



MARYLAND DEPARTMENT OF GENERAL SERVICES
OFFICE OF THE SECRETARY

Amendment #2 to Request for Proposals (RFP)
TELECOMMUNICATIONS EQUIPMENT AND SERVICES (PBX IV) MASTER CONTRACT
Solicitation No. 001B0600162
February 4, 2020

This Amendment #1 is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

1. RFP for Telecommunication Equipment and Services (PBX IV) Master Contract. Solicitation #001B0600162, reflects the following changes below and is attached to this Amendment #2.

- Page 5 Functional Area II – Manufacturer’s Extended Warranty **and Maintenance Services.**
- Section 2.2.2 C.

This Functional Area includes continuous system and/or maintenance coverage provided on a monthly fixed fee basis for equipment and services as described in Section 2.2.1. This shall include, as applicable: equipment replacement parts including battery back-ups, new versions, updates, enhancements and modifications to the equipment and/or software.

The Master Contractor shall provide technical support, including, but not limited to, troubleshooting, help desk, hardware, network, and vendor-provided third-party software-related services. Any electronic support shall be done in an encrypted and secure environment. The Master Contractor’s personnel shall be certified telephone systems technicians specifically trained for working on the installed systems through a program of instruction approved by the manufacturer.

The Master Contractor shall provide an emergency call procedure to accommodate emergency maintenance. The procedure shall include the names, telephone numbers, and 24 hour contact information of the individuals to be contacted should an emergency arise, as well as, time periods between escalation levels. Names and contact numbers of management escalation contacts through the senior management level shall be included in the procedure. Escalation procedures shall be updated and sent to the State within 30 days of the changes.

The Master Contractor shall update all documentation to incorporate any changes of the equipment and/or software products. The Master Contractor shall provide the Issuing Agency with copies in electronic format or as directed by the Procurement Officer. The Issuing



Agency has the right to reproduce the copies for the Issuing Agency staff use or their agent's use and including posting on a secure Internet site or internal web portal.

The Master Contractor shall be responsible for resolving problems, formally documented and reported by the Issuing Agency, in performance, malfunction, or deviation from the approved technical specifications of the equipment and software, including any compatibility problems with third party software, or operating system software. Proposed corrective action by the Contractor shall be reviewed and approved by the Issuing Agency before the Master Contractor proceeds with implementation of the corrective action.

The Contractor may be requested to provide preventative maintenance and regular maintenance services to equipment, hardware, associated peripherals and software during the warranty period. Under no circumstances may maintenance services void the warranty. It is the State's expectation that OEM warranty is incorporated into any maintenance costs for equipment within the first two years and that resulting pricing to the State reflects the value of the warranty.

- Section 2.2.3. A.
This functional area is for hourly labor and approved travel costs required to design, install, configure, test, commission or operate telecommunications systems. This may apply to hardware and software provided under this contract or functionally similar hardware and software operating at the State at the time of contract award. MACs may be priced either on a per hour basis, per unit cost or as a fixed flat charge.

Offerors are required to record the fully-loaded hourly prices (both straight time and premium time) they are proposing for each labor category proposed by the Offeror. Record the hourly labor rate for all 10 years of the Master Contract for all labor proposed categories.

Premium time rates pertain to work performed outside of normal hours (overtime, weekends and holidays).

Offerors will use these labor categories and hourly rates throughout the term of the Master Contract when submitting a proposal in response to a POREP for Functional Area III. Proposed hourly rates in a POREP may be lower but can be no higher than those proposed in this Attachment B. If labor rates are not provided by the Offeror with the response to this RFP, the Master Contractor will not be allowed to propose this labor category in response to future POREPs.

In order to submit a proposal for Functional Area 3 – Time and Material Labor, Offerors must also submit a proposal for Functional Area 1 – Hardware, Associated Peripherals and Software and/or Functional Area 2 – Manufacturer's Extended Warranty and Maintenance Services.

- Page 12. Section 3.6. Section 3.2. Insurance Requirement.

Additional Submissions		
When to Submit	Label	Document Name
5 Business Days after recommended award		Evidence of meeting insurance requirements (see Section 3-6 3.2); 1 copy

- Section 3.2.1.D:

Throughout the Term 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 US \$~~5~~ **\$2** (two) million per claim.

- Section 5.3.2 E. 1. Offerors must state each manufacturer product line that they propose selling through the ~~Hardware and Associated Equipment and Services Master Contract~~. Replaced with **Telecommunications Equipment and Services Master Contract**

- Section 5.3.2. J. Certificate of Insurance (Submit under TAB I)

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 ~~3-6~~ **3.2**. See Section ~~3-6~~ **3.2** for the required insurance certificate submission for the apparent awardee.

- Page 60. FORM B-II FUNCTIONAL AREA II - MANUFACTURER'S EXTENDED WARRANTY **AND MAINTENANCE SERVICES**

- Page 62.

ATTACHMENT B-II - Functional Area II – MANUFACTURER'S EXTENDED WARRANTY, AND/OR **MAINTENANCE SERVICES** MSRP Commitment.

2. Attachment B – Financial Proposal-Labor Rate Schedule - PBX IV Solicitation #001B0600162, has been replaced in its entirety and is attached to this Amendment #2 and incorporated into Solicitation #001B0600162 through the amendment.
3. Proposal Due (Closing) Date and Time: ~~February 12, 2020~~ **February 17, 2020** 1:00PM Local Time

Issued and authorized by

<signed>

Dominic Edet
Procurement Officer