Statements

Offerors are advised that Md. Code Ann., State Finance and Procurement Article, § 11-205.1 provides as follows:

**4.22.1** In connection with a procurement contract a person may not willfully:

- A.** Falsify, conceal, or suppress a material fact by any scheme or device.
- B.** Make a false or fraudulent statement or representation of a material fact.
- C.** Use a false writing or document that contains a false or fraudulent statement or entry of a material fact.

**4.22.2** A person may not aid or conspire with another person to commit an act under **Section 4.22.1**.

**4.22.3** A person who violates any provision of this section is guilty of a felony and on conviction is subject to a fine not exceeding \$20,000 or imprisonment not exceeding five (5) years or both.

#### 4.23 Payments by Electronic Funds Transfer

By submitting a Proposal in response to this solicitation, the Offeror, if selected for award:

**4.23.1** Agrees to accept payments by electronic funds transfer (EFT) unless the State Comptroller's Office grants an exemption. Payment by EFT is mandatory for contracts exceeding \$200,000. The successful Offeror shall register using the COT/GAD X-10 Vendor Electronic Funds (EFT) Registration Request Form.

**4.23.2** Any request for exemption must be submitted to the State Comptroller's Office for approval at the address specified on the COT/GAD X-10 form, must include the business identification information as stated on the form, and must include the reason for the exemption. The COT/GAD X-10 form may be downloaded from the Comptroller's website at:

<https://www.marylandtaxes.gov/forms/state-accounting/static-files/GADX10Form.pdf>

#### 4.24 Prompt Payment Policy

This procurement and the Contract(s) to be awarded pursuant to this solicitation are subject to the Prompt Payment Policy Directive issued by the Governor's Office of Small, Minority & Women Business Affairs (GOSBA) and dated August 1, 2008. Promulgated pursuant to Md. Code Ann., State Finance and Procurement Article, §§ 11-201, 13-205(a), and Title 14, Subtitle 3, and COMAR 21.01.01.03 and 21.11.03.01, the Directive seeks to ensure the prompt payment of all subcontractors on non-construction procurement contracts. The Contractor shall comply with the prompt payment requirements outlined in the Contract, Section 31 "Prompt Pay Requirements" (see **Attachment M**). Additional information is available on GOSBA's website at:

<http://www.gomdsmallbiz.maryland.gov/documents/legislation/promptpaymentfaqs.pdf>.

#### 4.25 Electronic Procurements Authorized

- 4.25.1** Under COMAR 21.03.05, unless otherwise prohibited by law, the Department may conduct procurement transactions by electronic means, including the solicitation, proposing, award, execution, and administration of a contract, as provided in Md. Code Ann., Maryland Uniform Electronic Transactions Act, Commercial Law Article, Title 21.
- 4.25.2** Participation in the solicitation process on a procurement contract for which electronic means has been authorized shall constitute consent by the Offeror to conduct by electronic means all elements of the procurement of that Contract which are specifically authorized under the solicitation or Contract. In the case of electronic transactions authorized by this RFP, electronic records and signatures by an authorized representative satisfy a requirement for written submission and signatures.
- 4.25.3** "Electronic means" refers to exchanges or communications using electronic, digital, magnetic, wireless, optical, electromagnetic, or other means of electronically conducting transactions. Electronic means includes e-mail, internet-based communications, electronic funds transfer, specific electronic bidding platforms (e.g., <https://procurement.maryland.gov>), and electronic data interchange.
- 4.25.4** In addition to specific electronic transactions specifically authorized in other sections of this solicitation (e.g., RFP § 4.23 describing payments by Electronic Funds Transfer), the following transactions are authorized to be conducted by electronic means on the terms as authorized in COMAR 21.03.05:
- A.** The Procurement Officer may conduct the procurement using eMMA or e-mail to issue:
- 1) The RFP.
  - 2) Any amendments and requests for best and final offers.
  - 3) Pre-Proposal conference documents.
  - 4) Questions and responses.
  - 5) Communications regarding the solicitation or Proposal to any Offeror or potential Offeror.

- 6) Notices of award selection or non-selection; and
- 7) The Procurement Officer's decision on any Proposal protest or Contract claim.

The Offeror or potential Offeror(s) may use eMMA or e-mail to:

- 8) Submit Proposals. It is highly recommended to use eMMA to accept "Double envelope" RFP proposals.
- 9) Ask questions regarding the solicitation.
- 10) Reply to any material received from the Procurement Officer by electronic means that includes a Procurement Officer's request or direction to reply by e-mail or through eMMA, but only on the terms specifically approved and directed by the Procurement Officer and;
- 11) Submit a "No Proposal Response" to the RFP.

Offerors may use email to file protests.

The Procurement Officer, the Contract Monitor, and the Contractor may conduct day-to-day Contract administration, except as outlined in **Section 4.25.5** of this subsection, utilizing e-mail or other electronic means if authorized by the Procurement Officer or Contract Monitor.

**4.25.5** The following transactions related to this procurement and any Contract awarded pursuant to it are **not authorized** to be conducted by electronic means:

- A. Submission of initial Proposals, except through eMMA.
- B. Filing of Contract claims.
- C. Submission of documents determined by the Department to require original signatures (e.g., Contract execution, Contract modifications); or
- D. Any transaction, submission, or communication where the Procurement Officer has specifically directed that a response from the Contractor or Offeror be provided in writing or hard copy.

**4.25.6** Any e-mail transmission is only authorized to the e-mail addresses for the identified person as provided in the solicitation, the Contract, or in the direction from the Procurement Officer or Contract Monitor.

## 4.26 MBE Participation Goal

### 4.26.1 Establishment of Goal and Subgoals

An overall MBE subcontractor participation goal as identified in the Key Information Summary Sheet has been established for this procurement, representing a percentage of the total Contract dollar value, including all renewal option terms, if any, has been established for this procurement.

Notwithstanding any subgoals established for this RFP, the Contractor is encouraged to use a diverse group of subcontractors and suppliers from any/all of the various MBE classifications to meet the remainder of the overall MBE participation goal.

By submitting a response to this solicitation, the Offeror acknowledges the overall MBE subcontractor participation goal and subgoals and commits to achieving the overall goal and subgoals by utilizing

certified minority business enterprises, or requests a full or partial waiver of the overall goal and subgoals.

**An Offeror that does not commit to meeting the entire MBE participation goal outlined in this Section 4.26 implies that it is requesting a full or partial waiver for the remainder of the MBE goal or subgoals as applicable and, if recommended for award, shall submit documentation supporting its good faith efforts to meet the MBE goal made prior to submission of its proposal as outlined in Attachment D-1B, Waiver Guidance. Failure of an Offeror to properly complete, sign, and submit Attachment D-1A at the time it submits its Technical Response(s) to the RFP may result in the State's rejection of the Offeror's Proposal.**

**4.26.2 Attachments.**

- A.** D-1 to D-5 – The following Minority Business Enterprise participation instructions, and forms are provided to assist Offerors:
1. Attachment D-1A MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule (must be submitted with Proposal)
  2. Attachment D-1B Waiver Guidance
  3. Attachment D-1C Good Faith Efforts Documentation to Support Waiver Request
  4. Attachment D-2 Outreach Efforts Compliance Statement
  5. Attachment D-3A MBE Subcontractor Project Participation Certification
  6. Attachment D-3B MBE Prime Project Participation Certification
  7. Attachment D-4A Prime Contractor Paid/Unpaid MBE Invoice Report
  8. Attachment D-4B MBE Prime Contractor Report
  9. Attachment D-5 Subcontractor Paid/Unpaid MBE Invoice Report

The Offeror shall include with its Proposal a completed MBE Utilization and Fair Solicitation Affidavit (**Attachment D-1A**) whereby:

1. The Offeror acknowledges the certified MBE participation goal and commits to make a good faith effort to achieve the goal and any applicable subgoals, or requests a waiver, and affirms that MBE subcontractors were treated fairly in the solicitation process; and
2. The Offeror responds to the expected degree of MBE participation, as stated in the solicitation, by identifying the specific commitment of certified MBEs at the time of Proposal submission. The Offeror shall specify the percentage of total contract value associated with each MBE subcontractor identified on the MBE participation schedule, including any work performed by the MBE prime (including a prime participating as a joint venture) to be counted towards meeting the MBE participation goals.
3. The Offeror requesting a waiver should review **Attachment D-1B** (Waiver Guidance) and **D-1C** (Good Faith Efforts Documentation to Support Waiver Request) prior to submitting its request.

*If the Offeror fails to submit a completed Attachment D-1A with the Proposal as required, the Procurement Officer shall determine that the Proposal is not reasonably susceptible of being selected for award, unless the inaccuracy is determined to be the result of a minor irregularity that is waived or cured in accordance with COMAR 21.06.02.04.*

- 4.26.3** Offerors are responsible for verifying that each MBE (including any MBE prime and MBE prime participating in a joint venture) selected to meet the goal and any subgoals and subsequently identified in **Attachment D-1A** is appropriately certified and has the correct NAICS codes allowing it to perform the committed work.
- 4.26.4** Within ten (10) Business Days from notification that it is the recommended awardee or from the date of the actual award, whichever is earlier, the Offeror must provide the following documentation to the Procurement Officer.
- A.** Outreach Efforts Compliance Statement (**Attachment D-2**).

MBE Subcontractor/Prime Project Participation Certification (**Attachment D-3A/3B**); and

Any other documentation required by the Procurement Officer to ascertain Offeror responsibility in connection with the certified MBE subcontractor participation goal or any applicable subgoals.

Further, if the recommended awardee believes a waiver (in whole or in part) of the overall MBE goal or of any applicable subgoal is necessary, the recommended awardee must submit a fully documented waiver request that complies with COMAR 21.11.03.11.

*If the recommended awardee fails to return each completed document within the required time, the Procurement Officer may determine that the recommended awardee is not responsible and, therefore, not eligible for Contract award. If the Contract has already been awarded, the award is voidable.*

- 4.26.5** A current directory of certified MBEs is available through the Maryland State Department of Transportation (MDOT), Office of Minority Business Enterprise, 7201 Corporate Center Drive, Hanover, Maryland 21076. The phone numbers are (410) 865-1269, 1-800-544-6056, or TTY (410) 865-1342. The directory is also available on the MDOT website at <http://mbe.mdot.maryland.gov/directory/>. The most current and up-to-date information on MBEs is available via this website. **Only MDOT-certified MBEs may be used to meet the MBE subcontracting goals.**
- 4.26.6** The Offeror that requested or implied to request a waiver of the goal or any of the applicable subgoals will be responsible for submitting the Good Faith Efforts Documentation to Support Waiver Request (**Attachment D-1C**) and all documentation within ten (10) Business Days from notification that it is the recommended awardee or from the date of the actual award, whichever is earlier, as required in COMAR 21.11.03.11.
- 4.26.7** All documents, including the MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule (**Attachment D-1A**), completed and submitted by the Offeror in connection with its certified MBE participation commitment shall be considered a part of the Contract and are hereby expressly incorporated into the Contract by reference thereto. All of the referenced documents will be considered a part of the Proposal for order of precedence purposes (see Contract – **Attachment M, Section 2.1**).

- 4.26.8** The Offeror is advised that liquidated damages will apply in the event the Contractor fails to comply in good faith with the requirements of the MBE program and pertinent Contract provisions. (See Contract – **Attachment M, Liquidated Damages for MBE, section 39.**
- 4.26.9** As set forth in COMAR 21.11.03.12-1(D), when a certified MBE firm participates on a contract as a prime contractor (including a joint-venture where the MBE firm is a partner), a procurement agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own work force towards fulfilling up to fifty-percent (50%) of the MBE participation goal (overall) and up to one hundred percent (100%) of not more than one of the MBE participation subgoals, if any, established for the contract.

In order to receive credit for self-performance, an MBE prime must list its firm in Section 4A of the MBE Participation Schedule (**Attachment D-1A**) and include information regarding the work it will self-perform. For the remaining portion of the overall goal and the subgoals, the MBE prime must also identify other certified MBE subcontractors [see Section 4B of the MBE Participation Schedule (**Attachment D-1A**)] used to meet those goals. If dually-certified, the MBE prime can be designated as only one of the MBE subgoal classifications but can self-perform up to 100% of the stated subgoal.

As set forth in COMAR 21.11.03.12-1, once the Contract work begins, the work performed by a certified MBE firm, including an MBE prime, can only be counted towards the MBE participation goal(s) if the MBE firm is performing a commercially useful function on the Contract. Refer to MBE forms (**Attachment D**) for additional information.

## **4.27 VSBE Goal**

### **4.27.1 Purpose**

- A. The Contractor shall structure its procedures for the performance of the work required in the Contract to attempt to achieve the VSBE participation goal stated in this solicitation. VSBE performance must be in accordance with this section and Attachment E, as authorized by COMAR 21.11.13. The Contractor agrees to exercise all good faith efforts to carry out the requirements set forth in this section and Attachment E.**
- B. A certified Veteran-Owned Small Business Enterprises (VSBE) must be verified by the State Department of Veterans Affairs or US Department of Veteran’s Affairs Vets First Verification Program (VetBiz) and registered as a VSBE on the State’s eProcurement platform, eMaryland Marketplace Advantage (eMMA). The listing of VSBEs is available through the “Vendor Search” on eMMA**

### **4.27.2 VSBE Goal**

- A. A VSBE participation goal of the total Contract dollar amount has been established for this procurement as identified in the Key Information Summary Sheet.**
- B. By submitting a response to this solicitation, the Offeror agrees that this percentage of the total dollar amount of the Contract will be performed by verified veteran-owned small business enterprises.**

**4.27.3 Solicitation and Contract Formation**

**A. In accordance with COMAR 21.11.13.05 C (1), this solicitation requires Offerors to:**

- 1) **Identify specific work categories within the scope of the procurement appropriate for subcontracting;**
- 2) **Solicit VSBEs before Proposals are due, describing the identified work categories and providing instructions on how to bid on the subcontracts;**
- 3) **Attempt to make personal contact with the VSBEs solicited and to document these attempts;**
- 4) **Assist VSBEs to fulfill, or to seek waiver of, bonding requirements; and**
- 5) **Attempt to attend preProposal or other meetings the procurement agency schedules to publicize contracting opportunities to VSBEs.**

**B. The Offeror must include with its Proposal a completed VSBE Utilization Affidavit and Prime/Subcontractor Participation Schedule (Attachment E-1) whereby the Offeror:**

- 1) **Acknowledges it: a) intends to meet the VSBE participation goal; or b) requests a full or partial waiver of the VSBE participation goal. If the Offeror commits to the full VSBE goal or requests a partial waiver, it shall commit to making a good faith effort to achieve the stated goal; and**
- 2) **Responds to the expected degree of VSBE participation as stated in the solicitation, by identifying the specific commitment of VSBEs at the time of Proposal submission. The Offeror shall specify the percentage of contract value associated with each VSBE prim/subcontractor identified on the VSBE Participation Schedule.**

**An Offeror must properly complete and submit a separate Attachment E-1, VSBE Utilization Affidavit and Prime/Subcontractor Participation Schedule, for EACH Service for which it is submitting a proposal. If an Offeror is submitting a proposal for two Service, the Offeror must submit two separate Attachment E-1s, one for each of the two Services.**

- C. **As set forth in COMAR 21.11.13.05.B(2), when a verified VSBE firm participates on a Contract as a Prime Contractor, a procurement agency may count the distinct, clearly defined portion of the work of the contract that the VSBE Prime Contractor performs with its own work force towards meeting up to one hundred percent (100%) of the VSBE goal.**
- D. **In order to receive credit for self-performance, a VSBE Prime must list its firm in the VSBE Prime/Subcontractor Participation Schedule (Attachment E-1) and include information regarding the work it will self-perform. For any remaining portion of the VSBE goal that is not to be performed by the VSBE Prime, the VSBE Prime must also identify verified VSBE subcontractors used to meet the remainder of the goal.**
- E. **Within 10 Business Days from notification that it is the apparent awardee, the awardee must provide the following documentation to the Procurement Officer:**

- 1) **VSBE Project Participation Statement (Attachment E-2);**
- 2) **If the apparent awardee believes a full or partial waiver of the overall VSBE goal is necessary, it must submit a fully-documented waiver request that complies with COMAR 21.11.13.07; and**
- 3) **Any other documentation required by the Procurement Officer to ascertain Offeror responsibility in connection with the VSBE participation goal.**

**If the apparent awardee fails to return each completed document within the required time, the Procurement Officer may determine that the apparent awardee is not reasonably susceptible of being selected for award.**

#### **4.28 Living Wage Requirements**

- A. Maryland law requires that contractors meeting certain conditions pay a living wage to covered employees on State service contracts over \$100,000. Maryland Code Ann., State Finance and Procurement Article, § 18-101 et al. The Commissioner of Labor and Industry at the Maryland Department of Labor requires that a contractor subject to the Living Wage law submit payroll records for covered employees and a signed statement indicating that it paid a living wage to covered employees; or receive a waiver from Living Wage reporting requirements. See COMAR 21.11.10.05.

If subject to the Living Wage law, Contractor agrees that it will abide by all Living Wage law requirements, including but not limited to reporting requirements in COMAR 21.11.10.05. Contractor understands that failure of Contractor to provide such documents is a material breach of the terms and conditions and may result in Contract termination, disqualification by the State from participating in State contracts, and other sanctions. Information pertaining to reporting obligations may be found by going to the Maryland Department of Labor website <http://www.dllr.state.md.us/labor/prev/livingwage.shtml>.

Additional information regarding the State's living wage requirement is contained in **Attachment F**. Offerors must complete and submit the Maryland Living Wage Requirements Affidavit of Agreement (**Attachment F-1**) with their Proposals. If the Offeror fails to complete and submit the required documentation, the State may determine the Offeror to not be responsible under State law.

Contractors and subcontractors subject to the Living Wage Law shall pay each covered employee at least the minimum amount set by law for the applicable Tier area. The specific living wage rate is determined by whether a majority of services take place in a Tier 1 Area or a Tier 2 Area of the State. The specific Living Wage rate is determined by whether a majority of services take place in a Tier 1 Area or Tier 2 Area of the State.

- 1) The Tier 1 Area includes Montgomery, Prince George's, Howard, Anne Arundel and Baltimore Counties, and Baltimore City. The Tier 2 Area includes any county in the State not included in the Tier 1 Area. In the event that the employees who perform the services are not located in the State, the head of the unit responsible for a State Contract pursuant to §18-102(d) of the State Finance and Procurement Article shall assign the tier based upon where the recipients of the services are located. If the Contractor provides more than 50% of the services from an out-of-State location, the State agency determines the wage tier based on where the majority of the service recipients are located. In this circumstance, the Contract will be determined to be a Tier (enter "1" or "2," depending on where the majority of the service recipients are located) Contract.

- 2) The Contract will be determined to be a Tier 1 Contract or a Tier 2 Contract depending on the location(s) from which the Contractor provides 50% or more of the services. The Offeror must identify in its Proposal the location(s) from which services will be provided, including the location(s) from which 50% or more of the Contract services will be provided.
- 3) If the Contractor provides 50% or more of the services from a location(s) in a Tier 1 jurisdiction(s) the Contract will be a Tier 1 Contract.
- 4) If the Contractor provides 50% or more of the services from a location(s) in a Tier 2 jurisdiction(s), the Contract will be a Tier 2 Contract.

If the Contractor provides more than 50% of the services from an out-of-State location, the State agency determines the wage tier based on where the majority of the service recipients are located. See COMAR 21.11.10.07.

The Offeror shall identify in the Proposal the location from which services will be provided.

**NOTE:** Whereas the Living Wage may change annually, the Contract price will not change because of a Living Wage change or a change in the State minimum wage.

#### **4.29 Federal Funding Acknowledgement**

This Contract does not contain federal funds.

#### **4.30 Conflict of Interest Affidavit and Disclosure**

- 4.30.1** The Offeror shall complete and sign the Conflict-of-Interest Affidavit and Disclosure (**Attachment H**) and submit it with its Proposal.
- 4.30.2** By submitting a Conflict-of-Interest Affidavit and Disclosure, the Contractor shall be construed as certifying all Contractor Personnel and subcontractors are also without a conflict of interest as defined in COMAR 21.05.08.08A.
- 4.30.3** Additionally, a Contractor has an ongoing obligation to ensure that all Contractor Personnel are without conflicts of interest prior to providing services << under OR individual Task Orders issued under >> the Contract. For policies and procedures applying specifically to Conflict of Interests, the Contract is governed by COMAR 21.05.08.08.
- 4.30.4** Participation in Drafting of Specifications: Disqualifying Event: Offerors are advised that Md. Code Ann. State Finance and Procurement Article §13-212.1(a) provides generally that “an individual who assists an executive unit in the drafting of specifications, an invitation for bids, a request for proposals for a procurement, or the selection or award made in response to an invitation for bids or a request for proposals, or a person that employs the individual, may not: (1) submit a bid or proposal for that procurement; or (2) assist or represent another person, directly or indirectly, who is submitting a bid or proposal for that procurement.” Any Offeror submitting a Proposal in violation of this provision shall be classified as “not responsible.” See COMAR 21.05.03.03.

#### **4.31 Non-Disclosure Agreement**

##### **4.31.1 Non-Disclosure Agreement (Offeror)**

A Non-Disclosure Agreement (Offeror) is not required for this procurement.

#### 4.31.2 Non-Disclosure Agreement (Contractor)

All Offerors are advised that this solicitation and any Contract(s) are subject to the terms of the Non-Disclosure Agreement (NDA) contained in this solicitation as **Attachment I**. This Agreement must be provided within five (5) Business Days of notification of recommended award; however, to expedite processing, it is suggested that this document be completed and submitted with the Proposal.

#### 4.32 HIPAA - Business Associate Agreement

A HIPAA Business Associate Agreement is not required for this procurement.

#### 4.33 Nonvisual Access

4.33.1 The bidder or offeror warrants that the information technology offered under this bid or proposal (1) provides equivalent access for effective use by both visual and non-visual means consistent with the standards of § 508 of the federal Rehabilitation Act of 1973 and Code of Maryland Regulations 14.33.02; (2) provides an individual with disabilities with non-visual access in a way that is fully and equally accessible to and independently usable by the individual with disabilities so that the individual is able to acquire the same information, engage in the same interactions, and enjoy the same services as users without disabilities, with substantially equivalent ease of use; (3) will present information, including prompts used for interactive communications, in formats intended for both visual and nonvisual use; (4) if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and (5) is available, whenever possible, without modification for compatibility with software and hardware for nonvisual access. The bidder or offeror further warrants that the cost, if any, of modifying the information technology for compatibility with software and hardware used for nonvisual access will not increase the cost of the information technology by more than 15 percent.

4.33.2 If the information technology procured under this solicitation does not meet the non-visual access standards set forth in the Code of Maryland Regulations 14.33.02, the State will notify the bidder or offeror in writing that the bidder or offeror, at its own expense, has 12 months after the date of the notification to modify the information technology in order to meet the non-visual access standards. If the bidder or offeror fails to modify the information technology to meet the nonvisual access standards within 12 months after the date of the notification, the bidder or offeror may be subject to a civil penalty of a fine not exceeding \$5,000 for a first offense, and a fine not exceeding \$10,000 for a subsequent offense.

4.33.3 The bidder or offeror shall indemnify, defend and hold harmless the State for liability resulting from the use of information technology that does not meet the applicable non-visual access standards.

4.33.4 For purposes of this provision, the phrase 'equivalent access' means the ability to receive, use, and manipulate information and operate controls necessary to access and use information technology by nonvisual means. Examples of equivalent access include keyboard controls used for input and synthesized speech, Braille, or other audible or tactile means used for output.

4.33.5 Prior to any IT solution being pushed to production or going live, the Contractor shall provide DoIT with a comprehensive accessibility audit report demonstrating conformance with WCAG 2.1 that includes the results from automated and manual testing tools (including the use of JAWS, VoiceOver and NVDA). The Contractor shall leverage a variety of commonly used accessibility testing procedures, including accessing the site through mainstream web browsers and evaluating accessibility, and performing comprehensive mobile accessibility testing using physical iOS and Android devices (not mobile emulators) to ensure the native accessibility features work with the respective IT solution. The

report shall include a detailed timeline for the remediation of all identified accessibility issues. The Contractor may use an independent third-party accessibility testing company to conduct this work.

4.33.6 A testing and remediation plan must be provided for accessibility issues discovered with respect to information technology provided under the Contract. A testing and remediation plan must include items identified in paragraphs 4.33.3 and 4.33.3.1. If the Contractor will use any subcontractors as part of its plan, the Contractor must name the subcontractors in this plan. The Contractor shall remediate any accessibility issues identified in the accessibility audit, by DoIT, or any other state agency. The Contractor must conduct validation testing on all remediated accessibility issues and provide a copy of the validation testing results in an Excel or other document.

4.33.7 The Contractor agrees that the use of out-of-the-box or third-party source code does not waive a Contractor's obligation to ensure that a product complies with the requirements of this Section. Furthermore, the Contractor agrees that it bears sole responsibility to determine if any out-of-the-box source code or third-party code is accessible and to remediate any noncompliance with the State's nonvisual access requirements or cause any noncompliance to be remediated to ensure compliance with such requirements.

4.33. Ten percent (10% ) of all invoiced amounts shall be held back from each payment (the "Retention Amount"), as retention money to guarantee Contractor's performance of the obligations set forth in this clause. Contractor may invoice the State for release of the Retention Amount upon DoIT's written approval to place the IT solution into production. DoIT reserves the right to use the Retention Amount to pay for third-party solutions to remediate WCAG 2.1 Level A and AA accessibility issues if the Contractor is unable to remediate after 90 days following launch of the website or application.

#### **4.34 Mercury and Products That Contain Mercury**

This solicitation does not include the procurement of products known to likely include mercury as a component.

#### **4.35 Location of the Performance of Services Disclosure**

The Offeror is required to complete the Location of the Performance of Services Disclosure. A copy of this Disclosure is included as **Attachment L**. The Disclosure must be provided with the Proposal.

#### **4.36 Department of Human Services (DHS) Hiring Agreement.**

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a DHS Hiring Agreement. A copy of this Agreement is included as **Attachment O**. This Agreement must be provided within five (5) Business Days of notification of recommended award.

#### **4.37 Small Business Reserve (SBR) Procurement**

This solicitation is not designated as a Small Business Reserve (SBR) Procurement.

#### **4.38 Maryland Healthy Working Families Act Requirements**

On February 11, 2018, the Maryland Healthy Working Families Act went into effect. All offerors should be aware of how this Act could affect your potential contract award with the State of Maryland. See the Department of Labor, Licensing and Regulations web site for Maryland Healthy Working Families Act Information: <http://dllr.maryland.gov/paidleave/>.

**THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.**

## 5 Proposal Format

### 5.1 Two Part Submission

Offerors shall submit Proposals in separate volumes (or envelopes):

- Volume I – Technical Proposal
- Volume II – Financial Proposal

### 5.2 Proposal Delivery and Packaging

- 5.2.1 Proposals delivered by facsimile or e-mail shall not be considered.
- 5.2.2 Provide no pricing information in the Technical Proposal. Provide no pricing information on the media submitted in the Technical Proposal.
- 5.2.3 Offerors may submit Proposals through the State’s internet based electronic procurement system, eMMA.
- 5.2.4 The Procurement Officer must receive all electronic Proposal material by the RFP due date and time specified in the Key Information Summary Sheet. Requests for extension of this date or time will not be granted. Except as provided in COMAR 21.05.03.02F, Proposals received by the Procurement Officer after the due date will not be considered.
- 5.2.5 Offerors shall provide their Proposals in two separate envelopes through eMMA following the [Quick Reference Guides \(QRG\)](#) labelled “**5 - eMMA QRG Responding to Solicitations (RFP)**” for double envelope submissions.
- 5.2.6 Two Part (Double Envelope) Submission:
  - A. Technical Proposal consisting of:
    - 5) Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater,
    - 6) Technical Proposal in searchable Adobe PDF format,
    - 7) a second searchable Adobe copy of the Technical Proposal, with confidential and proprietary information redacted (see **Section 4.8**), and

Financial Proposal consisting of:

- 8) Financial Proposal entered into the price form spreadsheet within eMMA and all supporting material in Microsoft Excel format, version 2007 or greater, using the Excel document posted on eMMA.
- 9) Financial Proposal in searchable Adobe PDF format,
- 10) a second searchable Adobe copy of the Financial Proposal, with confidential and proprietary information removed (see **Section 4.8**).

