



Questions and Answers No. 3
RFP 060B2490023-2016
Consulting and Technical Services + (CATS+)

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not final or binding on the State. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

- 230) Does the identification of "all" subcontractors include any subcontractors we plan to use during the term of the contract, or is it just looking for current potential subcontractors and then would it be acceptable to use other subcontractors for particular TORFPs?

RESPONSE: Offeror must identify a subcontractor at the TORFP level.

- 231) It is noted in B that no substitution of personnel will be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or as otherwise approved by the State TO Manager. Can we assume this restriction applies to the Key Personnel identified in a TORFP only? Otherwise it can be interpreted to mean that the contractor does not have discretion to make personnel adjustments, even under a fixed price arrangement.

RESPONSE: See RFP Section 2.9.1 – Personnel Qualifications, Minimum qualifications.

- 232) Past Performance – On contracts where we performed meaningful work as a subcontractor for a given Functional Area, should the point of contact be the prime contractor or the government agency?

RESPONSE: The main contact person is decided upon by the Offeror.

- 233) Past Performance - Do we have to specify the dollar value of the subcontract for any of the past performance?



RESPONSE: See RFP Section 3.4.2.4 – Past Performance.

- 234) Functional Area Participation – Assuming an award, will our firm be eligible only to compete for TORFPs specific to the FA we proposed, or will we be able to participate for any CATS+ TORFP? Also, could DOIT award some FAs and not others?

RESPONSE: Offerors will only be eligible to compete for TORFPs specific to the Functional Area proposed and awarded. An Offeror that meets the requirements of the proposed Functional Area(s) will be awarded a contract

- 235) Functional Area Descriptions - If our firm has a lot of experience in some of the services under Management Consulting (Functional Area 10) but not all services, is it OK for us to provide only the relevant past performance?

For example, we have experience in IT enterprise architecture, systems review for architectural consistency, strategic planning assistance, project management services. We DO NOT have Master Contractor assessments and risk assessment analysis experience.

RESPONSE: Yes. As stated in Section 3.4.2.4 of the RFP, Offeror shall provide an example of a successful project in each proposed Functional Area.

- 236) Should functional areas proposed be written on the outside of the envelope?

RESPONSE: No.

- 237) What exactly is the closing date and time, is that the same thing as the time we submitted the Proposal?

RESPONSE: See RFP Section 1.11 – Proposal Due (Closing) Date and Time.

- 238) If one doesn't qualify for any functional area in the proposal does that mean they will be disqualified for all the other functional areas, even if they are qualified for them?

RESPONSE: A responsible Offeror that meets the requirements of the proposed Functional Area(s) will be awarded a contract.

- 239) Are there any specifics that need to be included in the Transmittal letter?

RESPONSE: See RFP Section 3.4.1 – Transmittal Letter.

- 240) If we are using one client that is a specific department in the State of MD to show past performance but we did multiple task orders for different programs within that department, do we only provide one reference or do we provide multiple references?



RESPONSE: You may use multiple references to demonstrate past performance.

- 241) If I am using one reference for multiple functional areas, can they fill out only one reference evaluation sheet? Or should they fill multiple sheets, one for each functional area?

RESPONSE: Yes, you may use the same reference form (Attachment T) for more than one Functional Area.

- 242) The Page 40 of the RFP states: “The following Attachments D-1A through D-5 are sample forms and do not need to be completed or submitted with Offeror’s response to this RFP. The forms are required to be completed and submitted after Master Contract award with Master Contractor’s TORFP or RFR proposal pursuant to any applicable TORFP or RFR issued under this RFP.”

However, page 39 of the RFP also state that "Attachment D-A, CATS+ Master Contractor Acknowledgement of Task Order MBE Requirements... This document shall be included with the submittal of the Offeror’s response to the RFP...”

Can the State please clarify if Attachment D-A is to be included with the submittal of the Offeror’s response?

RESPONSE: See Amendment #3.

- 243) Question1: We have strong past performance in commercial industry. Can we use our commercial past performance in the proposal? If yes, is commercial past performance will be given the same weightage as government past performance?

RESPONSE: Section 3.4.2.4 Past Performance does not include a preference for State versus private industry.

- 244) Can we respond to the labor categories that pertain to the functional areas or do we have to provide pricing for all labor rate categories?

RESPONSE: To be considered for award, Offerors must provide rates for ALL labor categories to be compliant with the requirements of the RFP.

