

***Maryland’s Human Services Agency***

**DEPARTMENT OF HUMAN SERVICES**

**OFFICE OF TECHNOLOGY FOR HUMAN SERVICES**

**SMALL PROCUREMENT SOLICITATION FOR**

**375 ECHO SHOW 8 DEVICES**

**DHS AGENCY CONTROL NUMBER: OTHS/ECHO-21-017-S**

# SUMMARY STATEMENT

The Department of Human Services (DHS), Social Services Administration (SSA), The Office of Adult Services intends to acquire 375 Echo Show 8 devices for the purpose of virtual visits with its clients in the Guardianship program. The delivery date of the equipment will be August 28, 2020 at 3:00 PM. The Delivery address is as follows: DHS - OTHS, ATTN: Brenda Bejan, 311 W. Mulberry Street, Loading Dock, Baltimore, Maryland 21201. The hours of operation for the loading dock is from Monday through Friday - 9:00 am – 3:00 pm.

1. **BACKGROUND**

The Office of Adult Services has received funding via a Social Services to Adults grant application for Victim of Crime Act (VOCA) Funding via the Governor's Office of Crime Prevention, Youth, & Victim Services. These funds are to provide their guardianship clients with devices to allow for virtual visits during the COVID-19 Pandemic.

Caseworkers are required to meet with their clients monthly. Over the past five (5) months, caseworkers have not been able to conduct physical visits with their clients because most of the residences are closed to outside visitors. The caseworkers are looking for a device and software that will allow them to have visual contact with their clients. After careful consideration, The Office of Adult Services wants to purchase 375 Echo Show 8 devices for their clients and caseworkers.

1. **SCOPE OF THE PROJECT**

The Office of Adult Services is seeking to provide electronic devices for virtual visits with as many of the 896 clients in their public guardianship program as possible. The caseworkers want these devices to provide them with the ability to “drop in” on their clients. The caseworkers should be able to initiate video interactions with their clients. SSA identified the purchase of three hundred seventy-five (375) Echo Show 8 devices

1. **BIDDER QUALIFICATIONS**

All Bidders must meet the following minimum qualification:

1. Three (3) years of experience providing devices and/or computer hardware to government entities. As proof of meeting this requirement, please provide up to three (3) references who can attest to the Bidder’s qualifications.
2. **CONTRACTOR REQUIREMENTS**
3. The Contractor shall deliver all of the 375 Echo Show 8deviceson August 28, 2020 by 3:00 pm to the Loading Dock at the following address:

DHS-OTHS

Attn: Brenda Bejan

311 W. Mulberry Street, Loading Dock

Baltimore, Maryland 21201.

DHS will not accept partial shipments. DHS Loading Dock cannot receive tractor trailers. The truck cannot be more than 26 feet high.

1. **The Contractor shall ensure that the 375 Echo Show 8 devices meet the following specifications. All devices shall be brand new.**

|  |  |
| --- | --- |
| **Size** | 7.9”x 5.4”x 3.9” (200mm x 135mm x 99mm) |
| **Weight** | 36.6 oz (1037 grams) Actual size and weight may vary by manufacturing process. |
| **Display** | 8.0” touch screen |
| **Camera** | 1MP camera with built-in shutter |
| **Wi-Fi connectivity** | Dual-band Wi-Fi supports 802.11a/b/g/n/ac Wi-Fi networks. Does not support connecting to ad-hoc (or peer-to-peer) Wi-Fi networks. |
| **Bluetooth connectivity** | Advanced Audio Distribution Profile (A2DP) support for audio streaming from your mobile device to Echo Show 8 or from Echo Show 8 to your Bluetooth speaker. Audio/Video Remote Control Profile (AVRCP) for voice control of connected mobile devices. Hands-free voice control is not supported for Mac OS X devices. Bluetooth speakers requiring PIN codes are not supported. |
| **Audio** | 2.0” (52 mm) neodymium speakers with passive bass radiator |
| **Alexa App** | The Alexa App is compatible with Fire OS, Android, and iOS devices. |
| **Setup technology** | Wi-Fi simple setup enables customers to connect smart devices to their Wi-Fi network in a few easy steps. Wi-Fi simple setup is another way Alexa is always getting smarter. ﻿ ﻿ |
| **Processor** | MediaTek MT 8163 |
| **Accessibility features** | On Echo devices with screens, you can enable Alexa captioning and closed captioning, magnify the screen, toggle color inversion, and choose between color correction options. |
| **Warranty and service** | 1-year limited warranty and service included. |
| **Included in the box** | Echo Show 8, power adapter (30W)/cable (4.9 ft.) and quick start guide. |
| **Privacy features** | Wake word technology, streaming indicators, microphone/camera off button, built-in camera shutter, the ability to view and delete your voice recordings, and more. |
| **Language** | Alexa speaks English and Spanish |

1. Contractor shall provide a return policy for the Echo Show 8 devices. **After DHS receives the devices, DHS will need at least 30 days to check all devices to ensure that they are operational. When received, if the device is not operational, the return policy shall ensure that the device may be returned to the Contractor within 60 days from receipt of the device. Return policy shall also state that DHS will not pay for the return the device.**
2. The Contractor shall not impose a restocking fee if an item is returned due to damage or incorrect product shipped.
3. Contractor shall include a one year warranty for all 375 devices.

1. **CONTRACT TERM AND DELIVERABLES**

The Contract term will be for one year beginning on or about August 28, 2020.

Contractor shall deliver all 375 Echo Show 8 devices on August 28, 2020 by 3:00 PM. The delivery address is as follows: DHS - OTHS, ATTN: Brenda Bejan, 311 W. Mulberry Street, Loading Dock, Baltimore, Maryland 21201.