### 5.3 Volume I - Technical Proposal

**NOTE:** Omit all **pricing information** from the Technical Proposal (Volume I). Include pricing information only in the Financial Proposal (Volume II).

- 5.3.1 In addition to the instructions below, responses in the Offeror’s Technical Proposal shall reference the organization and numbering of Sections in the RFP

(e.g., “Section 2.2.1 Response . . .; “Section 2.2.2 Response . . .”). All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”).

**5.3.2** The Technical Proposal shall include the following documents and information in the order specified as follows. Each section of the Technical Proposal shall be separated by a TAB as detailed below:

**A. Title Page and Table of Contents (Submit under TAB A)**

The Technical Proposal should begin with a Title Page bearing the name and address of the Offeror and the name and number of this RFP. A Table of Contents shall follow the Title Page for the Technical Proposal, organized by section, subsection, and page number.

**Claim of Confidentiality (If applicable, submit under TAB A-1)**

Any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the **Table of Contents** ~~Title Page and before the Table of Contents~~ in the Technical Proposal, and if applicable, separately in the Financial Proposal. An explanation for each claim of confidentiality shall be included (see **Section 4.8 “Public Information Act Notice”**). The entire Proposal cannot be given a blanket confidentiality designation - any confidentiality designation must apply to specific sections, pages, or portions of pages of the Proposal and an explanation for each claim shall be included.

**Offeror Information Sheet and Transmittal Letter (Submit under TAB B)**

The Offeror Information Sheet (see **Appendix 2**) and a Transmittal Letter shall accompany the Technical Proposal. The purpose of the Transmittal Letter is to transmit the Proposal and acknowledge the receipt of any addenda to this RFP issued before the Proposal due date and time. Transmittal Letter should be brief, be signed by an individual who is authorized to commit the Offeror to its Proposal and the requirements as stated in this RFP.

**Executive Summary (Submit under TAB C)**

The Offeror shall condense and highlight the contents of the Technical Proposal in a separate section titled “Executive Summary.”

In addition, the Summary shall indicate whether the Offeror is the subsidiary of another entity, and if so, whether all information submitted by the Offeror pertains exclusively to the Offeror. If not, the subsidiary Offeror shall include a guarantee of performance from its parent organization as part of its Executive Summary (see **Section 4.16 “Offeror Responsibilities”**).

The Executive Summary shall also identify any exceptions the Offeror has taken to the requirements of this RFP, the Contract (**Attachment M**), or any other exhibits or attachments. Acceptance or rejection of exceptions is within the sole discretion of the State. **Exceptions to terms and conditions, including requirements, may result in having the Proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award.**

**Minimum Qualifications Documentation (If applicable, Submit under TAB D)**

The Offeror shall submit any Minimum Qualifications documentation that may be required, as set forth in RFP **Section 1**. If references are required in **RFP Section 1**, those references shall be submitted in this section and shall contain the information described in both **Section 1** and **Section 5.3.2.I**.

**Offeror Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E)**

- 1) The Offeror shall address each RFP requirement (RFP **Section 2** and **Section 3**) in its Technical Proposal with a cross reference to the requirement and describe how its proposed goods and services, including the goods and services of any proposed subcontractor(s), will meet or exceed the requirement(s). If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement. Any paragraph in the Technical Proposal that responds to an RFP requirement shall include an explanation of how the work will be performed. The response shall address each requirement in **Section 2** and **Section 3** in order and shall contain a cross reference to the requirement.
- 2) Any exception to a requirement, term, or condition may result in having the Proposal classified as not reasonably susceptible of being selected for award or the Offeror deemed not responsible.
- 3) The Offeror shall give a definitive section-by-section description of the proposed plan to meet the requirements of the RFP, i.e., a Work Plan. The Work Plan shall include the specific methodology, techniques, and number of staff, if applicable, to be used by the Offeror in providing the required goods and services as outlined in RFP **Section 2**, Contractor Requirements: Scope of Work. The description shall include an outline of the overall management concepts employed by the Offeror and a project management plan, including project control mechanisms and overall timelines. Project deadlines considered contract deliverables must be recognized in the Work Plan.
- 4) The Offeror shall identify the location(s) from which it proposes to provide services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State's requirements as outlined in this RFP.
- 5) The Offeror shall provide a draft Problem Escalation Procedure (PEP) that includes, at a minimum, titles of individuals to be contacted by the Contract Monitor should problems arise under the Contract and explains how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. Final procedures shall be submitted as indicated in **Section 3.8**.
- 6) The Offeror shall provide a Voluntary Product Accessibility Template (VPAT) or an Accessibility Conformance Report (ACR) for any pre-existing digital technology, software, or source code proposed to be provided under the Contract containing a comprehensive analysis of the Offeror's conformance to accessibility standards in Code of Maryland Regulations 14.33.02 (See RFP §4.33). The completed VPAT must adhere to the current published standards (currently - version 2.5 REV WCAG or 2.5 REV 508 or their latest rendition). Failure to supply a VPAT or ACR for an pre-existing coded solution may result in the Offeror's Proposal being deemed not reasonably susceptible for award.
- 7) The Offeror shall provide a Backup solution/ strategy recommendation as part of its Proposal.
- 8) Disaster Recovery and Security Model description - For hosted services, the Offeror shall include its DR strategy, and for on premise, a description of a recommended DR strategy.
- 9) The Offeror shall include a deliverable description and schedule describing the proposed Deliverables as mapped to the State SDLC and the Deliverables table in **Section 2.4.4**. The schedule shall also detail proposed submission due date/frequency of each recommended Deliverable.

10) Non-Compete Clause Prohibition:

The Department seeks to maximize the retention of personnel working under the Contract whenever there is a transition of the Contract from one contractor to another so as to minimize disruption due to a change in contractor and maximize the maintenance of institutional knowledge accumulated by such personnel. To help achieve this objective of staff retention, each Offeror shall agree that if awarded the Contract, the Offeror's employees and agents filling the positions set forth in the staffing requirements of Section 3.10 working on the State contract shall be free to work for the contractor awarded the State contract notwithstanding any non-compete clauses to which the employee(s) may be subject. The Offeror agrees not to enforce any non-compete restrictions against the State with regard to these employees and agents if a different vendor succeeds it in the performance of the Contract. To evidence compliance with this non-compete clause prohibition, each Offeror must include an affirmative statement in its technical Proposal that the Offeror, if awarded a Contract, agrees that its employees and agents shall not be restricted from working with or for any successor contractor that is awarded the State business.

**Experience and Qualifications of Proposed Staff (Submit under TAB F)**

As part of the evaluation of the Proposal for this RFP, Offerors shall propose exactly one (1) key resource and shall describe in its Staffing Plan (see Section 2.3.8 B) how additional resources shall be acquired to meet the needs of the Recipient Agencies. The staffing plan shall also include a detailed organization structure. All other planned positions shall be described generally in the Staffing Plan and may not be used as evidence of fulfilling company or personnel minimum qualifications.

The Offeror shall identify the qualifications and types of staff proposed to be utilized under the Contract including information in support of the Personnel Experience criteria in **Section 3.10.2. Specifically**, the Offeror shall:

- 1) Describe in detail how the proposed staff's experience and qualifications relate to their specific responsibilities, including any staff of proposed subcontractor(s), as detailed in the Work Plan.
- 2) Include individual resumes for Key Personnel, including Key Personnel for any proposed subcontractor(s), who are to be assigned to the project if the Offeror is awarded the Contract. Each resume should include the amount of experience the individual has had relative to the Scope of Work set forth in this solicitation.
- 3) Include letters of intended commitment to work on the project, including letters from any proposed subcontractor(s). Offerors should be aware of restrictions on substitution of Key Personnel prior to RFP award (see Substitution Prior to and Within 30 Days After Contract Execution in Section 3.11.5).
- 4) Provide an Organizational Chart outlining Personnel and their related duties. The Offeror shall include job titles and the percentage of time each individual will spend on his/her assigned tasks. Offerors using job titles other than those commonly used by industry standards must provide a crosswalk reference document.
- 5) If proposing differing personnel work hours than identified in the RFP, describe how and why it proposes differing personnel work hours.

**Offeror Qualifications and Capabilities (Submit under TAB G)**

The Offeror shall include information on past experience with similar projects and services including information in support of the Offeror Experience criteria in **Section 3.11.3.10.1**. The

Offeror shall describe how its organization can meet the requirements of this RFP and shall also include the following information:

- 1) The number of years the Offeror has provided the similar goods and services.
- 2) The number of clients/customers and geographic locations that the Offeror currently serves.
- 3) The names and titles of headquarters or regional management personnel who may be involved with supervising the services to be performed under the Contract.
- 4) The Offeror's process for resolving billing errors; and
- 5) An organizational chart that identifies the complete structure of the Offeror including any parent company, headquarters, regional offices, and subsidiaries of the Offeror.
- 6) Offeror shall provide a list of all clients/customers for whom they have provided similar services.

**References (Submit under TAB H)**

At least three (3) references are requested from customers who are capable of documenting the Offeror's ability to provide the goods and services specified in this RFP. References used to meet any Minimum Qualifications (see RFP **Section 1**) may be used to meet this request. Each reference shall be from a client for whom the Offeror has provided goods and services within the past five (5) years and shall include the following information:

- 1) Name of client organization.
- 2) Name, title, telephone number, and e-mail address, if available, of point of contact for client organization; and
- 3) Value, type, duration, and description of goods and services provided.

The Department reserves the right to request additional references or utilize references not provided by the Offeror. Points of contact must be accessible and knowledgeable regarding Offeror performance.

**List of Current or Prior State Contracts (Submit under TAB I)**

Provide a list of all contracts with any entity of the State of Maryland for which the Offeror is currently performing goods and services or for which services have been completed within the last five (5) years. For each identified contract, the Offeror is to provide:

- 1) The State contracting entity.
- 2) A brief description of the goods and services provided.
- 3) The dollar value of the contract.
- 4) The term of the contract.
- 5) The State employee contact person (name, title, telephone number, and, if possible, e-mail address); and
- 6) Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.

Information obtained regarding the Offeror's level of performance on State contracts will be used by the Procurement Officer to determine the responsibility of the Offeror and considered as part of the experience and past performance evaluation criteria of the RFP.

**Financial Capability (Submit under TAB J)**

The Offeror must include in its Proposal a commonly accepted method to prove its fiscal integrity. If available, the Offeror shall include Financial Statements, preferably a Profit and Loss (P&L) statement and a Balance Sheet, for the last two (2) years (independently audited preferred).

In addition, the Offeror may supplement its response to this Section by including one or more of the following with its response:

- 1) Dun & Bradstreet Rating.
- 2) Standard and Poor's Rating.
- 3) Lines of credit.
- 4) Evidence of a successful financial track record; and
- 5) Evidence of adequate working capital.

**Certificate of Insurance (Submit under TAB K)**

The Offeror shall provide a copy of its current certificate of insurance showing the types and limits of insurance in effect as of the Proposal submission date. The current insurance types and limits do not have to be the same as described in **Section 3.7**. See **Section 3.7** for the required insurance certificate submission for the apparent awardee.

**Subcontractors (Submit under TAB L)**

The Offeror shall provide a complete list of all subcontractors that will work on the Contract if the Offeror receives an award, including those utilized in meeting the MBE and VSBE subcontracting goal(s), if applicable. This list shall include a full description of the duties each subcontractor will perform and why/how each subcontractor was deemed the most qualified for this project. If applicable, subcontractors utilized in meeting the established MBE or VSBE participation goal(s) for this solicitation shall be identified as provided in the appropriate attachment(s) of this RFP.

**Legal Action Summary (Submit under TAB M)**

This summary shall include:

- 1) A statement as to whether there are any outstanding legal actions or potential claims against the Offeror and a brief description of any action.
- 2) A brief description of any settled or closed legal actions or claims against the Offeror over the past five (5) years.
- 3) A description of any judgments against the Offeror within the past five (5) years, including the court, case name, complaint number, and a brief description of the final ruling or determination; and
- 4) In instances where litigation is ongoing and the Offeror has been directed not to disclose information by the court, provide the name of the judge and location of the court.

**Economic Benefit Factors (Submit under TAB N)**

- 1) The Offeror shall submit with its Proposal a narrative describing benefits that will accrue to the Maryland economy as a direct or indirect result of its performance of the Contract. Proposals will be evaluated to assess the benefit to Maryland's economy specifically offered. The economic benefit offered should be consistent with the

- Offeror's Total Proposal Price from **Attachment B**, the Financial Proposal Form. See COMAR 21.05.03.03A (3).
- 2) Proposals that identify specific benefits as being contractually enforceable commitments will be rated more favorably than Proposals that do not identify specific benefits as contractual commitments, all other factors being equal.
  - 3) Offerors shall identify any performance guarantees that will be enforceable by the State if the full level of promised benefit is not achieved during the Contract term.
  - 4) As applicable, for the full duration of the Contract, including any renewal period, or until the commitment is satisfied, the Contractor shall provide to the Procurement Officer or other designated agency personnel reports of the actual attainment of each benefit listed in response to this section. These benefit attainment reports shall be provided quarterly, unless elsewhere in these specifications a different reporting frequency is stated.
  - 5) In responding to this section, the following do not generally constitute economic benefits to be derived from the Contract:
    - a) generic statements that the State will benefit from the Offeror's superior performance under the Contract.
    - b) descriptions of the number of Offeror employees located in Maryland other than those that will be performing work under the Contract; or
    - c) tax revenues from Maryland-based employees or locations, other than those that will be performing, or used to perform, work under the Contract.
  - 6) Discussion of Maryland-based employees or locations may be appropriate if the Offeror makes some projection or guarantee of increased or retained presence based upon being awarded the Contract.
  - 7) Examples of economic benefits to be derived from a contract may include any of the following. For each factor identified below, identify the specific benefit and contractual commitments and provide a breakdown of expenditures in that category:
    - a) The Contract dollars to be recycled into Maryland's economy in support of the Contract, through the use of Maryland subcontractors, suppliers and joint venture partners. **Do not include actual fees or rates paid to subcontractors or information from your Financial Proposal.**
    - b) The number and types of jobs for Maryland residents resulting from the Contract. Indicate job classifications, number of employees in each classification and the aggregate payroll to which the Offeror has committed, including contractual commitments at both prime and, if applicable, subcontract levels; and whether Maryland employees working at least 30 hours per week and are employed at least 120 days during a 12-month period will receive paid leave. If no new positions or subcontracts are anticipated as a result of the Contract, so state explicitly.
    - c) Tax revenues to be generated for Maryland and its political subdivisions as a result of the Contract. Indicate tax category (sales taxes, payroll taxes, inventory taxes and estimated personal income taxes for new employees). Provide a forecast of the total tax revenues resulting from the Contract.
    - d) Subcontract dollars committed to Maryland small businesses and MBEs; and

- e) Other benefits to the Maryland economy which the Offeror promises will result from awarding the Contract to the Offeror, including contractual commitments. Describe the benefit, its value to the Maryland economy, and how it will result from, or because of the Contract award. Offerors may commit to benefits that are not directly attributable to the Contract, but for which the Contract award may serve as a catalyst or impetus.