- 245) Does **Section 1.20.1** mean that we must identify subcontractor(s): **a)** In our **current** proposal-in-process right now, **OR**, **b)Future** proposals that will be generated in the future **AFTER** Maryland selects its CATS+ bid winners?

RESPONSE: See response to Question #230.



246) The Reference **Section 1.24.1 RFP Requirements**. Does this statement refer to: **a) Our current proposal-in-process right now, OR, b) Future RFP's that will be generated in the future AFTER selects its CATS+ bid winners?**

RESPONSE: This statement refers to the current proposal.

247) What is the last date that a new addendum is likely to be issued?

RESPONSE: See RFP Section 1.13 – Revisions to the RFP.

248) If an addendum is issued after a proposal has been shipped, how should a company address it?

RESPONSE: Offerors must acknowledge all addenda in writing.

249) The Page 134 (Attachments Section), states that **ATTACHMENT D-A** must be submitted in the proposal; **however**, Page 93, Section 3.4.2.6, (Item #2), states that **ATTACHMENT D-1A** must be submitted. Please clarify if

- Both these documents must be submitted in the original proposal due 08/01/2016,
- Only one of these 2 documents must be submitted in the original proposal due 08/01/16, and
- IF only one of these 2 documents must be submitted in the original proposal due 08/01/16, please indicate which one of the 2 must be submitted.**

RESPONSE: See Amendment #3.

250) Please indicate the page limit for each task area response, and for the Technical Proposal as a whole.

RESPONSE: There is no minimum or maximum proposal page count.

251) Section 3-Proposal Format/Section 4-Evaluation Criteria and Selection Procedure. The instructions utilize the term "offeror". Please clarify whether the term "offeror" is intended to mean "prime only" and/or "contractor team" which would include subcontractors.

RESPONSE: See RFP Section 1.3 – Abbreviations and Definitions.

252) Please clarify whether subcontractors' past performances may be submitted and accepted for evaluation as allowable past performance example(s) under the prime offeror's response, or, alternatively, only the prime offeror's past performances are acceptable for evaluation.

RESPONSE: Past performance must be met by the proposing entity.



- 253) Section 2.7.6 notes that the Master Contractor shall require that subcontractors maintain similar levels of insurance. Please clarify the timeline for providing evidence of insurance for subcontractors.

RESPONSE: Master Contractors must provide evidence of insurance for their subcontractors at the TORFP level.

- 254) Please confirm that insurance submission as described in Section 3.4.2.5 is required only of the “Master Contractor” (i.e. “prime offeror”).

RESPONSE: Yes, the insurance submission as described in Section 3.4.2.5 is required only of the Master Contractor.

- 255) Section 3.4.2.3 (3) refers to Attachment D-1A as the CATS+ Master Contractor Acknowledgement of Task Oder MBE Requirements. However, Attachment D has this form labeled as Attachment D-A. Please confirm that Attachment D-A is the Material required in this section.

RESPONSE: See Amendment #3.

- 256) Section 3.4.2.6 (1) refers to Attachment D-1A as the CATS+ Master Contractor Acknowledgement of Task Order MBE Requirements. However, Attachment D has this form labeled as Attachment D-A. Please confirm that Attachment D-A is the Material required in this section.

RESPONSE: See Amendment #3.

- 257) When do you expect the Q&As to be published? Given that the offerors’ teaming strategy may change depending on the response to question #2, would you consider granting a one-week extension for the proposal submission?

RESPONSE: See Amendment #3.

- 258) When replying to the RFP, is it necessary to attach resumes for the roles the offeror is proposing themselves as a Master Contractor for ? Will the agency look only at the past qualifications section in the Technical Volume ? We have been working on pairing up both our expertise and our resources to the Job description and wanted to make sure if it would be appropriate to attach resumes to validate our experience.

RESPONSE: Resumes are not required at the Master Contract level.

- 259) When replying to the RFP, are there any guidelines/recommendations for offerors that are not going to be pursuing all functional areas. Will an explanation on the past qualifications sections of the RFP suffice ?



RESPONSE: Under 3.4.2.4, examples of past performance must be provided for each functional area proposed (one example may be used for multiple functional areas; however, you must clearly list the functional areas that apply to that example).

- 260) Assuming an award, will an Offeror be eligible to compete only for Task Order Request for Proposals (TORFP) specific to the Functional Areas it proposed, or will the Offeror be able to participate for any CATS+ TORFP?
Also, could DoIT award some Functional Areas and not all that Offeror has proposed?

