

State of Maryland
Department of Budget and Management
Office of Information Technology
Program Management Office
DBM-2020-Desktop Microcomputer Contract Guidelines

SUMMARY STATEMENT

The Department of Budget and Management has contracted with multiple contractors to provide State agencies with microcomputers and associated peripherals with services, printers and associated peripherals with services, post warranties, and Commercial off the Shelf Software (COTS). These resulting contracts are also intended for an additional use within the Maryland State Department of Education (MSDE) to support its programs to purchase goods and services for Maryland public schools to implement the State's "Technology in Maryland Schools Program." These contracts are intended to allow the user to purchase complete systems, components parts, single or multiple configurations of the products, or any combination of the contracted goods and services; contracts will be available to other units of government, within Maryland, (local school systems, counties/municipalities and Maryland public higher education institutions). The State received pricing in two categories, State agency pricing and Educational pricing.

DEFINITIONS OF CATEGORIES

- **Category # 1**

Microcomputers and associated peripherals with services – (*see attachment A*) means brand name or generic name product line of microcomputers, workstations, file servers, portables (laptop/notebooks), or similar products that are published within a manufacturer's suggested retail price list. It includes associated hardware and operating system software that may allow the operation of the product as a stand-alone unit, a networked unit in a local area network (LAN), a networked unit in a wide area network (WAN), or any combination of the three. It includes adjunct items identified within the product line that will expand or modify units and provides component replacement parts. It does not include software applications programs other than the operating system software and applications software programs that are manufacturer installed as part of a packaged system.

Peripherals- means items which are normally associated with microcomputers, such as expansion hardware, cards, cables, print drivers, to include any and all goods or services to support the operation and processing of the microcomputer hardware.

- **Category # 2**

Printers and associated peripherals with services – (*see attachment A*) means brand name or generic name product line of single or multi-functional printers, or other similar products and associated hardware and operating system software that is published within a manufacturer's suggested retail price list. It includes hardware and operating system software, and print drivers that may allow the operation as a stand-alone unit to a microcomputer, a networked unit in a local area network (LAN), a networked unit in a wide area network (WAN), or any combination of the three. It includes adjunct items identified within the product line that will expand or modify units and provides component replacement parts. It does not include software applications programs other than the operating system and applications programs that are manufacturer installed or manufacturer required. The primary purpose of the printer is to support the production of documents generated by microcomputers and is not intended to establish a photocopy contract.

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Peripherals- means items which are normally associated with microcomputers or printer, such as expansion hardware, cards, cables, print drivers, to include any and all goods or services to support the operation and processing of the printer hardware.

- **Category # 3**

Commercial off the shelf software (COTS)- means software packages that work on the platforms that the State uses which are IBM compatible personal computers and Apple computer products. Unless otherwise specified, the offeror will provide the most current version, upgrades or enhancements.

- **Contract Highlights**

Manufacturer Brand/Product Line - See separate attachments of product lines available by contractor and manufacturer.

PWM - Post Warranty Maintenance

Performance Period - The State requires a 30-calendar day performance period after installation is declared complete by the State before the State accepts the microcomputer from the contractor. As contained in section 2.1.4.2.5 of the RFP, installation is complete when equipment is unpacked and functioning properly during the test.

Acceptance - occurs upon completion of the Performance Period.

Warranty- All microcomputer equipment and peripheral equipment purchased will have a minimum one-year on-site warranty for all parts and labor. If the manufacturer offers an on-site warranty greater than one year on site, the manufacturer's warranty will apply. The on-site warranty period will begin upon acceptance of the equipment by the State. Acceptance will occur upon completion of the Performance Period for Acceptance. On site warranty means the contractor's qualified technician will travel, if necessary, to the State facility where warranty service is required. (*At no charge to the State*) Normal service hours will be between 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State Holidays. Normal service shall be performed before the end of the next business day from receipt of notice by the agency requesting service. If it is necessary to remove any equipment for repair from a State site, the contractor will provide substitute equipment, at no cost to the State, for the time necessary to repair and return the State's equipment. In addition to the normal service hours, Offerors are to propose an optional 24 hour by 7 day warranty maintenance service with a response time of 4 hours from time notified by the State agency during the warranty period.

