

**Pre-Proposal Conference Minutes**  
**Monday, August 7, 2017**  
**Maryland Department of Health (MDH) Headquarters Enterprise Printers Project**  
**SOLICITATION NO. 18-17691**

**MDH Participants:**

Denise Coates, Office of Procurement and Support Services (OPASS), Contract Officer  
Dana Dembrow, Director, OPASS, Procurement Officer  
Queen Davis, Deputy Director, OPASS  
Brendan Clifford, Office of Information Technology (OIT), Procurement Coordinator  
Michael Karolkowski, Deputy Director, OIT, Contract Manager  
Kevin Naumann, Director, OIT  
Janelle Robinson, Director, Minority Business Enterprise Program, Office of Equal Opportunity Programs  
Tom Jackson, Director, Central Services Administration  
Mike Santos, Technical Support Supervisor, Department of Medicaid Information Systems

**Attendees:**

Rich Lauer, Phillips Office Solutions  
Glen Dellinger, Phillips Office Solutions  
Moyo Fakeye, Precision Management Solutions, LLC  
Kirk Priddy, CSA  
Wes Rowh, United Business Technologies  
Deb Rossi, Lexmark  
Christopher Burke, Canon Solutions America, Inc.  
Herb Jenkins, Xerox Corporation  
Robert White, Xerox Corporation  
Lori Toth, Ricoh Americas Corporation  
Jeff Santo, Ricoh Americas Corporation  
Dan Logan, DCA Imaging Systems

**Greetings and Introductions**

Denise Coates, opened the Pre-Proposal Conference held at 10:00 a.m. at 201 West Preston Street, Room L-4, Baltimore, Maryland 21201, on August 7, 2017. Ms. Coates opened the pre-proposal conference by welcoming the attendees, reminding everyone to sign in on the Sign-In Sheets and asking them to introduce themselves.

**Procurement Overview**

MDH is issuing this RFP to obtain an enterprise print/copy/scan/fax system of 200 black and white, color and multi-function printers with hosted server-side software management, software/hardware maintenance and regular service including supplies, in accordance with the scope of work described in Section 3.

MDH intends to award this Contract to one (1) Contractor that proposes a system solution that can best satisfy the RFP requirements.

The contract resulting from this solicitation will be in effect From NTP for five (5) years. The Procurement Method used for this solicitation is Request For Proposal (RFP).

Offerors Minimum Qualifications – Listed in Section 2 - COMPANY AND PERSONNEL QUALIFICATIONS of the RFP begin on page 30.

**Section 3 – Scope of Work** begins on page 31. Carefully review this section to get a full understanding of the requirements of this Request for Proposal.

Offerors are required to submit their responses to the RFP in two separate parts; Volume I- Technical Proposal and Volume II-Financial Proposal. Section 4 – PROPOSAL FORMAT and its Subsections (beginning on page 58) clearly list all submission requirements. As outlined in Section 4.4- Proposal Packaging, Volume I-Technical Proposal and Volume II-Financial Proposal are to be sealed separately from one another along with their respective electronic media, but are to be submitted in a single package unless the resulting package is too unwieldy. The Technical and Financial Proposals shall be submitted via mail or hand delivery as outlined in Section 4.5-Proposal Delivery.

There is:

MBE Goal:	12%
VSBE Goal	1%

Pursuant to Section 1.33 and 1.41 respectively - a completed Attachment D-1A (MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule) AND Attachment M-1 (Veteran-Owned Small Business Enterprise Utilization Affidavit and Subcontractor Participation Schedule) must be submitted with your Proposal.

In making the Contract award determination, the Requesting Agency will consider all information submitted in accordance with Section 3. Hardware and software demonstrations will be required of responding offerors.

Review Section 5 – Evaluation Criteria and Procedure - Evaluation criteria is outlined in Section 5.2 and Selection Procedures are listed in Section 5.5.

As written under Section **5.5.3**- The Procurement Officer will recommend award of the Contract to the responsible Offeror that submits 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.

Commencement of work in response to this Contract shall be initiated only upon issuance of a fully executed Contract; documents listed under Section 5.6-Documents Required upon Notice of

Recommended Award; a Purchase Order; and by a Notice to Proceed authorized by the Procurement Officer.