RESPONSE: See response to Question #234.

- 261) DOIT has asked that our Technical Proposal “shall be organized and numbered in the same order as this RFP”.

In order to submit a compliant response, should the response follow the actual RFP numbering like shown below?

- 3.4.2.1 - Title and Table of Contents
- 3.4.2.2 - Executive Summary
- 3.4.2.3 - Offeror General Information
- 3.4.2.4 - Past Performance
- 3.4.2.5 – Insurance Submission
- 3.4.2.6 – Required Submissions

RESPONSE: Yes.

- 262) Bullet 3 – Offerors shall include Attachment D-1A-CATS+ Master Contractor Acknowledgement of Task Order MBE Requirements. We assume DoIT is referring to Attachment D-A and not D-1A. Please confirm.

RESPONSE: See Amendment #3.

- 263) Will DoIT please confirm if Offerors shall include only one Past Performance for each Functional Area (“the offeror shall provide an example of a successful project), or can we provide more than one reference (“the example(s) should include the project name...)?

RESPONSE: Yes, you may provide more than one reference.

- 264) As it related to Form D-1A, will DoIT please confirm if Offerors shall include this form in response to Section 3.4.2.6 OR Section 3.4.2.3 as bullet # 3 also asks for the same form?

RESPONSE: All Attachments may be included in an attachments section at the end of your proposal.



265) 3.4.2.3 Paragraph 1 “This section shall include the following:
...Key Business Relationships”

Question: Will the government please define what is meant to be considered a “Key Business Relationship?”

RESPONSE: The requirement is as stated in Section 3.4.2.3.

266) As stated in the FAQs, MD is subject to state laws with regards to the Ts and Cs, we were not sure if the same is true on the Affidavits. Specifically – The Bid/Proposal Affidavit. In Sections C, D, E, F, G, H- the term “best of” as it relates to knowledge of wrong doing is a challenge for very large firms. Legally speaking – the person signing would have to survey, reach out, or do some type of due diligence for the “best of” qualification. In a large company or firm, this would be an impossible task (Say one with over 100,000 employees). That being said – we would be able to do for individuals that are working on specific engagements. Would the State be willing to either remove the “best of” terms in these sections, OR allow the firms to narrow this down to just the individuals working on a specific engagement?

RESPONSE: The terms and conditions of the Master Contract will remain unchanged throughout the duration of the contract.

267) It is our intention to respond to a sub-set of Functional Areas (“FA”) listed in section 2.3 of the RFP. Are we thereafter limited in responding to the various TORFP/RFRs to be issued under the DoIT-CATS++ Master Contract to TOFRP/RFRs in the FAs for which we responded?

Stated another way, how do we notify DoIT of additional capabilities we add between the quadrennial openings of the Master Contract?

RESPONSE: See response to Question #234.

268) Can the Master Contractor present a DoD clearance for an employee in lieu of the procedures outlined in section 2.4.3 of the RFP?

RESPONSE: All background checks must comply with RFP Section 2.4.3.

269) Is an employee’s military experience weighted the same as commercial experience under section 2.10 of the RFP?

RESPONSE: Section 3.4.2.4 Past Performance does not include a preference for civilian over military experience.



270) Should the Offeror complete ONLY the first section of Attachment T so that the DoIT Evaluator can contact the Business providing the reference to answer the questions at the bottom of the form?

Or should the Offeror submit Attachment T to include the response to the questions at the bottom of the form completed by the Business providing the reference?

RESPONSE: The Offeror must include their name in the space provided on the Reference Evaluation Sheet, and distribute the sheet(s) to their reference(s) to complete. Upon completion, the Offeror must compile the references and submit with their proposal.

271) Do Master Contractors already qualified under Project Number 060B2490023 need to resubmit the entire package?

RESPONSE: This is the CATS+ Expansion RFP, the purpose of which is to provide prospective offerors with the opportunity for an award of a Master Contract under the CATS+ program.

Within the next several weeks, current CATS+ Master Contractors who were awarded a master contract in April of 2013 will receive a modification to their Master Contract that incorporates the terms and conditions of this Expansion Window RFP, issued June 30, 2016. Current Master Contractors will be required to agree to the terms of the modification to continue participating as a CATS+ Master Contractor even if they do not wish to add new functional areas.

Once the modification process is complete, an invitation to add functional areas will be issued to the current CATS+ Master Contractors. Master Contractors will submit their responses according to the instructions in the invitation and responses will be evaluated for qualification to add new functional areas to their Master Contract.