#### **Technical Proposal - Required Forms and Certifications (Submit under TAB O)**

- 1) All forms required for the Technical Proposal are identified in Table 1 of **Section 7** – RFP Attachments and Appendices. Unless directed otherwise by instructions within an individual form, complete, sign, and include all required forms in the Technical Proposal, under TAB O.
- 2) Offerors shall furnish any and all agreements and terms and conditions the Offeror expects the State to sign or to be subject to in connection with or in order to use the Offeror's services under this Contract. This includes physical copies of all agreements referenced and incorporated in primary documents, including but not limited to any software licensing agreement for any software proposed to be licensed to the State under this Contract (e.g., EULA, Enterprise License Agreements, Professional Service agreement, Master Agreement) and any AUP. The State does not agree to terms and conditions not provided in an Offeror's Technical Proposal and no action of the State, including but not limited to the use of any such software, shall be deemed to constitute acceptance of any such terms and conditions. Failure to comply with this section renders any such agreement unenforceable against the State.
- 3) For each service, hardware or software proposed as furnished by a third-party entity, Offeror must identify the third-party provider and provide a letter of authorization or such other documentation demonstrating the authorization for such services. In the case of an open-source license, authorization for the open source shall demonstrate compliance with the open-source license.
- 4) A Letter of Authorization shall be on letterhead or through the provider's e-mail. Further, each Letter of Authorization shall be less than twelve (12) months old and must provide the following information:
  - i) Third-party POC name and alternate for verification.
  - ii) Third-party POC mailing address.
  - iii) Third-party POC telephone number.
  - iv) Third-party POC email address.
  - v) If available, a Re-Seller Identifier.

#### **5.4 Volume II – Financial Proposal**

The Financial Proposal shall contain all price information in the format specified in **Attachment B**. The Offeror shall complete the Financial Proposal Form only as provided in the Financial Proposal Instructions and the Financial Proposal Form itself. Do not amend, alter, or leave blank any items on the Financial Proposal Form or include additional clarifying or contingent language on or attached to the Financial Proposal Form. Failure to adhere to any of these instructions may result in the Proposal being determined to be not reasonably susceptible of being selected for award and rejected by the Department.

**THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.**

## 6 Evaluation and Selection Process

### 6.1 Evaluation Committee

Evaluation of Proposals will be performed in accordance with COMAR 21.05.03 by a committee established for that purpose and based on the evaluation criteria set forth below. The Evaluation Committee will review Proposals, participate in Offeror oral presentations and discussions, and provide input to the Procurement Officer. The Department reserves the right to utilize the services of individuals outside of the established Evaluation Committee for advice and assistance, as deemed appropriate.

During the evaluation process, the Procurement Officer may determine at any time that a particular Offeror is not susceptible for award.

### 6.2 Technical Proposal Evaluation Criteria

**Note:** Provide no pricing information in the Technical Proposal (Volume I). Include pricing information only in the Financial Proposal (Volume II).

The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance. Unless stated otherwise, any sub-criteria within each criterion have equal weight.

**6.2.1** Offeror's Technical Response to Requirements and Work Plan (See RFP § 5.3.2.F)

The State prefers the Offeror's Technical Proposal to illustrate a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those Proposals that address and demonstrate an understanding of the work requirements and include plans to meet or exceed them.

**6.2.2** Experience and Qualifications of Proposed Staff (See RFP § 5.3.2.G).

**6.2.3** Offeror Qualifications and Capabilities, including proposed subcontractors (See RFP § 5.3.2.H).

**6.2.4** Satisfaction of the Nonvisual Access requirements (See RFP § 4.33).

**6.2.5** Economic Benefit to State of Maryland (See RFP § 5.3.2.O).

### 6.3 Financial Proposal Evaluation Criteria

All Qualified Offerors (see **Section 6.5.2.D**) will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on **Attachment B** - Financial Proposal Form.

### 6.4 Reciprocal Preference

**6.4.1** Although Maryland law does not authorize procuring agencies to favor resident Offerors in awarding procurement contracts, many other states do grant their resident businesses preferences over Maryland contractors. COMAR 21.05.01.04 permits procuring agencies to apply a reciprocal preference under the following conditions:

**A.** The Maryland resident business is a responsible Offeror.

The most advantageous Proposal is from a responsible Offeror whose principal office, or principal base of operations is in another state.

The other state gives a preference to its resident businesses through law, policy, or practice; and  
The preference does not conflict with federal law or grant affecting the procurement Contract.

- 6.4.2** The preference given shall be identical to the preference that the other state, through law, policy, or practice gives to its resident businesses.

## 6.5 Selection Procedures

### 6.5.1 General

- A.** The Contract will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The CSP method allows for the conducting of discussions and the revision of Proposals during these discussions. Therefore, the State may conduct discussions with all Offerors that have submitted Proposals that are determined to be reasonably susceptible of being selected for contract award or potentially so. However, the State reserves the right to make an award without holding discussions.

With or without discussions, the State may determine the Offeror to be not responsible or the Offeror's Proposal to be not reasonably susceptible of being selected for award at any time after the initial closing date for receipt of Proposals and prior to Contract award.

### 6.5.2 Selection Process Sequence

- A.** A determination is made that the MDOT Certified MBE Utilization and Fair Solicitation Affidavit (**Attachment D-1A**) is included and is properly completed, if there is a MBE goal. In addition, a determination is made that the VSBE Utilization Affidavit and subcontractor Participation Schedule (**Attachment E-1**) is included and is properly completed if there is a VSBE goal.

Technical Proposals are evaluated for technical merit and ranked. During this review, oral presentations and discussions may be held. The purpose of such discussions will be to ensure a full understanding of the State's requirements and the Offeror's ability to perform the services, as well as to facilitate arrival at a Contract that is most advantageous to the State. Offerors will be contacted by the State as soon as any discussions are scheduled.

Offerors must confirm in writing any substantive oral clarifications of, or changes in, their Technical Proposals made in the course of discussions. Any such written clarifications or changes then become part of the Offeror's Technical Proposal. Technical Proposals are given a final review and ranked.

The Financial Proposal of each Qualified Offeror (a responsible Offeror determined to have submitted an acceptable Proposal) will be evaluated and ranked separately from the technical evaluation. After a review of the Financial Proposals of Qualified Offerors, the Evaluation Committee or Procurement Officer may again conduct discussions to further evaluate the Offeror's entire Proposal.

When in the best interest of the State, the Procurement Officer may permit Qualified Offerors to revise their initial Proposals and submit, in writing, Best and Final Offers (BAFOs). The State may make an award without issuing a request for a BAFO. **Offerors may only perform limited substitutions of proposed personnel as allowed in Section 3.11 (Substitution of Personnel).**

### 6.5.3 Award Determination

Upon completion of the Technical Proposal and Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The Procurement Officer will recommend award of the Contract to the responsible Offeror that submitted the Proposal determined to be the most advantageous to the

State. In making this most advantageous Proposal determination, technical factors will receive greater weight than financial factors.

## **6.6 Documents Required upon Notice of Recommendation for Contract Award**

Upon receipt of a Notification of Recommendation for Contract award, the apparent awardee shall complete and furnish the documents and attestations as directed in Table 1 of **Section 7 – RFP Attachments and Appendices**.

**THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.**

## 7 RFP ATTACHMENTS AND APPENDICES

### Instructions Page

A Proposal submitted by the Offeror must be accompanied by the completed forms and/or affidavits identified as “with Proposal” in the “When to Submit” column in Table 1 below. All forms and affidavits applicable to this RFP, including any applicable instructions and/or terms, are identified in the “Applies” and “Label” columns in Table 1.

For documents required as part of the Proposal:

1. For eMMA submissions, submit one (1) copy of each with signatures. All signatures must be clearly visible.

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete certain forms and affidavits after notification of recommended award. The list of forms and affidavits that must be provided is described in Table 1 below in the “When to Submit” column.

For documents required after award, submit three (3) copies of each document within the appropriate number of days after notification of recommended award, as listed in Table 1 below in the “When to Submit” column.

**Table 1: RFP ATTACHMENTS AND APPENDICES**

Applies?	When to Submit	Label	Attachment Name
Y	Before Proposal	A	Pre-Proposal Conference Response Form
Y	With Proposal	B	Financial Proposal Instructions and Form
Y	With Proposal	C	Bid/Proposal Affidavit (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid_Proposal-Affidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid_Proposal-Affidavit.pdf</a> )
Y	With Proposal	D	MBE Forms D-1A (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> ) <b>IMPORTANT:</b> If this RFP contains different Functional Areas or Service Categories. A separate Attachment D-1A is to be submitted for each Functional Area or Service Category where there is a MBE goal.
Y	10 Business Days after recommended award	D	MBE Forms D-1B, D-1C, D-2, D-3A, D-3B (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> ) <b>Important:</b> Attachment D-1C, if a waiver has been requested, is also required within 10 days of recommended award.

Applies?	When to Submit	Label	Attachment Name
Y	As directed in forms	D	MBE Forms D-4A, D-4B, D-5 (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> )
<u>Y</u>	<u>With Proposal</u>	<u>E</u>	<u>Veteran-Owned Small Business Enterprise (VSBE) Form E-1A (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf</a>)</u> <u>IMPORTANT: If this RFP contains different Functional Areas or Service Categories. A separate Attachment E-1A is to be submitted for each Functional Area or Service Category where there is a VSBE goal</u>
Y	<u>5 Business Days after recommended award</u>	<u>E</u>	<u>VSBE Forms E-1B, E-2, E-3 (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf</a>)</u> <u>Important: Attachment E-1B, if a waiver has been requested, is also required within 10 days of recommended award</u>
Y	With Proposal	F	Maryland Living Wage Requirements for Service Contracts and Affidavit of Agreement (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentF-LivingWageAffidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentF-LivingWageAffidavit.pdf</a> )
Y	With Proposal	H	Conflict of Interest Affidavit and Disclosure (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentH-Conflict-of-InterestAffidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentH-Conflict-of-InterestAffidavit.pdf</a> )
Y	5 Business Days after recommended award – However, suggested with Proposal	I	Non-Disclosure Agreement (Contractor) (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-I-Non-DisclosureAgreementContractor.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-I-Non-DisclosureAgreementContractor.pdf</a> )
Y	With Proposal	L	Location of the Performance of Services Disclosure (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-L-PerformanceofServicesDisclosure.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-L-PerformanceofServicesDisclosure.pdf</a> )
Y	5 Business Days after recommended award	M	Sample Contract (included in this RFP)

Applies?	When to Submit	Label	Attachment Name
Y	5 Business Days after recommended award	N	Contract Affidavit (see link at <a href="https://procurement.maryland.gov/wp-content/uploads/sites/12/2020/03/Attachment-N-Affidavit.pdf">https://procurement.maryland.gov/wp-content/uploads/sites/12/2020/03/Attachment-N-Affidavit.pdf</a> )
<b>Appendices</b>			
Applies?	When to Submit	Label	Attachment Name
Y	n/a	1	Abbreviations and Definitions (included in this RFP)
Y	With Proposal	2	Offeror Information Sheet (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf</a> )
<b>Additional Submissions</b>			
Y	5 Business Days after recommended award		Evidence of meeting insurance requirements (see <b>Section 3.6</b> ); 1 copy
Y	10 Business Days after recommended award		PEP; 1 copy

**Attachment A. Pre-Proposal Conference Response Form**

**Solicitation Number 001B3600088 / BPM035353**

Statewide Call/Contact Center Services

A Pre-Proposal conference will be held on Monday, April 29, 2024 at 2:00 PM, EST, via Google Meets.

Please return this form by Friday, April 26, 2024 at 2:00 PM, EST advising whether or not your firm plans to attend. The completed form should be returned via e-mail or fax to the Procurement Officer at the contact information below:

Ansonia Saunders  
DGS-OSP  
E-mail: ansonia.saunders@maryland.gov  
Fax #: N/A

Please indicate:

- \_\_\_\_\_ Yes, the following representatives will be in attendance.  
Attendees (Check the RFP for limits to the number of attendees allowed):  
1.  
2.  
3.
- \_\_\_\_\_ No, we will not be in attendance.

Please specify whether any reasonable accommodations are requested (see RFP § 4.1 “Pre-Proposal conference”):

Offeror: \_\_\_\_\_  
*Offeror Name (please print or type)*

By: \_\_\_\_\_  
*Signature/Seal*

Printed Name: \_\_\_\_\_  
*Printed Name*

Title: \_\_\_\_\_  
*Title*

Date: \_\_\_\_\_  
*Date*

## Attachment B. Financial Proposal Instructions & Form

### B-1 Financial Proposal Instructions

In order to assist Offerors in the preparation of their Financial Proposal and to comply with the requirements of this solicitation, Financial Proposal Instructions and a Financial Proposal Form have been prepared. Offerors shall submit their Financial Proposal on the Financial Proposal Form in accordance with the instructions on the Financial Proposal Form and as specified herein. Do not alter the Financial Proposal Form or the Proposal may be determined to be not reasonably susceptible of being selected for award. The Financial Proposal Form is to be signed and dated, where requested, by an individual who is authorized to bind the Offeror to the prices entered on the Financial Proposal Form.