Closing Date and Time for Questions:	August 14, 2017 at 2:00 PM Local Time
--------------------------------------	---------------------------------------

Closing Date and Time for this Solicitation:	August 31, 2017 at 2:00 PM Local Time
--	---------------------------------------

Please review the Key Information Summary Sheet beginning on page 2 as it lists contact information as well as other information important to this solicitation.

I would like to restate two important points:

- All proposals must be received by the closing date and time. **LATE SUBMISSIONS WILL NOT BE ACCEPTED**
- All submissions must contain the required Minority Business Enterprise and Veteran-Owned Small Business Enterprise Attachments or they will be considered not reasonably susceptible of being selected for award.

Finally, minutes from this meeting are being recorded and will be posted on eMM and MDH's Procurement website. Any questions not answered in today's proceedings will be included in the minutes when they are posted. Questions submitted after today's Pre-Proposal Conference, updates and changes to this solicitation, if significant in nature, will be posted on the eMM and MDH's website.

Any comments/questions about the procurement process should be directed to me at [dcoates@maryland.gov](mailto:dcoates@maryland.gov) or 410-767-5981.

### **Minority Business Overview**

#### **MBE**

The MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D-1) must be fully and accurately completed and submitted along with your bid or proposal. Failure to do so will result in your bid or proposal being deemed non-responsive.

On the D-1 form, you must first acknowledge and express your intention to meet the overall MBE goal percentage established for the solicitation.

The MBE participation schedule should include the names of the minority business enterprises that you intend to use to meet the required MBE goal, along with their federal employment identification number, their MDOT MBE certification number as well as their certification category. Only MDOT MBE certification is acceptable. MBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the of the total contract

value to be provided by the particular MBE should be entered as well as a specific description of the work that is to be performed by that particular MBE.

In the summary, you will break down the specific MBE status of the particular MBE subcontractors and this should be equal to or exceed the MBE goal established for the solicitation.

Within 10 working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance Statement (Attachment D-2) and your Subcontractor Project Participation Certification (Attachment D-3).

You may request of waiver of the MBE goal and within 10 working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.03.10.

Please carefully review the liquidated damages provisions in the solicitation regarding compliance with MBE rules and regulations.

Per new regulations, MBE prime contractors may count fifty percent (50%) towards the established subcontracting goal and one hundred percent (100%) towards one (1) category of the subgoals that they certified for (i.e. female or African-American subgoal, but not both subgoals).

### **VSBE**

The VSBE Utilization Affidavit and Subcontractor Participation Schedule (Attachment M-1) must be fully and accurately completed and submitted along with your bid or proposal. Failure to do so may result in your bid or proposal being deemed non-responsive.

On the M-1 form, you must first acknowledge and express your intention to meet the overall VSBE goal percentage established for the solicitation.

The VSBE Subcontractor Participation Schedule should include the names of the veteran-owned business enterprises that you intend to use to meet the required VSBE goal, along with their DUNS Number. Only United States Department of Veterans Affairs certification is acceptable (verify on [vetbiz.gov](http://vetbiz.gov)). VSBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the of the total contract value to be provided by the particular VSBE should be entered as well as a specific description of the work that is to be performed by that particular VSBE.

Within 10 working days of receiving notice that your firm is the apparent awardee, you must submit your Subcontractor Project Participation Statement (Attachment M-2).

You may request of waiver of the VSBE goal and within 10 working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.13.07.

In the summary, you will enter the total VSBE participation and this should be equal to or exceed the VSBE goal established for the solicitation.

### **Background, Purpose and Scope of Work Overview**

Mike Karolkowski gave a brief overview of the current system in use and the desired replacement system. He noted that the current system was approximately seven years old, with badge release printing on 210 devices located in two buildings at the MDH Preston Street complex. The software for the system is housed on MDH servers in the 201 W. Preston Street data center. OIT staff handle routine maintenance, procurement of supplies and replacement of consumables.

Through this procurement, the Department wants to obtain a similar ID badge release system linked to Active Directory. However, in the new system the software solution would be hosted in the cloud. In addition, the contractor would assume responsibility for all hardware and software maintenance, and provision of all consumable supplies except paper.

Before beginning the Question and Answer session, Dana Dembrow thanked all of the vendors for attending and for their interest in doing business with the State. He re-emphasized the importance of submitting the required MBE and VSBE documents and noted that failure to do so could leading disqualification from further consideration.

### **Questions & Answers**

Ms. Coates opened the Q & A session by reading questions submitted by email prior to the meeting and the Department's answers:

1. For each of the current "Models" A, B, C, D & E, is it possible to get the current Model number?  
**A = Lexmark T656**  
**B = Lexmark C736**  
**C = Lexmark X658**  
**D = Lexmark X864**  
**E = Lexmark X945**
  
2. The RFP notes that there is an 8-year-old enterprise printing system currently in place, and that the printers are MDH-owned and MDH hosts server-side software on its own servers:
  - a. How were the printers acquired?  
**OPASS would need to answer that. Gary Goldberg handled the original procurement exclusively.**

- b. Did MDH use a statewide master contract for the printers? Or were they just acquired as a one-time, stand-alone purchase?  
**OPASS would need to answer that. Gary Goldberg handled the original procurement exclusively.**
3. Would this new enterprise system be the first time that MDH has sought a contractor-hosted Cloud-based software solution to support the printers?  
**Yes**
4. What is the number of users? Is the 3,000 close to accurate?  
**Yes. Current users total is closer to 2,000 but it fluctuates. Solution must be able to accommodate up to 3,000 users.**
5. Do they have the ability to push out an MSI package via Group Policy? (The MSI package will install the driver and access to the software online on each of the user PC's).  
**Working with OIT staff, this could be possible.**
6. Are any MAC's in the environment?  
**Yes, about 30 MacBook Pros and/or Airs in use.**

#### **Questions from Attendees**

1. We are a full-service provider and don't contract out for any equipment or services. What are the conditions for requesting a waiver of the MBE and VSBE requirements?  
**Bidders must show due diligence in their efforts to meet the MBE and VSBE goals. This should include contacts with potential MBE, VSBE vendors and confirmation that the bidder was unable to find vendors willing or able to perform any part of the contract. For waiver requests, vendors should consult the relevant attachments to the RFP.**
2. Is the Department seeking to make an outright purchase of the equipment?  
**Yes.**
3. The RFP says you are looking for a hosted cloud solution. Would a third-party cloud solution be acceptable, do you want something in-house or could it be a custom made for this system?  
**We want a solution that the contractor has experience with so we wouldn't want something custom designed just for this RFP.**
4. Do you currently have card release on all printers?  
**Yes.**
5. The attachment on page 159 (Attachment S) lists models A – D. I don't see Model E.  
**Model E is included (following check of the RFP).**

6. On page 163 (Attachment U) there is a blank (referring to fifth device from the top which does not have the model designation).

**OHR Outside #114 – B should be Model A.**

7. Does your current system have a queue for print jobs?

**Yes.**

8. Does your system scan to self or an email?

**It scans to a work email or sometimes a network drive.**

9. Does your system have a proprietary badge release system?

**The card reader is attached to or internal to the printer.**

10. For the freestanding multi-function printers do you want stapling and hole-punching capability?

**Models D and E require those functionalities as noted in Attachment S.**

11. Do you have numbers of black and white and color pages or impressions for each model?

**Average annual total output=10.7 million pages of which 57% of pages are from print jobs, 5% are from fax jobs and 38% are from copy jobs. About 8% are color pages and 92% are black and white.**

12. Is there any back-end system used or desired?

**We are not requesting a document management system.**

13. Do you use Google Cloud or Documents?

**We use Google Documents.**

14. Do you have or want wireless printing?

**No.**

15. The RFP mentions something about a proof of concept. How will that be done?

**All susceptible offerors will be required to provide a demonstration of their hardware and software.**

16. How many proposals will you demo?

**All proposals determined to be reasonably susceptible to award will have demonstrations.**

Ms. Davis asked all the attending vendors to submit their questions from the conference to Ms. Coates to ensure that all were addressed as well as any additional questions they may have.

### **Adjournment**

Mr. Dembrow again thanked everyone for attending and adjourned the meeting at approximately 11:15 a.m.