272) What are the sections that an already awarded Master Contractor must submit if proposing to add one more functional area to their award? Since all labor rates were already approved, would only a Technical Proposal be needed? Should all the attachments be resubmitted?

RESPONSE: See response to Question #271.

273) 1.2.4 For Attachments D- Verifying that only forms D-1A must be submitted with the proposal

RESPONSE: See Amendment #3.

274) 1.2.5 Can a company fulfill both MBE and Small Business Reserve requirements?

RESPONSE: Yes.



275) 2.7 Is there a requirement to provide proof of insurance? If so, should it be Attachment U?

RESPONSE: No. See RFP Section 3.4.2.5 – Insurance Submission.

276) 2.7.5 State Inclusion on Insurance – is this to take place after a Task Order has been issued?

RESPONSE: State Inclusion on Insurance may be provided now or prior to award. However, a delay may result in disqualification.

277) 3.2 – clarification on page numbering- Both Technical and Financial proposal will restart from page 1 right?

RESPONSE: Yes.

278) 3.4.2.3 – 2e what information would the State require for successful financial track record?

RESPONSE: See RFP Section 3.4.2.3 – Offeror General Information.

279) 3.4.2.4 – Our company has more than 11 years of project experience, however, in one of the functional areas, one of our new staff has extensive experience in her prior job as a government employee. Could her work be submitted as functional area experience for the company?

RESPONSE: Each Offeror must include evidence of past performance pursuant to RFP 3.4.2.4.

280) Section 3.5 states that the Financial Volume electronic submission should contain a MS Excel and signed PDF of Financial Proposal. However section 3.3 states that the Financial Volume electronic submission should contain a MS Word and signed PDF. Please clarify whether to include a MS Word or MS Excel file with Volume II Financial electronic submission.

RESPONSE: Attachment F-A1 and F-A2 must be submitted in MS Excel and PDF. Attachments F-B and F-C must be submitted in MS Word and PDF.

281) Section 3.5 and Section 3.3 state to submit an “unbound” copy of the volumes. What does “unbound copy” mean? Does that mean submit in a three ring binder?

RESPONSE: An unbound copy may be clipped or rubber-banded together.



282) Is there a page limit on the Volumes? If so, are the Title Page, Table of Contents, and Compliance Matrix included in the page count for the Volumes?

RESPONSE: See response to Question #250.

283) Is there a font size specified for the text? For the graphics?

RESPONSE: No.

284) One more question. Is there a page limit for the proposal/response?

RESPONSE: See response to Question #250.

285) Does the state offer counsel for writing/submitting a proposal? In other words, is there someone our company can submit a draft to that could help review it for accuracy and completeness?

RESPONSE: No.

286) Sections 3.4.2.3 General Offeror Information (page 92) and 3.4.2.6 Required Submissions (page 93) both list Attachment D-1A "CATS+ Master Contractor Acknowledgement of Task Order MBE Requirements" as being required.

- a. In which section should this document be submitted?
- b. Also, in the CATS Plus 2016 Attachments A-T_As Released document, page 134 specifies that attachment D-A is actually CATS+ Master Contractor Acknowledgement of Task Order MBE Requirements form and D-1A is MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule (to be submitted with TORFP or RFR proposal). Please clarify that it is ONLY attachment D-A that must be submitted with this request and not D-1A.

RESPONSE: See Amendment #3 and response to Question #264.

287) RFP Section 3.4.2.3 (page 92) specifies that "Line of Credit" may be submitted as documentation for Offeror's fiscal integrity. Is a letter provided by the bank that issued our Line of Credit sufficient documentation?

RESPONSE: Documentation of a Line of Credit is sufficient.

288) RFP Section 3.4.2.3 (page 92), could you provide examples of documents that can be provided to prove an offeror's "successful financial track record?"

RESPONSE: No.



289) RFP Section 3.4.2.3 (page 92), "Evidence of adequate working capital" – What documentation does this entail?

RESPONSE: The pertinent requirements are as stated in RFP Section 3.4.2.3.

290) RFP Section 3.4.2.4 Past Performance (page 92), bullet point 4 states "the Offeror shall submit a list of all contracts it currently holds, or has held within the past five years." Is this only contracts that we hold/held as a prime or does this include contracts on which we worked as a subcontractor?

RESPONSE: See response to Question #252.

