

## Commercial Off-the-Shelf Software 2012 (COTS 2012) Project No. 060B2490021

FASTech Inc., was awarded the State of Maryland Commercial Off-the-Shelf Software (COTS 2012) 15YR Contract. This contract allows FASTech to provide Maryland state agencies with a complete set of software capabilities, helping to solve IT and business challenges.

### **Background:**

The Department of Budget and Management (DBM) will procure Commercial Off-The-Shelf (COTS) software, Installation and Training services for the COTS software, and Manufacturer's Software Maintenance, for the State of Maryland. Through the Master Contracts, the State will have a flexible means of obtaining these products and services quickly, efficiently and cost-effectively by issuing Purchase Order Requests for Quotations (PORFQs) specific to its needs.

### **Contract Period:**

10/01/2012 - 9/30/2027

### **Who Can Order:**

State agencies, county, municipal, and other non-state governments or agencies may purchase from the Master Contractor goods or services covered by this Contract at the same prices chargeable to the State.

### **How to Order:**

Your dedicated sales team can be reached as follows:

Chae Chong

Program Manager

Tel: 301-931-2001 x377

Fax: 301-931-2005

Email: [cchong@fastechinc.com](mailto:cchong@fastechinc.com)

Under the terms of its Master Contractor agreement, Systems Alliance is qualified to provide services and products in three functional areas described below:

### ***Functional Area I COTS Software***

Master Contractors shall provide COTS software, in accordance with the guidelines provided hereunder. Master Contractors may add Manufacturer Product Lines periodically throughout the term of the Master Contract in accordance with the terms of Section 2.7 of the COTS Software 2012 RFP. This includes software licenses which grant the Requesting Agency the right to run or access the purchased software program within the terms and conditions of the license agreement.

### ***Functional Area II – Installation and Training Services***

Installation and/or Training services may only be purchased when purchasing COTS software under Functional Area I – COTS Software or Functional Area III – Manufacturer's Software Maintenance. Functional Area II services may not be purchased alone. In addition, Functional Area II services may not

exceed 49% of the total value of the PORFP. Installation services required separately from the purchase of COTS software must be purchased via a separate vehicle such as Maryland's Consulting and Technical Services (CATS) contract or a stand-alone procurement.

#### Installation Services

Installation services are limited to the installation of the COTS software with only the configuration necessary to ensure that the COTS software operates properly in the Requesting Agency's environment. Installation services shall not include customization or installation-specific enhancements.

#### Training Services

Training may only be purchased contemporaneously with the original purchase of COTS software or with the purchase of Manufacturer's Software Maintenance and shall include, but is not limited to:

- Formal on-site or off-site training that is planned in advance and that has a defined curriculum;
- Computer-based training that includes software that provides interactive, self-paced training at your desktop, workstation, or laptop computer; and
- Web-based training that provides courses or classes that are accessible via an internal Intranet or the Internet.

### ***Functional Area III – Manufacturer's Software Maintenance***

Manufacturer's Software Maintenance may be purchased in conjunction with or separately from Functional Area I – COTS Software, at any time, or in conjunction with Functional Area II – Installation and Training. Master Contractors authorized by the Manufacturer or Distributor of the COTS software may only provide Manufacturer's Software Maintenance. Manufacturer's Software Maintenance shall include, but is not limited to:

- Electronic media and consulting services, upgrades and enhancements for technology advancements, improved functionality, and compatibility with new industry standards;
- Direct access to experienced consultants of the software;
- Flexible service options including telephone or e-mail support;
- Timely problem resolution of reported discrepancies;
- Remote technical support; and online self-help functions.