1. **STATE PROJECT MANAGER**

The State Project Manager for this Contract is:

Pam Luby

Adult Public Guardianship Program Specialist

Maryland Department of Human Services

Office of Adult Services

Social Services Administration

311 W. Saratoga Street

Baltimore, MD 21201

410-767-7317

After Contract award, this person will serve as the primary point of contact for the   
Contractor in regards to the Contract resulting from this solicitation. However,   
for certain contract related actions the Procurement Officer may communicate with   
the Contractor.

1. **SUBMISSION INFORMATION**
2. Bids must be submitted through eMaryland Marketplace Advantage by August 19, 2020 at 4:00PM. Please refer to this Quick Reference Guide for instructions on how to submit a Bid: <https://procurement.maryland.gov/wp-content/uploads/sites12/2019/08/5-eMMA-ORG-Resonding-to-Solicitaions-Double-Envelope-v2.pdf>
3. Requests for an extension of this date or time shall not be granted.
4. Bids or unsolicited modifications to Bids arriving after the closing time and date will not be considered, except under the conditions identified in COMAR 21.05.02.10 B and 21.05.03.02 F.
5. Oral, facsimile Bids will not be accepted
6. Inquiries must be directed to the Department at the telephone number and   
   email address below:

Antoinette Chillious, Procurement Specialist

Maryland Department of Human Services

Office of Technology for Human Services

1100 Eastern Boulevard  
 Essex, MD 21221

(443) 930-1762 (office)

[antoinette.chillious@maryland.gov](file:///C:\Users\jjordan1\Downloads\antoinette.chillious@maryland.gov)

1. Bid Submission shall include:
2. Bidder qualifications documentation. Up to three (3) references on vendor’s letterhead.
3. All Bids must include a completed Bid Form. See A**TTACHMENT A**
4. A copy of the return policy for the Echo Show 8 devices. **After DHS receives the devices, DHS will need at least 30 days to check all devices to ensure that they are operational. When received, if the device is not operational, the return policy shall ensure that the device may be returned to the Contractor within 60 days from receipt of the device. Return policy shall also state that DHS will not pay for the return the device.**
5. A copy of the one-year warranty for the 375 Echo Show 8 devices.

**9. RECEIPT, OPENING, AND RECORDING OF BIDS:**

Receipt: Bids will be received through eMaryland Marketplace Advantage.

Opening and Recording: Bids and timely modifications to Bids shall not be opened publicly. There will be no public Bid Opening for this solicitation due to the Covid-19 pandemic.

**10. BASIS FOR AWARD**

The Contract will be awarded to the responsible Bidder who submits a responsive Bid that meets the specifications set forth in the Small Procurement Solicitation, and provides the most favorable Bid Price.

In the event of tie bids, the provisions of COMAR 21.05.02.14 shall determine the successful bidder.

**11. DEPARTMENT CONTRACT**

The successful offeror will be expected to sign a contract with the Department, sample enclosed as **ATTACHMENT B**

**12. CANCELLATION OF BIDS**

The State may cancel this Solicitation, in whole or in part, whenever this action is determined to be fiscally advantageous to the State or otherwise in the State’s best interest. If the Solicitation is canceled, a notice of cancellation will be provided to all prospective Bidders/Offerors who were sent this Solicitation or otherwise are known by the Procurement Officer to have obtained this Solicitation.

**13. ACCEPTANCE OF BIDS**

The State reserves the right to accept or reject any and all Bids, in whole or in part, received in response to this Solicitation, or to waive or permit cure of minor irregularities to serve the best interests of the State of Maryland.

**14. TIME OF BID ACCEPTANCE**

The content of this Solicitation and the Bid of the successful Bidder will be included by reference in any resulting Contract. All prices, terms and conditions in the Bid are irrevocable for 90 days after the closing date for receipt of Bids. This period may be extended by written mutual agreement between the Bidder and the requesting State organization.

**15. PAYMENT**

The successful vendor shall bill the Department monthly. Invoices must be addressed to:

Pam Luby

Adult Public Guardianship Program Specialist

Maryland Department of Human Services

Office of Adult Services

Social Services Administration

311 W. Saratoga Street

Baltimore, MD 21201

410-767-7317

All invoices must (at a minimum) be signed and dated in addition to including the Contractor’s mailing address, the Contractor’s Social Security number or Federal Tax ID number, the State’s assigned Contract control number, the goods/services provided, the time period covered by the invoice, and the amount of requested payment.

16**. EMARYLAND MARKETPLACE ADVANTAGE (eMMA)**

In Order to receive a contract award, a vendor must be registered on eMMA. Registration is free and can be completed by going to the following website:

<https://emma.maryland.gov/page/aspx/en/sup/registration_extranet_manage>

**17. TERMINATION FOR CONVENIENCE**

The performance of work under this Contract may be terminated by the State in accordance with this clause in whole, or from time to time in part, whenever the State determines that such termination is in the best interest of the State. The State will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the termination, and all reasonable costs associated with termination of the Contract. However, the Contractor shall not reimbursed for any anticipatory profits that have not been earned up to the date of the termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12A (2).

**18. PROCUREMENT METHOD** (Mandatory Provision)

This award will be made in accordance with Code of Maryland Regulations (COMAR) 21.05.07, Small Procurement Regulations. Small procurement is defined as the use of procedures to obtain items reasonably expected by the Procurement Officer to cost $50,000 or less.

**Minority Business Enterprises are strongly encouraged to respond to this solicitation.**