



DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
December 13, 2023



SUPPLEMENTAL

58-IT. INFORMATION TECHNOLOGY (cont'd)

Requesting Agency Remarks: A notice of availability of a Request for Proposals (RFP) was posted on eMaryland Marketplace Advantage (eMMA) July 23, 2021. Additionally, 35 firms were directly solicited. Four proposals were received in response to the solicitation and all were initially determined to be reasonably susceptible of being selected for award.

During the technical evaluation, two proposals were determined to not be reasonably susceptible of being selected for award and eliminated from the competition due to failure to timely respond to the first request for cure.

Financial proposals were obtained from the two remaining offerors, which asked the offerors to provide the unit prices to the users for specified services. Since these services will be self-funded based on usage and therefore at no cost to the State, the contract amount is an estimate based on data from the current contract, not on the financial proposal. The prices proposed by the other offeror were determined to be extremely high and unreasonable to consider for possible award. The offeror was notified that their overall proposal was not acceptable for award and was determined to be not reasonably susceptible based on their total evaluated price.

The Total Evaluated Price and the Award Amount are different due to the nature of this procurement and how the total evaluated price was determined based on a sample of different categories of transactions. Since it is up to each agency to determine whether and how they will use these services, the financial proposal form provides historical transaction data for the offerors to price to allow the calculation of a total evaluated price and determine financial rankings. The award amount is estimated based on data from the current contract usage.

NICUSA's fee structure is as follows:

Fee Type and Description (based on information provided in Technical Proposal)	Fee per Transaction for Base Term (Years 1 to 5)	Fee per Transaction for Option Term (Years 6 to 10)
Subsidized, No-Cost Service - Revenue reinvestment provided at no direct cost to the State or the customer	\$0.00	\$0.00
Premium Fee Service - Bulk Record Files - Statutory / regulatory record cost is <\$1.00 per record fee - Pricing is NTE amounts	\$0.01	\$0.02



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NICUSA's fee structure (cont'd):

Fee Type and Description (based on information provided in Technical Proposal)	Fee per Transaction for Base Term (Years 1 to 5)	Fee per Transaction for Option Term (Years 6 to 10)
Premium Fee Service - Special Record Requests - Statutory / regulatory record cost is <\$1.00 per record fee - Pricing is NTE amounts	\$0.03	\$0.04
Premium Fee Service - SaaS Integration - SaaS software integrations into digital govt services - Pricing is NTE amounts	\$0.50	\$1.00
Premium Fee Service - Extra Small - Build/implementation/migration of service < 1 month or maintenance hours projected at < 8 hours annually - Shopping cart functionality - per item charge - Pricing is NTE amounts	\$1.00	\$1.50
Premium Fee Service - Small - Build/implementation/migration of service 1 - 2 month or maintenance hours projected at < 20 hours annually - Pricing is NTE amounts	\$2.00	\$2.50
Premium Fee Service - Medium - Build/implementation/migration of service 3 - 6 months or maintenance hours projected at < 45 hours annually - Pricing is NTE amounts	\$3.00	\$3.50
Premium Fee Service - Large - Build/implementation/migration of service 7 - 12 months or maintenance hours projected at < 90 hours annually - Pricing is NTE amounts	\$4.00	\$4.50



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NICUSA's fee structure (cont'd):

Fee Type and Description (based on information provided in Technical Proposal)	Fee per Transaction for Base Term (Years 1 to 5)	Fee per Transaction for Option Term (Years 6 to 10)
Premium Fee Service - Extra Large - Build/implementation/migration of service > 12 months or maintenance hours projected at > 90 hours annually - Pricing is NTE amounts	\$5.00	\$5.50
Subscription Service - Annual Billing - Service is provided through subscription fees that are the responsibility of and paid by the end user - Fees support the overhead costs of user account billing, invoicing, and collecting the account payable - Pricing is annual cost - Pricing is Not to Exceed (NTE) amounts	\$125.00	\$150.00
Subscription Service - Monthly Billing for Service Access - Service is provided through subscription fees that are the responsibility of and paid by the end user - Fees support the overhead costs of account billing, invoicing, and collecting the account payable + monthly access to a service - Pricing is Not to Exceed (NTE) amounts	\$300.00	\$500.00
Convenience Fee Service - Bulk Record Files - Statutory / regulatory record cost is <\$1.00 per record fee - Pricing is NTE amounts	\$0.01	\$0.02



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Fee Type and Description (based on information provided in Technical Proposal)	Fee per Transaction for Base Term (Years 1 to 5)	Fee per Transaction for Option Term (Years 6 to 10)
Convenience Fee Service - Bulk Record Access - Statutory / regulatory record cost is <\$1.00 per record fee - Pricing is NTE amounts	\$0.03	\$0.04
Convenience Fee Service - SaaS Integration - SaaS software integrations into digital govt services - Pricing is NTE amounts	\$0.50	\$1.00
Convenience Fee Service - Extra Small - Build/implementation/migration of service < 1 month or maintenance hours projected at < 8 hours annually - Shopping cart functionality - per item charge - Pricing is NTE amounts	\$1.00	\$1.50
Convenience Fee Service - Small - Build/implementation/migration of service 1 - 2 month or maintenance hours projected at < 20 hours annually - Pricing is NTE amounts	\$2.00	\$2.50
Convenience Fee Service - Medium - Build/implementation/migration of service 3 - 6 months or maintenance hours projected at < 45 hours annually - Pricing is NTE amounts	\$3.00	\$3.50



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NICUSA's fee structure (cont'd):

Fee Type and Description (based on information provided in Technical Proposal)	Fee per Transaction for Base Term (Years 1 to 5)	Fee per Transaction for Option Term (Years 6 to 10)
Convenience Fee Service - Large - Build/implementation/migration of service 7 - 12 months or maintenance hours projected at < 90 hours annually - Pricing is NTE amounts	\$4.00	\$4.50
Convenience Fee Service - Extra Large - Build/implementation/migration of service > 12 months or maintenance hours projected at > 90 hours annually - Pricing is NTE amounts	\$5.00	\$5.50

Agency Remarks (cont'd):

NICUSA has extensive experience providing these services to many states, including the State of Maryland. Based on its experience, NICUSA was able to structure its approach in a manner that would provide lower fees to the users. Therefore, the award is recommended to NICUSA with the single remaining proposal that was determined to be the most advantageous to the State.

The services will include establishment of the following types of transaction: (a) ability of State government to send requested information or documents electronically to multiple devices; (b) ability for State government to process interactive applications for licenses, permits, and other government documents, sell goods and services by interactive applications, and receive electronic documents for filing from regulated entities that, when a signature is necessary, can be electronically signed by the regulating State agency; and (c) ability for the State to receive require payments electronically in conjunction with the State's Merchant Services contract.



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Agency Remarks (cont'd):

There are no MBE or VSBE goals because this is a cloud based platform, therefore, there are no subcontracting opportunities available.

Fund Source: 100% Special Funds (User Fees)

Approp. Code: User Funded

Resident Business: No

MD Tax Clearance: 23-4277-0011

This Item was withdrawn from the November 29, 2023 agenda as DGS Item 47-IT.

BOARD OF PUBLIC WORKS ACTION

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION