

STATE OF MARYLAND
Maryland Energy Administration

SMALL PROCUREMENT (Up to \$25,000)

Salesforce.com Technical Assistance Consulting Services

PART I - PURPOSE

The Maryland Energy Administration (MEA) is an agency of the State of Maryland. MEA is authorized by State law to maximize energy efficiency, increase the use of renewable and clean energy sources, and improve the environment.

To maximize the investment opportunities provided by the American Recovery and Reinvestment Act (ARRA) and the Strategic Energy Investment Fund, MEA is soliciting Salesforce.com technical assistance consulting services to design, using the Salesforce.com platform, an integrated grants management, data management and fund tracking system that will allow MEA to meet the data tracking needs required by a variety of sources.

PART II – GENERAL INFORMATION

A. Incurred Expenses

The State of Maryland will not be responsible for any costs incurred by any Offeror in preparing and submitting a quotation in response to this solicitation.

B. Contractor Responsibilities

The State of Maryland will enter into a contractual agreement with the selected Offeror only. The selected Contractor shall be responsible for all products and services required by this solicitation.

C. General Contract Conditions

Any contract resulting from this solicitation shall include the following contractual terms and conditions as demonstrated in the sample Contract, Exhibit B. (See generally, COMAR 21.05.07.06 (F)).

1. Parties to the Contract
2. Scope of the Contract
3. Length of the Contract
4. Compensation and Method of Payment
5. Contract Modification Clause
6. Dispute Clause
7. Maryland Law Prevails Clause
8. Non-Discrimination in Employment Clause
9. Termination for Default Clause
10. Termination for Convenience Clause

11. Delays and Extension of Time Clause

D. Compensation

The Contractor shall submit an invoice for the total hours worked for the period stated in the invoice for all activities performed as outlined in Section IV Scope of Work below. A proper original invoice shall be submitted to the Procurement Officer. Included with the invoice shall be a document detailing description of actual work performed and the hours associated with the work. The Contractor shall sign a statement on the detail that certifies the information is true and correct. Payments to the Contractor pursuant to any resulting contract shall be made no later than thirty (30) days after the State's receipt of a proper original invoice from the Contractor. Each invoice must reflect the Contractor's Federal Tax Identification Number, or Social Security Number.

E. Protest

The State provides avenues for any vendor to protect against the award or the proposed award of a contract. All protests should be filed in accordance with COMAR Title 21, State Procurement Regulations, Subtitle 10, Administrative and Civil Remedies.

F. Minority Business Enterprise Notice

Minority business enterprises are encouraged to respond to this published solicitation and to obtain certification. Questions relevant to certification should be directed to the Maryland Office of Minority Business Affairs at (410) 767-8232.

A Minority Business Enterprise Subcontracting Goal has not been established for this published solicitation.

G. Compliance with Law/Arrearages

By submitting an offer in response to this solicitation, the Offeror, if selected for award, agrees that it will comply with all federal, state, and local laws, rules, regulations and ordinances applicable to its activities and obligations under the contract. By submitting an offer in response to this solicitation, the Offeror represents and warrants that it is not in arrears with respect to the payment of monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to, the payment of taxes and employee benefits, and if selected for award, that it shall not become so in arrears during the term of the contract.

H. Acknowledgment of Amendments

Although no amendments to this solicitation are anticipated, this solicitation requires the acknowledgment of the receipt of all amendments, addenda, and changes issues.

PART III – QUALIFICATIONS

The Offeror's assigned personnel must have previous professional experience in the field of energy. The Offeror should:

- Have experience custom building Salesforce.com; and
- Have experience with grants management system design.

PART IV - SCOPE OF WORK

- A. Contractor shall work with designated MEA Staff to design a grants management, data tracking and fund management system in the Salesforce.com platform that integrates a variety of data needs. The system must be flexible and designed to incorporate data needs of all of MEA's programs, funding sources, and tracking required.
- B. Contractor shall provide an overall system design that maximizes the utilization of available funding in this proposal.
- C. Contractor shall provide a timeline for roll out of the system.
- D. Contractor shall provide in the proposal value-added elements to the system design that would enable MEA to efficiently and effectively establish workflow processes or allow for data input from sources other than MEA Staff.
- E. Contractor shall provide a set of Salesforce.com standard reports based on needs of at least 4-5 different sources.
- F. Contractor shall implement system upon MEA approval design.
- G. Contractor shall provide at least 1 overview training of the system to designated MEA Staff.
- H. Timeline:
 - a. RFP posted 6/11/09
 - b. Submissions due: 6/19/09
 - c. Award: 6/23/09
 - d. Kickoff meeting at MEA: 7/1/09
 - e. Initial System built: 8/1/09
 - f. System finalized: 8/19/09
- I. Prior to release of any work product, the Contractor shall submit completed work to the Administration's designee for review and acceptance or rejection.
- J. Contractor shall perform all work in a confidential manner and will not discuss any material with persons not under the supervision of MEA.

PART V – PROPOSAL FORMAT

All proposals shall be prepared in a straightforward and concise manner, delineating the Offeror's capabilities to satisfy the requirements of the PUBLISHED SOLICITATION and, specifically, the requirements for the tasks listed in Part IV, Scope of Work. **While there are no specific page limitations, please be concise.** Proposals will contain the following information:

A. Letter of Transmittal – A Letter of Transmittal on the Offeror’s business stationery will accompany the Technical Proposal. The sole purpose of this letter is to provide a record of transmittal of the proposal in addition to the receipt of all amendments, addenda, and changes issued. The letter should be brief and signed by an individual who is authorized to commit the vendor to the services and requirements stated within the published solicitation.

B. Technical Proposal

1. Title Page -Contact information for the organization and all personnel who will perform the work; phone; fax, email or web addresses, and Federal ID numbers.
2. Demonstration that the Offeror’s personnel have the capacity to perform certain tasks listed in the Scope of Work and by time set in the Scope of Work.

C. Price Proposal – The Offeror shall prepare and sign a price proposal. The price proposal shall be in the form of a single hourly rate which shall apply to all Contractor assigned personnel for the duration of the contract. Financial information submitted shall be irrevocable for a period of ninety (90) days after the due date of the proposal.

PART VI – EVALUATION CRITERIA

A review panel consisting of MEA staff will review proposals and may interview Offerors. All proposals that are in compliance with requirements and qualifications will be evaluated based on the following criteria. Technical is more important than price.

1. Offeror’s Experience
2. Demonstration of Qualifications
3. Ability to meet demands in Scope of Work
4. Ability to maintain Deliverable Schedule requested
5. Price

If, upon review of the proposals, the review panel has further questions, Offerors may be invited for oral presentations.

PART VII – BASIS OF AWARD

MEA may, at its sole option, enter into discussions with each responsible Offeror and ask the Offerors to submit “best and final offers” before making an award. Thereafter, the award of the contract will be made to the responsible Offeror whose proposal is determined to be most advantageous to the State.

Electronic submissions of the Technical and Price Proposals in a portable document format (PDF, must be compatible with Adobe Acrobat Reader) are due to the attention of Erin Donovan (edonovan@energy.state.md.us) at the Maryland Energy Administration by June 19, 2009 by 12pm. A return e-mail will acknowledge receipt of the proposal.

Erin Donovan

Maryland Energy Administration
1623 Forest Drive Suite 300
Annapolis, MD 21403

Please address your questions to Erin Donovan, (410) 260-7182.