



Hardware
Software
Networking
Cabling
Supplies

Core Values, Experience ...
Partnerships

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DoIT Awarded Vendor
Contract Name:
Commercial Off-the-Shelf
Software 2012 (COTS 2012)
#060B2490021



STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY

Streamline Business
Processes Across
Maryland
DoIT

Functional Area I - COTS Software (excluding Microsoft)

This includes, but is not limited to the following manufacturers:



Functional Area II - Installation and Training 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.

Training includes but is not limited to:

- ◆ Formal on-site or off-site training that is planned in advance and has a defined curriculum
- ◆ Computer-based training that includes software that provides interactive, self-paced training at your desktop, workstation, or laptop computer
- ◆ 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 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 3-mail support
- ◆ Timely problem resolution of reported discrepancies
- ◆ Remote technical support and online self-help functions

The Maryland **Department of Information Technology (DoIT)** has policy responsibility for information technology matters across state agencies. County, municipal, other State non-executive branch entities, and non-State governments or agencies may purchase from the contractor goods or services covered by this Contract at the same maximum prices to which the State would be subject under the resulting Contract.

En-Net strives to provide quality products and services at exceptional values!
Your dedicated account manager can assist with the utilization of DoIT!

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