The Financial Proposal Form is used to calculate the Offeror's TOTAL Proposal PRICE. Follow these instructions carefully when completing your Financial Proposal Form:

- A) All Unit and Extended Prices must be clearly entered in dollars and cents, e.g., \$24.15. Make your decimal points clear and distinct.
- B) All Unit Prices must be the actual price per unit the State will pay for the specific item or service identified in this RFP and may not be contingent on any other factor or condition in any manner.
- C) All calculations shall be rounded to the nearest cent, e.g., .344 shall be .34 and .345 shall be .35.
- D) Any goods or services required through this RFP and proposed by the vendor at **No Cost to the State** must be clearly entered in the Unit Price, if appropriate, and Extended Price with **\$0.00**.
- E) Every blank in every Financial Proposal Form shall be filled in. Any changes or corrections made to the Financial Proposal Form by the Offeror prior to submission shall be initialed and dated.
- F) Except as instructed on the Financial Proposal Form, nothing shall be entered on or attached to the Financial Proposal Form that alters or proposes conditions or contingencies on the prices. Alterations and/or conditions may render the Proposal not reasonably susceptible of being selected for award.
- G) It is imperative that the prices included on the Financial Proposal Form have been entered correctly and calculated accurately by the Offeror and that the respective total prices agree with the entries on the Financial Proposal Form. Any incorrect entries or inaccurate calculations by the Offeror will be treated as provided in COMAR 21.05.03.03.F and may cause the Proposal to be rejected.
- H) If option years are included, Offerors must submit pricing for each option year. Any option to renew will be exercised at the sole discretion of the State and comply with all terms and conditions in force at the time the option is exercised. If exercised, the option period shall be for a period identified in the RFP at the prices entered in the Financial Proposal Form.
- I) All Financial Proposal prices entered below are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by the RFP. The Financial Proposal price shall include, but is not limited to, all: labor, profit/overhead, general operating, administrative, and all other expenses and costs necessary to perform the work set forth in the solicitation. No other amounts will be paid to the Contractor. If labor rates are requested, those amounts shall be fully loaded rates; no overtime amounts will be paid.
- J) Unless indicated elsewhere in the RFP, sample amounts used for calculations on the Financial Proposal Form are typically estimates for evaluation purposes only. Unless stated otherwise in the RFP, the Department does not guarantee a minimum or maximum number of units or usage in the performance of the Contract.
- K) Failure to adhere to any of these instructions may result in the Proposal being determined not reasonably susceptible of being selected for award.

**B-1 Financial Proposal Form**

The Financial Proposal Form shall contain all price information in the format specified on these pages. Complete the Financial Proposal Form only as provided in the Financial Proposal Instructions. Do not amend, alter or leave blank any items on the Financial Proposal Form. If option years are included, Offerors must submit pricing for each option year. Failure to adhere to any of these instructions may result in the Proposal being determined not reasonably susceptible of being selected for award.

See separate Excel Financial Proposal Form labeled xxxxx.xls.

Submitted by:

Offeror:

\_\_\_\_\_

Offeror Name (please print or type)

By:

\_\_\_\_\_

Signature of Authorized Representative

Printed Name:

\_\_\_\_\_

Printed Name

Title:

\_\_\_\_\_

Title

Date:

\_\_\_\_\_

Date

Address:

\_\_\_\_\_

Company Address

**Attachment C. Proposal Affidavit**

See link at [http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid\\_Proposal-Affidavit.pdf](http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid_Proposal-Affidavit.pdf).

**Attachment D. Minority Business Enterprise (MBE) Forms**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf>.

This solicitation includes a Minority Business Enterprise (MBE) participation goal of ~~40~~ **20** (%) percent.

**Attachment E. Veteran-Owned Small Business Enterprise (VSBE) Forms**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf>.

**This solicitation includes a VSBE participation goal of 5%.**

**Attachment F. Maryland Living Wage Affidavit of Agreement for Service Contracts**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentF-LivingWageAffidavit.pdf> to complete the Affidavit.

- A. This contract is subject to the Living Wage requirements under Md. Code Ann., State Finance and Procurement Article, Title 18, and the regulations proposed by the Commissioner of Labor and Industry (Commissioner). The Living Wage generally applies to a Contractor or subcontractor who performs work on a State contract for services that is valued at \$100,000 or more. An employee is subject to the Living Wage if he/she is at least 18 years old or will turn 18 during the duration of the contract; works at least 13 consecutive weeks on the State Contract and spends at least one-half of the employee's time during any work week on the State Contract.
- B. The Living Wage Law does not apply to:
  - (1) A Contractor who:
    - (a) Has a State contract for services valued at less than \$100,000, or
    - (b) Employs 10 or fewer employees and has a State contract for services valued at less than \$500,000.
  - (2) A subcontractor who:
    - (a) Performs work on a State contract for services valued at less than \$100,000,
    - (b) Employs 10 or fewer employees and performs work on a State contract for services valued at less than \$500,000, or
    - (c) Performs work for a Contractor not covered by the Living Wage Law as defined in B(1)(b) above, or B (3) or C below.
  - (3) Service contracts for the following:
    - (a) Services with a Public Service Company.
    - (b) Services with a nonprofit organization.
    - (c) Services with an officer or other entity that is in the Executive Branch of the State government and is authorized by law to enter into a procurement ("Unit"); or
    - (d) Services between a Unit and a County or Baltimore City.
- C. If the Unit responsible for the State contract for services determines that application of the Living Wage would conflict with any applicable Federal program, the Living Wage does not apply to the contract or program.
- D. A Contractor must not split or subdivide a State contract for services, pay an employee through a third party, or treat an employee as an independent Contractor or assign work to employees to avoid the imposition of any of the requirements of Md. Code Ann., State Finance and Procurement Article, Title 18.
- E. Each Contractor/subcontractor, subject to the Living Wage Law, shall post in a prominent and easily accessible place at the work site(s) of covered employees a notice of the Living Wage Rates, employee rights under the law, and the name, address, and telephone number of the Commissioner.

- F. The Commissioner shall adjust the wage rates by the annual average increase or decrease, if any, in the Consumer Price Index for all urban consumers for the Washington/Baltimore metropolitan area, or any successor index, for the previous calendar year, not later than 90 days after the start of each fiscal year. The Commissioner shall publish any adjustments to the wage rates on the Division of Labor and Industry's website. An employer subject to the Living Wage Law must comply with the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate, required by the Commissioner, automatically upon the effective date of the revised wage rate.
- G. A Contractor/subcontractor who reduces the wages paid to an employee based on the employer's share of the health insurance premium, as provided in Md. Code Ann., State Finance and Procurement Article, §18-103(c), shall not lower an employee's wage rate below the minimum wage as set in Md. Code Ann., Labor and Employment Article, §3-413. A Contractor/subcontractor who reduces the wages paid to an employee based on the employer's share of health insurance premium shall comply with any record reporting requirements established by the Commissioner.
- H. A Contractor/subcontractor may reduce the wage rates paid under Md. Code Ann., State Finance and Procurement Article, §18-103(a), by no more than 50 cents of the hourly cost of the employer's contribution to an employee's deferred compensation plan. A Contractor/subcontractor who reduces the wages paid to an employee based on the employer's contribution to an employee's deferred compensation plan shall not lower the employee's wage rate below the minimum wage as set in Md. Code Ann., Labor and Employment Article, §3-413.
- I. Under Md. Code Ann., State Finance and Procurement Article, Title 18, if the Commissioner determines that the Contractor/subcontractor violated a provision of this title or regulations of the Commissioner, the Contractor/subcontractor shall pay restitution to each affected employee, and the State may assess liquidated damages of \$20 per day for each employee paid less than the Living Wage.
- J. Information pertaining to reporting obligations may be found by going to the Division of Labor and Industry website <http://www.dllr.state.md.us/labor/prev/livingwage.shtml> and clicking on Living Wage for State Service Contracts.

**Attachment G. Federal Funds Attachments**

This solicitation does not include a Federal Funds Attachment.

**Attachment H. Conflict of Interest Affidavit and Disclosure**

See link at <https://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentH-Conflict-of-InterestAffidavit.pdf>

**Attachment I. Non-Disclosure Agreement (Contractor)**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-I-Non-DisclosureAgreementContractor.pdf>.

**Attachment J. HIPAA Business Associate Agreement**

This solicitation does not require a HIPAA Business Associate Agreement.

**Attachment K. Mercury Affidavit**

This solicitation does not include the procurement of products known to likely include mercury as a component.

**Attachment L. Location of the Performance of Services Disclosure**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-L-PerformanceofServicesDisclosure.pdf>.

**Attachment M. Contract**

Department of General Services, Office of State Procurement (DGS-OSP)

“Call/Contact Center Services”

**001B3600088 / BPM035353**

THIS CONTRACT (the “Contract”) is made this \_\_\_ day of \_\_\_\_\_, 20\_\_\_ by and between \_\_\_\_\_ (the “Contractor”) and the STATE OF MARYLAND, acting through the MARYLAND Department of General Services, Office of State Procurement (“DGS-OSP” or the “Department”).

In consideration of the promises and the covenants herein contained, the adequacy and sufficiency of which are hereby acknowledged by the parties, the parties agree as follows:

**1. Definitions**

In this Contract, the following words have the meanings indicated:

- 1.1 “COMAR” means Code of Maryland Regulations.
- 1.2 “Contractor” means the entity first named above whose principal business address is (Contractor’s primary address) and whose principal office in Maryland is (Contractor’s local address), whose Federal Employer Identification Number or Social Security Number is (Contractor’s FEIN), and whose eMaryland Marketplace Advantage vendor ID number is (eMMA Number).
- 1.3 “Financial Proposal” means the Contractor’s [pick one: Financial Proposal or Best and Final Offer (BAFO)] dated \_\_\_\_\_ (Financial Proposal date or BAFO date).
- 1.4 Minority Business Enterprise (MBE) – Any legal entity certified as defined at COMAR 21.01.02.01B (54) which is certified by the Maryland Department of Transportation under COMAR 21.11.03.
- 1.5 “RFP” means the Request for Proposals for Call/Contact Center Services, Solicitation # 001B3600088 / BPM035353, and any amendments, addenda, and attachments thereto issued in writing by the State.
- 1.6 “State” means the State of Maryland.
- 1.7 “Technical Proposal” means the Contractor’s Technical Proposal dated. x/xx/xxxx, as modified and supplemented by the Contractor’s responses to requests clarifications and requests for cure, and by any Best and Final Offer.
- 1.8 “Veteran-owned Small Business Enterprise” (VSBE) means A business that is verified by the Center for Verification and Evaluation (CVE) of the United States Department of Veterans Affairs as a veteran-owned small business. See Code of Maryland Regulations (COMAR) 21.11.13.
- 1.9 Capitalized terms not defined herein shall be ascribed the meaning given to them in the RFP.

**2. Scope of Contract**

- 2.1 The Contractor shall perform in accordance with this Contract and Exhibits A-D, which are listed below and incorporated herein by reference. If there is any conflict between this Contract and the Exhibits, the terms of the Contract shall control. If there is any conflict among the Exhibits, the following order of precedence shall determine the prevailing provision:

Exhibit A – The RFP

Exhibit B – The Contract Affidavit, executed by the Contractor and dated x/xx/xxxx.

Exhibit C – The Technical Proposal

Exhibit D – The Financial Proposal

- 2.2 The Procurement Officer may, at any time, by written order, make unilateral changes in the work within the general scope of the Contract. No other order, statement, or conduct of the Procurement Officer or any other person shall be treated as a change or entitle the Contractor to an equitable adjustment under this section. Except as otherwise provided in this Contract, if any change under this section causes an increase or decrease in the Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the Contract price shall be made and the Contract modified in writing accordingly. The Contractor must assert in writing its right to an adjustment under this section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the Contractor shall be allowed if asserted after final payment under this Contract. Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause. Nothing in this section shall excuse the Contractor from proceeding with the Contract as changed.
- 2.3 Without limiting the rights of the Procurement Officer under Section 2.2 above, the Contract may be modified by mutual agreement of the parties, provided: (a) the modification is made in writing; (b) all parties sign the modification; and (c) all approvals by the required agencies as described in COMAR Title 21, are obtained.

### **3. Period of Performance**

- 3.1 The term of this Contract begins on the date the Contract is signed by the Department following any required prior approvals, including approval by the Board of Public Works, if such approval is required (the "Effective Date") and shall continue until end of term. ("Initial Term").
- 3.2 In its sole discretion, the Department shall have the unilateral right to extend the Contract for one (1) two-year option period and one (1) additional 180-day transition period.
- 3.3. The Contractor's performance under the Contract shall commence as of the date provided in a written NTP.
- 3.4 The Contractor's obligation to pay invoices to subcontractors providing products/services in connection with this Contract, as well as the audit; confidentiality; document retention; patents, copyrights & intellectual property; warranty; indemnification obligations; and limitations of liability under this Contract; and any other obligations specifically identified, shall survive expiration or termination of the Contract.

### **4. Consideration and Payment**

- 4.1 In consideration of the satisfactory performance of the work set forth in this Contract, the Department shall pay the Contractor in accordance with the terms of this Contract and at the prices quoted in the Financial Proposal. Unless properly modified (see above Section 2), payment to the Contractor pursuant to this Contract, including the Initial Term and any Renewal Term, shall not exceed the Contracted amount.

The total payment under a fixed price Contract or the fixed price element of a combined fixed price – time and materials Contract shall be the firm fixed price submitted by the Contractor in its Financial Proposal.

- 4.2 Unless a payment is unauthorized, deferred, delayed, or set-off under COMAR 21.02.07, payments to the Contractor pursuant to this Contract shall be made no later than 30 days after the Department's receipt of a proper invoice from the Contractor as required by RFP section 3.3.

The Contractor may be eligible to receive late payment interest at the rate of 9% per annum if:

- (1) The Contractor submits an invoice for the late payment interest within thirty days after the date of the State's payment of the amount on which the interest accrued; and
- (2) A contract claim has not been filed under State Finance and Procurement Article, Title 15, Subtitle 2, Annotated Code of Maryland.

The State is not liable for interest:

- (1) Accruing more than one year after the 31st day after the agency receives the proper invoice; or
- (2) On any amount representing unpaid interest. Charges for late payment of invoices are authorized only as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, or by the Public Service Commission of Maryland with respect to regulated public utilities, as applicable.

Final payment under this Contract will not be made until after certification is received from the Comptroller of the State that all taxes have been paid.

Electronic funds transfer shall be used by the State to pay Contractor pursuant to this Contract and any other State payments due Contractor unless the State Comptroller's Office grants Contractor an exemption.

- 4.3 In addition to any other available remedies, if, in the opinion of the Procurement Officer, the Contractor fails to perform in a satisfactory and timely manner, the Procurement Officer may refuse or limit approval of any invoice for payment and may cause payments to the Contractor to be reduced or withheld until such time as the Contractor meets performance standards as established by the Procurement Officer.
- 4.4 Payment of an invoice by the Department is not evidence that services were rendered as required under this Contract.