291) RFP Section 3.4.2.6 (page 93) Required Submissions specifies that Attachment G – Completed Living Wage Affidavit must be completed. How are we supposed to fill this out given that we do not have any information on the future Task Orders we may be awarded in the future, including their potential contract value(s)?

RESPONSE: Attachment G – Living Wage Affidavit must be completed and submitted with the proposal, as well as all subsequent TORFPs/RFRs. See Section 1.26.3 of the RFP.

292) Given our company becomes a CATS+ master contractor during the 2016 expansion window, at the next expansion window in 3 years, is there an opportunity to revise the ceiling labor rates or will we be held to the labor rate that were submitted with our initial 2016 proposal?

RESPONSE: Offeror will be held to the labor rates that were submitted with their initial proposal.

293) Regarding past performance reference projects, is it acceptable to provide past performance reference projects where the work performed was performed as a subcontractor?

RESPONSE: See response to Question #252.

294) Regarding labor rates, are there constraints with respect to rate caps, markup caps, or percent profit in general, or for specific labor categories?

RESPONSE: No.

295) Please clarify the number of copies requested for Volume 1-Technical and Volume 2-Pricing and the submission formats requested for each.

RESPONSE: Each package should contain two (2) bound copies of the volume being submitted and one (1) unbound original of each volume. See RFP Section 3.3 and response to Question #280.



296) Please clarify the requirements/expectations regarding a “signed PDF” for the electronic submission.

RESPONSE: You must provide original signatures in the bound original copy of the proposal for all items in the Required Submission Section 3.4.2.6 that require signatures. Additionally, original signatures must be provided for any applicable Financial proposals.

297) Please define how you would like the proposal numerically organized/mapped to the RFP? Is this based on the numbers in Section 3.4.2- Format of Technical Proposal? Or 2.3 Functional Area Descriptions?

3.4.2 Format of Technical Proposal

the Offeror’s Technical Proposal shall be organized and numbered in the same order as this RFP.

3.4.2.2 Executive Summary

3.4.2.3 Offeror General Information

3.4.2.4 Past Performance

2.3.1 Functional Area One - Enterprise Service Provider (ESP)

2.3.2 Functional Area Two – Web and Internet Systems

Etc...

3.4.2.5 Insurance Submission

3.4.2.6 Required Submissions

RESPONSE: See response to Question #261.

298) Our company is currently going through the process of verifying that it is Minority owned.

Will the DoIT be willing to work with a vendor that is currently in the process of receiving their Minority Owned, Small Business Certification?

RESPONSE: Should certification be granted after a proposal is submitted, it will be necessary for the Offeror to inform the CATS+ Procurement Officer, so that the correct designation can be shown in the event of award.

299) Does the DoIT prefer to work with HubZone qualified vendors?

RESPONSE: No.

300) Our company is finalizing our paperwork for HUBZone certification. Is there a HUBZone requirement?

RESPONSE: No, there is no HUBZone requirement.



301) Will multiple companies be awarded contracts with DoIT?

RESPONSE: See RFP Section 1.1.3.

302) Are companies required to provide the equipment required for the employee to perform the work?

RESPONSE: This is based on the requirements at the secondary level of competition, i.e. the task order level.

303) Do any of the positions requested allow offsite work locations?

RESPONSE: See response to Question #302.

304) Some positions require additional tools and services that may show up after an employee has been assigned. Will the vendor be required to provide these services for the employee. Or will the assigned department cover the expenses from those requirements?

RESPONSE: See response to Question #302.

305) Can we contact your department to schedule a meeting to explore additional avenues and questions we may have?

RESPONSE: No.

306) There are many labor categories that our company does not specialize in. It's our understanding that you require all pricing structures to be filled out for all labor categories. Are vendors allowed to submit proposal and performance examples for the specific categories we are applying for in our proposal. Or are we required to add past performance examples for all labor categories?

RESPONSE: See response to Question #259.

307) Is there a current incumbent in place? Or is this opportunity a new requirement?
a. If an incumbent exists, are they eligible to bid on this project again?
b. If an incumbent exists, is DoIT able to share the name of the company?
c. If an incumbent currently exists, what are the beginning & end dates of the last contract?

RESPONSE: See response to Question #271.

The complete list of Master Contractors is available on the CATS+ website.



See RFP Section 1.5 – Master Contract Duration.

308) Do you have a specific pricing structure/formula you would like us to follow for the pricing sheet.

RESPONSE: No.