Post Warranty Maintenance (PWM)- services on the proposed products and the methods of obtaining PWM services.

- All microcomputer equipment and peripherals shall have, at the State's option, an annual PWM for parts and labor. PWM shall be billable on a monthly basis per unit for three consecutive years beyond the warranty. If elected by the agency, PWM will commence immediately upon completion of the warranty period. Agencies must elect PWM prior to the expiration of the warranty period. Otherwise, agencies will not be allowed to elect PWM if past the expiration of the warranty or any subsequent option period.

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- PWM service hours will be between 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State Holidays. PWM service shall be performed before the end of the next business day from receipt of notice by the agency requesting service.
- If it is necessary to remove any equipment for repair from a State site, the contractor will provide substitute equipment, at no cost to the State, for the time necessary to repair and return the State's equipment.
- In addition to this PWM, Offerors are to propose an optional 24 hour by 7 day warranty maintenance service with a response time of 4 hours from time notified by the State agency during the warranty period.

Delivery Schedule-Details are available in the RFP for the DBM-2020-Desktop Microcomputer Contract

- **POLICIES/PROCEDURES**

All DBM-2020-Desktop purchase orders, change orders, and direct vouchers, will be monitored by the Program Management Office (PMO) utilizing ADPICS Commodity Approval Processing to ensure standards in business process flow and authenticate electronic audit trails. Also contractors are required to report monthly agency purchases, deliveries and MBE data to the PMO.

Agencies may use any ADPICS document/document type combination, however, DBM-2020-Desktop blanket purchase orders and commodity codes are mandatory data elements. DBM Statewide blanket purchase orders contain unique DBM-2020-Desktop commodity codes that must be used on releases by agencies. Only these commodity codes will be accepted by DBM-2020-Desktop contractors.

20550-DBM202 Microcomputers and associated peripherals with services

20547-DBMDT Printers and associated peripherals, with services

20556-COTS01 Commercial off the shelf software (COTS)

92045-PMW001 Post warranty maintenance equipment and peripherals

DBM-Desktop 2020 Prime contractors will perform under the terms of each agency's purchase order and vouchers. Direct vouchers will also be the responsibility of the agency. Refer to the PMO Statewide Blanket Purchase Order spreadsheet for a complete listing of contractors and commodities. (*see attachment A*)

A minority business enterprise subcontractor participation goal of 14% has been established for DBM-Desktop 2020 blanket purchase orders. The contract awards are indefinite delivery, indefinite quantity (ID/IQ) contracts. Monthly Prime contractor and Subcontractor reporting to the Department of Budget & Management, Program Management Office are mandatory requirements.

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Agencies should use the following ADPICS coding on their purchase order additional element screens:

PROCUREMENT METHOD:R
CATEGORY OF WORK : R
AWARD AUTHORITY : BPW
MBE WAIVER : N
DESC: Refer To DBM Blanket purchase order

- **DBM-DESKTOP 2020 ASSISTANCE**

If you have DBM-Desktop 2020 policy issues, please contact the DBM Program Management Office by Office Phone at 410-260-7642, Fax: 410-974-5615, email: pmo@dbm.state.md.us

If you have DBM-Desktop 2020 procurement questions, please contact the DBM Procurement Officer, Jane Bailey by Office phone: 410-260-7678, Fax: 410-974-3274, e-mail: jbailey@dbm.state.md.us

If you have general FMIS questions concerning FMIS or ADPICS, please contact the DBM OIT Service Desk at 410-260-7778, 410-974-5060 (fax), servdesk@dbm.state.md.us (e-mail) or by the BBS.

The Department of Budget & Management website (<http://www.dbm.state.md.us/>) will contain DBM-Desktop 2020 reference information, under the IT Statewide Contract section. (*under construction*)