## 5. Rights to Records

- 5.1 The Contractor agrees that all documents and materials including, but not limited to, software, reports, drawings, studies, specifications, estimates, tests, maps, photographs, designs, graphics, mechanical, artwork, computations, and data prepared by the Contractor for purposes of this Contract shall be the sole property of the State and shall be available to the State at any time. The State shall have the right to use the same without restriction and without compensation to the Contractor other than that specifically provided by this Contract.
- 5.2 The Contractor agrees that at all times during the term of this Contract and thereafter, works created as a Deliverable under this Contract (as defined in **Section 7.2**), and services performed under this Contract shall be "works made for hire" as that term is interpreted under U.S. copyright law. To the extent that any products created as a Deliverable under this Contract are not works made for hire for the State, the Contractor hereby relinquishes, transfers, and assigns to the State all of its rights, title, and interest (including all intellectual property rights) to all such products created under this Contract, and will cooperate reasonably with the State in effectuating and registering any necessary assignments.
- 5.3 The Contractor shall report to the Contract Monitor, promptly and in written detail, each notice or claim of copyright infringement received by the Contractor with respect to all data delivered under this Contract.

- 5.4 The Contractor shall not affix any restrictive markings upon any data, documentation, or other materials provided to the State hereunder and if such markings are affixed, the State shall have the right at any time to modify, remove, obliterate, or ignore such warnings.
- 5.5 Upon termination or expiration of the Contract, the Contractor, at its own expense, shall deliver any equipment, software or other property provided by the State to the place designated by the Procurement Officer.

## 6. Exclusive Use

- 6.1 The State shall have the exclusive right to use, duplicate, and disclose any data, information, documents, records, or results, in whole or in part, in any manner for any purpose whatsoever, that may be created or generated by the Contractor in connection with this Contract. If any material, including software, is capable of being copyrighted, the State shall be the copyright owner and Contractor may copyright material connected with this project only with the express written approval of the State.
- 6.2 Except as may otherwise be set forth in this Contract, Contractor shall not use, sell, sub-lease, assign, give, or otherwise transfer to any third party any other information or material provided to Contractor by the Department or developed by Contractor relating to the Contract, except as provided for in **Section 8. Confidential or Proprietary Information and Documentation**.

## 7. Patents, Copyrights, and Intellectual Property

- 7.1. All copyrights, patents, trademarks, trade secrets, and any other intellectual property rights existing prior to the Effective Date of this Contract shall belong to the party that owned such rights immediately prior to the Effective Date (“Pre-Existing Intellectual Property”). If any design, device, material, process, or other item provided by Contractor is covered by a patent or copyright or which is proprietary to or a trade secret of another, the Contractor shall obtain the necessary permission or license to permit the State to use such item or items pursuant to its rights granted under the Contract.
- 7.2 Except for (1) information created or otherwise owned by the Department or licensed by the Department from third parties, including all information provided by the Department to Contractor; (2) materials created by Contractor or its subcontractor(s) specifically for the State under the Contract (“Deliverables”), except for any Contractor Pre-Existing Intellectual Property included therein; and (3) the license rights granted to the State, all right, title, and interest in the intellectual property embodied in the solution, including the know-how and methods by which the solution is provided and the processes that make up the solution, will belong solely and exclusively to Contractor and its licensors, and the Department will have no rights to the same except as expressly granted in this Contract. Any SaaS Software developed by Contractor during the performance of the Contract will belong solely and exclusively to Contractor and its licensors. For all Software provided by the Contractor under the Contract, Contractor hereby grants to the State a nonexclusive, irrevocable, unlimited, perpetual, non-cancelable, and non-terminable right to use and make copies of the Software and any modifications to the Software. For all Contractor Pre-Existing Intellectual Property embedded in any Deliverables, Contractor grants to the State a license to use such Contractor Pre-Existing Intellectual Property in connection with its permitted use of such Deliverable. During the period between delivery of a Deliverable by Contractor and the date of payment therefor by the State in accordance with this Contract (including throughout the duration of any payment dispute discussions), subject to the terms and conditions contained herein, Contractor grants the State a royalty-free, non-exclusive, limited license to use such Deliverable and to use any Contractor Materials contained therein in accordance with this Contract.
- 7.3. Subject to the terms of **Section 10**, Contractor shall defend, indemnify and hold harmless the State and its agents and employees, from and against any and all claims, costs, losses, damages, liabilities,

judgments and expenses (including without limitation reasonable attorneys' fees) arising out of or in connection with any third party claim that the Contractor-provided products/services infringe, misappropriate or otherwise violate any third party intellectual property rights. Contractor shall not enter into any settlement involving third party claims that contains any admission of or stipulation to any guilt, fault, liability or wrongdoing by the State or that adversely affects the State's rights or interests, without the State's prior written consent.

- 7.4 Without limiting Contractor's obligations under Section 5.3, if an infringement claim occurs, or if the State or the Contractor believes such a claim is likely to occur, Contractor (after consultation with the State and at no cost to the State): (a) shall procure for the State the right to continue using the allegedly infringing component or service in accordance with its rights under this Contract; or (b) replace or modify the allegedly infringing component or service so that it becomes non-infringing and remains compliant with all applicable specifications.
- 7.5 Except as otherwise provided herein, Contractor shall not acquire any right, title or interest (including any intellectual property rights subsisting therein) in or to any goods, Software, technical information, specifications, drawings, records, documentation, data or any other materials (including any derivative works thereof) provided by the State to the Contractor. Notwithstanding anything to the contrary herein, the State may, in its sole and absolute discretion, grant the Contractor a license to such materials, subject to the terms of a separate writing executed by the Contractor and an authorized representative of the State as well as all required State approvals.
- 7.6 Without limiting the generality of the foregoing, neither Contractor nor any of its subcontractors shall use any Software or technology in a manner that will cause any patents, copyrights or other intellectual property which are owned or controlled by the State or any of its affiliates (or for which the State or any of its subcontractors has received license rights) to become subject to any encumbrance or terms and conditions of any third party or open source license (including, without limitation, any open source license listed on <http://www.opensource.org/licenses/alphabetical>) (each an "Open Source License"). These restrictions, limitations, exclusions and conditions shall apply even if the State or any of its subcontractors becomes aware of or fails to act in a manner to address any violation or failure to comply therewith. No act by the State or any of its subcontractors that is undertaken under this Contract as to any Software or technology shall be construed as intending to cause any patents, copyrights or other intellectual property that are owned or controlled by the State (or for which the State has received license rights) to become subject to any encumbrance or terms and conditions of any open-source license.
- 7.7 The Contractor shall report to the Department, promptly and in written detail, each notice or claim of copyright infringement received by the Contractor with respect to all Deliverables delivered under this Contract.
- 7.8 The Contractor shall not affix (or permit any third party to affix), without the Department's consent, any restrictive markings upon any Deliverables that are owned by the State, and if such markings are affixed, the Department shall have the right at any time to modify, remove, obliterate, or ignore such warnings.

## **8. Confidential or Proprietary Information and Documentation**

- 8.1 Subject to the Maryland Public Information Act and any other applicable laws including, without limitation, HIPAA, the HI-TECH Act, and the Maryland Medical Records Act and regulations promulgated pursuant thereto, all confidential or proprietary information and documentation relating to either party (including without limitation, any information or data stored within the Contractor's computer systems or cloud infrastructure, if applicable) shall be held in confidence by the other party. Each party shall, however, be permitted to disclose, as provided by and consistent with applicable law, relevant confidential information to its officers, agents, and Contractor

Personnel to the extent that such disclosure is necessary for the performance of their duties under this Contract. Each officer, agent, and Contractor Personnel to whom any of the State's confidential information is to be disclosed shall be advised by Contractor of the obligations hereunder, and bound by, confidentiality at least as restrictive as those set forth in this Contract.

- 8.2 The provisions of this section shall not apply to information that: (a) is lawfully in the public domain; (b) has been independently developed by the other party without violation of this Contract; (c) was already rightfully in the possession of such party; (d) was supplied to such party by a third party lawfully in possession thereof and legally permitted to further disclose the information; or (e) which such party is required to disclose by law.

## 9. Loss of Data

- 9.1 In the event of loss of any State data or records where such loss is due to the act or omission of the Contractor or any of its subcontractors or agents, the Contractor shall be responsible for restoring or recreating, as applicable, such lost data in the manner and on the schedule set by the Contract Monitor. The Contractor shall ensure that all data is backed up and recoverable by the Contractor. At no time shall any Contractor actions (or any failures to act when Contractor has a duty to act) damage or create any vulnerabilities in data bases, systems, platforms, and applications with which the Contractor is working hereunder.
- 9.2 In accordance with prevailing federal or state law or regulations, the Contractor shall report the loss of non-public data as directed in **RFP Section 3.8**.
- 9.3 Protection of data and personal privacy (as further described and defined in RFP Section 3.8) shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of State information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of State information and comply with the conditions identified in **RFP Section 3.8**.

## 10. Indemnification and Notification of Legal Requests

- 10.1. At its sole cost and expense, Contractor shall (i) indemnify and hold the State, its employees and agents harmless from and against any and all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs and expenses (including but not limited to attorneys' fees and costs), whether or not involving a third party claim, which arise out of or relate to the Contractor's, or any of its subcontractors', performance of this Contract and (ii) cooperate, assist, and consult with the State in the defense or investigation of any such claim, demand, action or suit. Contractor shall not enter into any settlement involving third party claims that contains any admission of or stipulation to any guilt, fault, liability or wrongdoing by the State or that adversely affects the State's rights or interests, without the State's prior written consent.
- 10.2. The State has no obligation: (i) to provide legal counsel or defense to the Contractor or its subcontractors in the event that a suit, claim or action of any character is brought against the Contractor or its subcontractors as a result of or relating to the Contractor's obligations or performance under this Contract, or (ii) to pay any judgment or settlement of any such suit, claim or action. Notwithstanding the foregoing, the Contractor shall promptly notify the Procurement Officer of any such claims, demands, actions, or suits.
- 10.3. Notification of Legal Requests. In the event the Contractor receives a subpoena or other validly issued administrative or judicial process, or any discovery request in connection with any litigation, requesting State Pre-Existing Intellectual Property, of other information considered to be the property of the State, including but not limited to State data stored with or otherwise accessible by the Contractor, the Contractor shall not respond to such subpoena, process or other legal request without first notifying the State, unless prohibited by law from providing such notice The

Contractor shall promptly notify the State of such receipt providing the State with a reasonable opportunity to intervene in the proceeding before the time that Contractor is required to comply with such subpoena, other process or discovery request. .

**11. Non-Hiring of Employees**

No official or employee of the State, as defined under Md. Code Ann., General Provisions Article, § 5-101, whose duties as such official or employee include matters relating to or affecting the subject matter of this Contract, shall, during the pendency and term of this Contract and while serving as an official or employee of the State, become or be an employee of the Contractor or any entity that is a subcontractor on this Contract.

**12. Disputes**

This Contract shall be subject to the provisions of Md. Code Ann., State Finance and Procurement Article, Title 15, Subtitle 2, and COMAR 21.10 (Administrative and Civil Remedies). Pending resolution of a claim, the Contractor shall proceed diligently with the performance of the Contract in accordance with the Procurement Officer's decision. Unless a lesser period is provided by applicable statute, regulation, or the Contract, the Contractor must file a written notice of claim with the Procurement Officer within thirty (30) days after the basis for the claim is known or should have been known, whichever is earlier. Contemporaneously with or within thirty (30) days of the filing of a notice of claim, but no later than the date of final payment under the Contract, the Contractor must submit to the Procurement Officer its written claim containing the information specified in COMAR 21.10.04.02.

**13. Maryland Law Prevails**

- 13.1 This Contract shall be construed, interpreted, and enforced according to the laws of the State of Maryland.
- 13.2 The Maryland Uniform Computer Information Transactions Act (Commercial Law Article, Title 22 of the Annotated Code of Maryland) does not apply to this Contract or any purchase order, task order, or Notice to Proceed issued thereunder, or any software, or any software license acquired hereunder.
- 13.3 Any and all references to the Maryland Code, annotated and contained in this Contract shall be construed to refer to such Code sections as are from time to time amended.

**14. Nondiscrimination in Employment**

The Contractor agrees: (a) not to discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, sexual orientation, gender identification, marital status, national origin, ancestry, genetic information, or any otherwise unlawful use of characteristics, or disability of a qualified individual with a disability unrelated in nature and extent so as to reasonably preclude the performance of the employment, or the individual's refusal to submit to a genetic test or make available the results of a genetic test; (b) to include a provision similar to that contained in subsection (a), above, in any underlying subcontract except a subcontract for standard commercial supplies or raw materials; and (c) to post and to cause subcontractors to post in conspicuous places available to employees and applicants for employment, notices setting forth the substance of this clause.

**15. Contingent Fee Prohibition**

The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Contractor to solicit or secure the Contract, and that the Contractor has not paid or agreed to pay any person, partnership,

corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this Contract.

**16. Non-Availability of Funding**

If the General Assembly fails to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this Contract succeeding the first fiscal period, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either the State's or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and the State from future performance of the Contract, but not from their rights and obligations existing at the time of termination. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Contract. The State shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

**17. Termination for Default**

If the Contractor fails to fulfill its obligations under this Contract properly and on time, fails to provide any required annual and renewable bond 30 days prior to expiration of the current bond then in effect, or otherwise violates any provision of the Contract, the State may terminate the Contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the State's option, become the State's property. The State shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the State can affirmatively collect damages. Termination hereunder, including the termination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.11B.

**18. Termination for Convenience**

The performance of work under this Contract may be terminated by the State in accordance with this clause in whole, or from time to time in part, whenever the State shall determine that such termination is in the best interest of the State. The State will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination, and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12A (2).

**19. Delays and Extensions of Time**

- 19.1 The Contractor agrees to prosecute the work continuously and diligently and no charges or claims for damages shall be made by it for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in this Contract.
- 19.2 Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of the public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of a contract with the State, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.

**20. Suspension of Work**

The State unilaterally may order the Contractor in writing to suspend, delay, or interrupt all or any part of its performance for such period of time as the Procurement Officer may determine to be appropriate for the convenience of the State.

**21. Pre-Existing Regulations**

In accordance with the provisions of Section 11-206 of the State Finance and Procurement Article, Annotated Code of Maryland, the regulations set forth in Title 21 of the Code of Maryland Regulations (COMAR 21) in effect on the date of execution of this Contract are applicable to this Contract.

**22. Financial Disclosure**

The Contractor shall comply with the provisions of Section 13-221 of the State Finance and Procurement Article of the Annotated Code of Maryland, which requires that every business that enters into contracts, leases, or other agreements with the State or its agencies during a calendar year under which the business is to receive in the aggregate, \$200,000 or more, shall within 30 days of the time when the aggregate value of these contracts, leases or other agreements reaches \$200,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.

**23. Political Contribution Disclosure**

The Contractor shall comply with Election Law Article, Title 14, Annotated Code of Maryland, which requires that every person that enters into a procurement contract with the State, a county, or a municipal corporation, or other political subdivision of the State, during a calendar year in which the person receives a contract with a governmental entity in the amount of \$200,000 or more, shall file with the State Board of Elections statements disclosing: (a) any contributions made during the reporting period to a candidate for elective office in any primary or general election; and (b) the name of each candidate to whom one or more contributions in a cumulative amount of \$500 or more were made during the reporting period. The statement shall be filed with the State Board of Elections: (a) before execution of a contract by the State, a county, a municipal corporation, or other political subdivision of the State, and shall cover the 24 months prior to when a contract was awarded; and (b) if the contribution is made after the execution of a contract, then twice a year, throughout the contract term, on or before: (i) May 31, to cover the six (6) month period ending April 30; and (ii) November 30, to cover the six (6) month period ending October 31. Additional information is available on the State Board of Elections website:

[http://www.elections.state.md.us/campaign\\_finance/index.html](http://www.elections.state.md.us/campaign_finance/index.html).

**24. Retention of Records**

The Contractor and subcontractors shall retain and maintain all records and documents in any way relating to this Contract for (i) three (3) years after final payment by the State hereunder, or (ii) any applicable federal or State retention requirements (such as HIPAA) or condition of award, , whichever is longer, and shall make them available for inspection and audit by authorized representatives of the State, as designated by the Procurement Officer, at all reasonable times. The Contractor shall provide copies of all documents requested by the State, including, but not limited to itemized billing documentation containing the dates, hours spent, and work performed by the Contractor and its subcontractors under the Contract. All records related in any way to the Contract are to be retained for the entire time provided under this section.

**25. Right to Audit**

- 25.1 The State reserves the right, at its sole discretion and at any time, to perform an audit of the Contractor's performance under this Contract. An audit is defined as a planned and documented

independent activity performed by qualified personnel, including but not limited to State and federal auditors, to determine by investigation, examination, or evaluation of objective evidence from data, statements, records, operations and performance practices (financial or otherwise) the Contractor's compliance with the Contract, including but not limited to adequacy and compliance with established procedures and internal controls over the services performed pursuant to the Contract.

- 25.2 Upon three (3) Business Days' notice, the State shall be provided reasonable access to Contractor's records to perform any such audits. The Department may conduct these audits with any or all of its own internal resources or by securing the services of a third-party accounting or audit firm, solely at the Department's election. The Department may copy any record related to the services performed pursuant to the Contract. The Contractor agrees to fully cooperate and assist in any audit conducted by or on behalf of the State, including, by way of example only, making records and employees available as, where, and to the extent requested by the State and by assisting the auditors in reconciling any audit variances. Contractor shall not be compensated for providing any such cooperation and assistance.
- 25.3 The right to audit shall include any of the Contractor's subcontractors including but not limited to any lower tier subcontractor(s). The Contractor shall ensure the Department has the right to audit such subcontractor(s).

## **26. Compliance with Laws**

The Contractor hereby represents and warrants that:

- a. It is qualified to do business in the State and that it will take such action as, from time-to-time hereafter, may be necessary to remain so qualified.
- b. It is not in arrears with respect to the payment of any monies due and owing the State, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the Term.
- c. It shall comply with all federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and
- d. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

## **27. Cost and Price Certification**

- 27.1 The Contractor, by submitting cost or price information certifies that, to the best of its knowledge, the information submitted is accurate, complete, and current as of the date of its Proposal.
- 27.2 The price under this Contract and any change order or modification hereunder, including profit or fee, shall be adjusted to exclude any significant price increases occurring because the Contractor furnished cost or price information which, as of the date of its Proposal, was inaccurate, incomplete, or not current.

## **28. Subcontracting; Assignment**

The Contractor may not subcontract any of its obligations under this Contract without obtaining the prior written approval of the Procurement Officer, nor may the Contractor assign this Contract or any of its rights or obligations hereunder, without the prior written approval of the Procurement Officer, each at the State's sole and absolute discretion; provided, however, that a Contractor may assign monies receivable under a contract after written notice to the State. Any subcontracts shall include such language as may be required in various clauses contained within this Contract, exhibits, and attachments. The Contract shall not be assigned until all approvals, documents, and affidavits

are completed and properly registered. The State shall not be responsible for fulfillment of the Contractor's obligations to its subcontractors.

## 29. Limitations of Liability

- 29.1 Contractor shall be liable for any loss or damage to the State occasioned by the acts or omissions of Contractor, its subcontractors, agents or employees as follows:
- (a) For infringement of patents, trademarks, trade secrets and copyrights as provided in **Section 7 "Patents, Copyrights, Intellectual Property"** of this Contract.
  - (b) Without limitation for damages for bodily injury (including death) and damage to real property and tangible personal property; and
  - (c) For all other claims, damages, loss, costs, expenses, suits or actions in any way related to this Contract and regardless of the basis on which the claim is made, Contractor's liability shall be unlimited.
  - (d) In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor hereunder. For purposes of this Contract, Contractor agrees that all subcontractors shall be held to be agents of Contractor.
- 29.2 Contractor's indemnification obligations for Third party claims arising under Section 10 ("Indemnification") of this Contract are included in this limitation of liability only if the State is immune from liability. Contractor's indemnification liability for third party claims arising under Section 10 of this Contract shall be unlimited if the State is not immune from liability for claims arising under Section 10.
- 29.3. In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor hereunder. For purposes of this Contract, Contractor agrees that it is responsible for performance of the services and compliance with the relevant obligations hereunder by its subcontractors.

## 30. Commercial Nondiscrimination

- 30.1 As a condition of entering into this Contract, Contractor represents and warrants that it will comply with the State's Commercial Nondiscrimination Policy, as described under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland. As part of such compliance, Contractor may not discriminate on the basis of race, color, religion, ancestry, national origin, sex, age, marital status, sexual orientation, sexual identity, genetic information or an individual's refusal to submit to a genetic test or make available the results of a genetic test or on the basis of disability, or otherwise unlawful forms of discrimination in the solicitation, selection, hiring, or commercial treatment of subcontractors, vendors, suppliers, or commercial customers, nor shall Contractor retaliate against any person for reporting instances of such discrimination. Contractor shall provide equal opportunity for subcontractors, vendors, and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that this clause does not prohibit or limit lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the marketplace. Contractor understands that a material violation of this clause shall be considered a material breach of this Contract and may result in termination of this Contract, disqualification of Contractor from participating in State contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party.
- 30.3 As a condition of entering into this Contract, upon the request of the Commission on Civil Rights, and only after the filing of a complaint against Contractor under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland, as amended from time to time, Contractor agrees to provide within 60 days after the request a complete list of the names of all subcontractors, vendors, and suppliers that Contractor has used in the past four (4) years on any of its contracts that were undertaken within the State of Maryland, including the total dollar amount paid by Contractor

on each subcontract or supply contract. Contractor further agrees to cooperate in any investigation conducted by the State pursuant to the State Commercial Nondiscrimination Policy as set forth under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland, and to provide any documents relevant to any investigation that are requested by the State. Contractor understands that violation of this clause is a material breach of this Contract and may result in Contract termination, disqualification by the State from participating in State contracts, and other sanctions.

- 30.4 The Contractor shall include the language from 30.1, or similar clause approved in writing by the Department, in all subcontracts.

### 31. Prompt Pay Requirements

- 31.1 If the Contractor withholds payment of an undisputed amount to its subcontractor, the Department, at its option and in its sole discretion, may take one or more of the following actions:

- (a) Not process further payments to the Contractor until payment to the subcontractor is verified.
- (b) Suspend all or some of the Contract work without affecting the completion date(s) for the Contract work.
- (c) Pay or cause payment of the undisputed amount to the subcontractor from monies otherwise due or that may become due to the Contractor.
- (d) Place a payment for an undisputed amount in an interest-bearing escrow account; or
- (e) Take other or further actions as appropriate to resolve the withheld payment.

- 31.2 An “undisputed amount” means an amount owed by the Contractor to a subcontractor for which there is no good faith dispute. Such “undisputed amounts” include, without limitation: (a) retainage which had been withheld and is, by the terms of the agreement between the Contractor and subcontractor, due to be distributed to the subcontractor; and (b) an amount withheld because of issues arising out of an agreement or occurrence unrelated to the agreement under which the amount is withheld.

- 31.3 An act, failure to act, or decision of a Procurement Officer or a representative of the Department concerning a withheld payment between the Contractor and a subcontractor under this **section 31**, may not:

- (a) Affect the rights of the contracting parties under any other provision of law.
- (b) Be used as evidence on the merits of a dispute between the Department and the Contractor in any other proceeding; or
- (c) Result in liability against or prejudice the rights of the Department.

- 31.4 The remedies enumerated above are in addition to those provided under COMAR 21.11.03.13 with respect to subcontractors that have contracted pursuant to the MBE program.

- 31.5 To ensure compliance with certified MBE subcontract participation goals, the Department may, consistent with COMAR 21.11.03.13, take the following measures:

- (a) Verify that the certified MBEs listed in the MBE participation schedule actually are performing work and receiving compensation as set forth in the MBE participation schedule. This verification may include, as appropriate:
  - i. Inspecting any relevant records of the Contractor.
  - ii. Inspecting the jobsite; and

- iii. Interviewing subcontractors and workers.

Verification shall include a review of:

- i. The Contractor's monthly report listing unpaid invoices over thirty (30) days old from certified MBE subcontractors and the reason for nonpayment; and
  - ii. The monthly report of each certified MBE subcontractor, which lists payments received from the Contractor in the preceding thirty (30) days and invoices for which the subcontractor has not been paid.
- (b) If the Department determines that the Contractor is not in compliance with certified MBE participation goals, then the Department will notify the Contractor in writing of its findings and will require the Contractor to take appropriate corrective action. Corrective action may include, but is not limited to, requiring the Contractor to compensate the MBE for work performed as set forth in the MBE participation schedule.
- (c) If the Department determines that the Contractor is in material noncompliance with MBE Contract provisions and refuses or fails to take the corrective action that the Department requires, then the Department may:
- i. Terminate the Contract.
  - ii. Refer the matter to the Office of the Attorney General for appropriate action; or
  - iii. Initiate any other specific remedy identified by the Contract, including the contractual remedies required by any applicable laws, regulations, and directives regarding the payment of undisputed amounts.
- (d) Upon completion of the Contract, but before final payment or release of retainage or both, the Contractor shall submit a final report, in affidavit form under the penalty of perjury, of all payments made to, or withheld from, MBE subcontractors.

### **32. Living Wage**

If a Contractor subject to the Living Wage law fails to submit all records required under COMAR 21.11.10.05 to the Commissioner of Labor and Industry at the Department of Labor, Licensing and Regulation, the Department may withhold payment of any invoice or retainage. The Department may require certification from the Commissioner on a quarterly basis that such records were properly submitted.

### **33. Use of Estimated Quantities**

Unless specifically indicated otherwise in the State's solicitation or other controlling documents related to the Scope of Work, any sample amounts provided are estimates only and the Department does not guarantee a minimum or maximum number of units or usage in the performance of this Contract.

### **34. Risk of Loss; Transfer of Title**

Risk of loss for conforming supplies, equipment, materials and Deliverables furnished to the State hereunder shall remain with the Contractor until such supplies, equipment, materials and Deliverables are received and accepted by the State, following which, title shall pass to the State.

### **35. Effect of Contractor Bankruptcy**

All rights and licenses granted by the Contractor under this Contract are and shall be deemed to be rights and licenses to "intellectual property," and the subject matter of this Contract, including

services, is and shall be deemed to be “embodiments of intellectual property” for purposes of and as such terms are used and interpreted under § 365(n) of the United States Bankruptcy Code (“Code”) (11 U.S.C. § 365(n) (2010)). The State has the right to exercise all rights and elections under the Code and all other applicable bankruptcy, insolvency and similar laws with respect to this Contract (including all executory statement of works). Without limiting the generality of the foregoing, if the Contractor or its estate becomes subject to any bankruptcy or similar proceeding: (a) subject to the State’s rights of election, all rights and licenses granted to the State under this Contract shall continue subject to the respective terms and conditions of this Contract; and (b) the State shall be entitled to a complete duplicate of (or complete access to, as appropriate) all such intellectual property and embodiments of intellectual property, and the same, if not already in the State’s possession, shall be promptly delivered to the State, unless the Contractor elects to and does in fact continue to perform all of its obligations under this Contract.

**36. Miscellaneous**

- 36.1 Any provision of this Contract which contemplates performance or observance subsequent to any termination or expiration of this Contract shall survive termination or expiration of this Contract and continue in full force and effect.
- 36.2 If any term contained in this Contract is held or finally determined to be invalid, illegal, or unenforceable in any respect, in whole or in part, such term shall be severed from this Contract, and the remaining terms contained herein shall continue in full force and effect, and shall in no way be affected, prejudiced, or disturbed thereby.
- 36.3 The headings of the sections contained in this Contract are for convenience only and shall not be deemed to control or affect the meaning or construction of any provision of this Contract.
- 36.4 This Contract may be executed in any number of counterparts, each of which shall be deemed an original, and all of which together shall constitute one and the same instrument. Signatures provided by facsimile or other electronic means, e.g., and not by way of limitation, in Adobe .PDF sent by electronic mail, shall be deemed to be original signatures.

**37. Contract Monitor and Procurement Officer**

- 37.1 The State representative for this Contract who is primarily responsible for Contract administration functions, including issuing written direction, invoice approval, monitoring this Contract to ensure compliance with the terms and conditions of the Contract, monitoring MBE and VSBE compliance, and achieving completion of the Contract on budget, on time, and within scope. The Contract Monitor may authorize in writing one or more State representatives to act on behalf of the Contract Monitor in the performance of the Contract Monitor’s responsibilities. The Department may change the Contract Monitor at any time by written notice to the Contractor.
- 37.2 The Procurement Officer has responsibilities as detailed in the Contract and is the only State representative who can authorize changes to the Contract. The Department may change the Procurement Officer at any time by written notice to the Contractor.

**38. Notices**

All notices hereunder shall be in writing and either delivered personally or sent by certified or registered mail, postage prepaid, as follows:

If to the State:

Audrey Green, Administrative Assistant  
Department of General Services (DGS), Special Projects Unit  
Phone Number: (410) 767-4425

E-Mail: [audrey.green@maryland.gov](mailto:audrey.green@maryland.gov)

With a copy to:

Ansonia Saunders, Procurement Officer  
Department of General Services, Office of State Procurement DGS-OSP  
45 Calvert St, Annapolis, MD 21401  
Phone Number: (410) 260-7430  
E-Mail: [ansoniasaunders@maryland.gov](mailto:ansoniasaunders@maryland.gov)

If to the Contractor:

(Contractor's Name)

(Contractor's primary address)

Attn: \_\_\_\_\_

[[Delete the following if a parent company guarantee is inapplicable:]]

Parent Company Guarantor

Contact: \_\_\_\_\_

Attn: \_\_\_\_\_

### 39. Parent Company Guarantee (If applicable)

If a Contractor intends to rely on its Parent Company in some manner while performing on the State Contract, the following clause should be included and completed for the Contractor's Parent Company to guarantee performance of the Contractor. The guarantor/Contractor's Parent Company should be named as a party and signatory to the Contract and should be in good standing with SDAT.

(Corporate name of Contractor's Parent Company) hereby guarantees absolutely the full, prompt, and complete performance by (Contractor) of all the terms, conditions and obligations contained in this Contract, as it may be amended from time to time, including any and all exhibits that are now or may become incorporated hereunto, and other obligations of every nature and kind that now or may in the future arise out of or in connection with this Contract, including any and all financial commitments, obligations, and liabilities. (Corporate name of Contractor's Parent Company) may not transfer this absolute guaranty to any other person or entity without the prior express written approval of the State, which approval the State may grant, withhold, or qualify in its sole and absolute subjective discretion. (Corporate name of Contractor's Parent Company) further agrees that if the State brings any claim, action, lawsuit or proceeding against (Contractor), (Corporate name of Contractor's Parent Company) may be named as a party, in its capacity as Absolute Guarantor.

### 41. Compliance with federal Health Insurance Portability and Accountability Act (HIPAA) and State Confidentiality Law

HIPAA clauses do not apply to this Contract.

### 42. Limited English Proficiency

The Contractor shall provide equal access to public services to individuals with limited English proficiency in compliance with Md. Code Ann., State Government Article, §§ 10-1101 et seq., and Policy Guidance issued by the Office of Civil Rights, Department of Health and Human Services, and MDH Policy 02.06.07.

SIGNATURES ON NEXT PAGE

IN WITNESS THEREOF, the parties have executed this Contract as of the date hereinabove set forth.

Contractor

State of Maryland  
Department of General Services  
Office of State Procurement  
(DGS-OSP)

By:

By: <<agencyContractSigner>>,  
<<agencyContractSignerTitle>>

Date

PARENT COMPANY (GUARANTOR) (if applicable)

By:

\_\_\_\_\_

\_\_\_\_\_

By:

Date

\_\_\_\_\_

Date

Approved for form and legal sufficiency.

this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_

Assistant Attorney General

[[If this solicitation requires BPW approval keep the text below, otherwise delete it.]]

APPROVED BY BPW: \_\_\_\_\_

(Date)

(BPW Item #)

**Attachment N. Contract Affidavit**

See link at <https://procurement.maryland.gov/wp-content/uploads/sites/12/2020/03/Attachment-N-Affidavit.pdf>

**Attachment O. DHS Hiring Agreement**

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-O-DHSHiringAgreement.pdf>.

## Appendix 1. – Abbreviations and Definitions

For purposes of this RFP, the following abbreviations or terms have the meanings indicated below:

- A. ACD/Automatic Call Distributor – A device that distributes incoming calls to a specific group of telephone system CSRs based on customer need.
- B. Automated Attendant – A service that enables calls to be answered with a recording and allows automated routing of calls based on menu-driven digit entry or speech recognition.
- C. Application Documentation – Written material, images, or video instruction that come with computer software.
- D. Business Day(s) – The official working days of the week to include Monday through Friday. Official working days excluding State Holidays (see definition of “Normal State Business Hours” below).
- E. Call Center Customer – An individual who has interacted with the Call/Contact center.
- F. Call/Contact Center Services – Services defined generally to include providing all necessary facilities, equipment, software development, software, circuits, telephone service, Contractor Personnel, training, setup, testing, and reporting required to meet the needs of a Recipient Agency and as specifically defined in a Work Order.
- G. COMAR – Code of Maryland Regulations available on-line at <http://www.dsd.state.md.us/COMAR/ComarHome.html>.
- H. Continental United States – Includes the 48 contiguous states but not Alaska, Hawaii, Puerto Rico and the other U.S. territories.
- I. Contract – The Contract awarded to the successful Offeror pursuant to this RFP. The Contract will be in the form of **Attachment M**.
- J. Contract Monitor – The State representative for this Contract who is primarily responsible for Contract administration functions, including issuing written direction, invoice approval, monitoring this Contract to ensure compliance with the terms and conditions of the Contract, monitoring MBE and VSBE compliance, and achieving completion of the Contract on budget, on time, and within scope. The Contract Monitor may authorize in writing one or more State representatives to act on behalf of the Contract Monitor in the performance of the Contract Monitor’s responsibilities. The Department may change the Contract Monitor at any time by written notice to the Contractor.
- K. Contractor – The selected Offeror that is awarded a Contract by the State.
- L. Contractor Personnel – Employees and agents and subcontractor employees and agents performing work at the direction of the Contractor under the terms of the Contract awarded from this RFP.
- M. Contractor’s Project Manager – Person designated at the time of contract award by the Contractor as the single point of contact for the Department with the authority and knowledge to resolve contract issues.
- N. Customer – See definition of Call Center Customer.
- O. Customer Service Center (CSC) – A center that is equipped with customer service representative staff capable of handling large volumes of customer telephone requests for an organization.

- P. CSR - Customer Service Representative – The Contractor’s representative who handles customer contact at the Call Center.
- Q. CTI- Computer Telephony Integration – Common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated.
- R. DGS - Department of General Services, Office of State Procurement or “DGS-OSP”.
- S. Data Breach – The unauthorized acquisition, use, modification or disclosure of State data, or other Sensitive Data.
- T. eMMA – eMaryland Marketplace Advantage (see RFP **Section 4.2**).
- U. Extended Hours- Hours of operation that a Recipient Agency requires on various days/evenings and weather-related or other emergency closures declared by the Governor and approved by Recipient Agencies. Additional information is available here- <https://dbm.maryland.gov/employees/Pages/WeatherRel.aspx>.  
These hours will typically fall outside of a Recipient Agency’s standard operating hours.
- V. Fixed Price – Type of payment for performing under a Work Order whereby the exclusive payment to the Contractor for product delivered or performance of services is at a firm price or a price that is subject to contractually specified adjustments.
- W. Information System – A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.
- X. Information Technology (IT) – All electronic information-processing hardware and software, including: (a) maintenance; (b) telecommunications; and (c) associated consulting services.
- Y. Intraflow – A call transfer to a destination within the same call center system.
- Z. Interflow – A call transfer to an outside destination via Public Switch Telephone Network (PSTN) / Time-division Multiplexing (TDM) access for termination to destinations outside the Call Center System.
- AA. Interactive Voice Response (IVR) – A technology that allows a computer to interact with humans through the use of voice and telephone tones input via keypad.
- BB. Key Personnel – All Contractor Personnel identified in the solicitation as such that are essential to the work being performed under the Contract. See RFP **Sections 3.12**.
- CC. Letter of Authorization – A document issued by the manufacturer or distributor authorizing the Offeror / Contractor to sell and/or provide services for the manufacturer’s product line.
- DD. Local Time – Time in the Eastern Time Zone as observed by the State of Maryland. Unless otherwise specified, all stated times shall be Local Time, even if not expressly designated as such.
- EE. Minority Business Enterprise (MBE) – Any legal entity certified as defined at COMAR 21.01.02.01B (54) which is certified by the Maryland Department of Transportation under COMAR 21.11.03.
- FF. Normal State Business Hours - Normal State Business Hours are 8:00 a.m. – 5:00 p.m. Monday through Friday except State Holidays, which can be found at: [www.dbm.maryland.gov](http://www.dbm.maryland.gov) – keyword: State Holidays.
- GG. Notice to Proceed (NTP) – A written notice from the Procurement Officer that work under the Contract or Work Order (as applicable) is to begin as of a specified date. The NTP Date is the start date of work under the Contract or Work Order. Additional NTPs may be issued by either

the Procurement Officer or the Contract Monitor regarding the start date for any service included within this solicitation with a delayed or non-specified implementation date.

- HH. Non-Peak Times – All times not identified as Peak Times.
- II. NTP Date – The date specified in a NTP for work on the Contract or Work Order to begin.
- JJ. Offeror – An entity that submits a Proposal in response to this RFP.
- KK. Peak Times - 6 a.m. to 10 a.m., and 3 p.m. to 7 p., Eastern Standard Time, Monday through Friday.
- LL. POC – Point of Contact.
- MM. Personally Identifiable Information (PII) – Any information about an individual maintained by the State, including (1) any information that can be used to distinguish or trace an individual identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.
- NN. Procurement Officer – Prior to the award of any Contract, the sole point of contact in the State for purposes of this solicitation. After Contract award, the Procurement Officer has responsibilities as detailed in the Contract (**Attachment M**) and is the only State representative who can authorize changes to the Contract. The Department may change the Procurement Officer at any time by written notice to the Contractor.
- OO. Proposal – As appropriate, either or both Offeror’s Technical or Financial Proposal.
- PP. Recipient Agency – Any State executive branch unit under the Contract that has ordered services or whose name appears on an invoice, OR any State executive branch unit that is identified as the recipient of services under a Work Order, OR Any Maryland State local entities as defined in State Finance and Procurement § 13-110(a)(5)(i) and not-for-profit entities within the State of Maryland.
- QQ. Recipient Agency Work Order Manager – The agency representative who is responsible for preparing and managing a Work Order on behalf of a Recipient Agency.
- RR. Request for Proposals (RFP) – This Request for Proposals issued by the Department of General Services (DGS), with the Solicitation Number and date of issuance indicated in the Key Information Summary Sheet, including any amendments thereto.
- SS. Security or Security Measures – The technology, policy and procedures that a) protects and b) controls access to networks, systems, and data.
- TT. Sensitive Data - Means personally-identifiable information; protected health information; other proprietary or confidential data as defined by the State, including but not limited to “personal information” under Md. Code Ann., Commercial Law § 14-3501(e) and Md. Code Ann., St. Govt. § 10-1301(c) and information not subject to disclosure under the Public Information Act, Title 4 of the General Provisions Article; and information about an individual that (1) can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; or (2) is linked or linkable to an individual, such as medical, educational, financial, and employment information.
- UU. SLA Activation Date - The date on which SLA charges commence under this Contract or a Work Order.
- VV. Solution - All Software, deliverables, services and activities necessary to fully provide and support the RFP scope of work. This definition of Solution includes all System

Documentation developed as a result of this Contract. Also included are all Upgrades, patches, break/fix activities, enhancements and general maintenance and support of the Solution and its infrastructure.

WW. State – The State of Maryland.

XX. System Documentation – User documentation covers manuals that are mainly prepared for end-users of the product and system administrators for any updates to Call Center Systems.

YY. Taxes – A tax the Offeror plans to charge the State for the services requested in the scope of work and included in the Financial Proposals. A tax shall only be billed if explicitly priced in the Contract.

ZZ. Terms of Service (TOS) – The terms governing access to, and use of the services provided pursuant to this Contract.

AAA. Total Proposal Price - The Offeror's total price for goods and services in response to this solicitation, included in Financial Proposal **Attachment B** – Financial Proposal Form.

BBB. TTY – Text telephone used for individuals with hearing difficulties.

CCC. Veteran-owned Small Business Enterprise (VSBE) – A business that is verified by the Center for Verification and Evaluation (CVE) of the United States Department of Veterans Affairs as a veteran-owned small business. See Code of Maryland Regulations (COMAR) 21.11.13.

DDD. Work Order – A subset of work authorized by the Contract Monitor performed under the general scope of this RFP, which is defined in advance of Contractor fulfillment, and which may not require a Contract Modification. Except as otherwise provided, any reference to the Contract shall be deemed to include reference to a Work Order.

EEE. Work Order Manager- See definition of Recipient Agency Work Order Manager.

## Appendix 2. – Offeror Information Sheet

### Appendix 2. Offeror Information Sheet

See link at [http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder\\_OfferorInformationSheet.pdf](http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf).

**Appendix 3. – Sample Work Order**

Contract Title: Call/Contact Center Services 2023

Contract #: **001B3600088 / BPM035353**

Contract Monitor: Audrey Green

Phone Number: 410-767-4425

Recipient Agency Name: _____  Recipient Agency Address: _____	Requestor Name: _____  Requestor Phone Number: _____
---	--

WORK ORDER	Work Order #	Contract #

This Work Order is issued under the provisions of a Contract. The services authorized are within the scope of services set forth in the *Purpose* of the Work Order.

Purpose

Statement of Work Requirements:

Deliverable(s), Acceptance Criteria and Due Date(s):

Deliverables are subject to review and approval prior to payment.

*(Attach additional sheets if necessary)*

Service Level Performance Goals & Metrics *(if applicable)*:

Start Date		End Date			
<u>Cost</u>					
	Description for Task / Deliverables	Quantity (if applicable)	Hours	Rate	Estimate Total
1.				\$	\$
2.				\$	\$

3.				\$	\$
4.				\$	\$
*Include schedule and response to requirements.			<b><u>Not to Exceed Amount</u></b>	<b><u>£</u></b>	

Contractor		DGS Approval	
_____		_____	
(Signature)	Contractor Authorized Representative	(Date)	
POC	_____	Contract Monitor	_____
	(Print Name)		(Print Name)
Telephone No.		Telephone No.	
E-mail:		E-mail:	

Recipient Agency Approval	
(Signature)	(Date)
_____	_____
	(Print Name)
Telephone No.	
E-mail:	