309) What is the max pricing structure for the labor categories listed.

RESPONSE: The max pricing structure for the labor categories is provided by the Offeror.

310) Are we able to schedule meetings with a specific Maryland Departments to ask additional questions about specific labor categories?

RESPONSE: No.

311) After my proposal has been submitted how long will it qualify for potential award? Example if the due date is Aug. 1, and awards are given out Sep. 15, 2016. Will our proposal still be active and can potentially be awarded a contract up to December 31 2016?

RESPONSE: Offerors who receive a Master Contractor award have the opportunity to respond at the secondary level for the life of the contract.

312) Will the selection committee allow us to call out (highlight) specific labor categories that we would like to apply for? As not all categories apply to us.

RESPONSE: No.

313) How many companies do you plan to award contracts to?

RESPONSE: Awards will be made to all responsible Offerors that meet the requirements of the RFP.

314) Will you award multiple companies contracts within the same labor category?

RESPONSE: Yes.

315) Will the companies that are awarded contracts in the specific labor categories be made public.

RESPONSE: Offerors that meet the requirements of specific Functional Areas will be made public on the CATS+ website.



316) What companies currently hold this contract with DoIT?

RESPONSE: See response to Question #271.

317) What is the reason for the new solicitation?

RESPONSE: See response to Question #271.

318) When will contracts be awarded and placed?

RESPONSE: We do not have an anticipated award date at this time.

319) What is the timeframe from award to actually filling the positions?

RESPONSE: This is at the discretion of State agencies.

320) What is the timeline for filling the required labor categories after the contracts have been awarded?

RESPONSE: See response to Question #319.

321) Due to stipulations in our MSA's, we are not allowed to release client names. For section 3.4.2.4 Past Performance, Our company will provide client descriptions in lieu of provide client names. Will this result is disqualification of our company's response to this RFP?

RESPONSE: Yes, not providing the client name will disqualify your organization.

322) Can you share the current SLAs used to manage your suppliers?

RESPONSE: No.

323) 2.10.112 Testing Specialist. One of the "Potential Services" mentioned talks about "Performance Testing (Stress/Benchmark)". Please confirm if scope of work includes non-functional testing as well.

RESPONSE: Information provided for each Functional Area is an example of the type of work that may be competed through this contract. Specific scopes will be developed by agencies.

324) 27. Testing Specialist. Is the State open to multiple rate cards for the "Testing Specialist" role as we foresee the need for more than one skill-set?

RESPONSE: No.



325) 2.10.112 Testing Specialist. We see that the general experience requirements for "Testing specialist" is more focused on software development than on testing (4 years of experience in computer software development). Please confirm if this role can be staffed by experienced independent testers with minimal development experience.

RESPONSE: See response to Question #323.

326) Can the vendor provide PoC from the Vendor Organization as the contact point (if required) for the reference so that the person will coordinate when the State wants to contact the reference.

RESPONSE: See response to Question #232.

327) Do we have the flexibility of including additional roles to serve the functional areas around media and training support as well as documentation/technical writing?

RESPONSE: Offeror do not have the flexibility of including additional roles to serve Functional Areas.

328) "Develop technical and non-technical training materials and documentation" - What does "non-technical materials" mean? Does this entail creation of material on improving soft-skills?

RESPONSE: The scope of services contained in the RFP Section 2.3 - Functional Area Descriptions is intended to outline the general requirements for each of the functional areas. Specific details of scope, time and budget will be provided in each individual TORFP/RFR.

329) 2.3.16, Page 43 "Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements" - What does this mean - "equipment and performance degradation" ?

RESPONSE: See response to Question #328.

330) 2.3.16, Page 43 "Provide and maintain a training environment conducive to effective training. May include facility, multimedia presentation capabilities and curriculum specific hardware and software" - Can we have more clarity on this? What training environment are we talking about? Is it related to the overall assistance in planning and arrangement of logistics for classes, etc.?

RESPONSE: See response to Question #328.



- 331) 2.3.3 Functional Area Three - Electronic Document Management. What are the future strategies/roadmap that the State has planned for all the functional areas in scope ? Please elaborate the details.

RESPONSE: This information will be further elaborated at the secondary level.

- 332) Please share names of the 'labor category' under which the labor rates for associates providing Electronic Document Management solution need to be provided.

RESPONSE: Offerors must provide rates for ALL labor categories to be compliant with the requirements of the RFP.

- 333) 2.3.2 Do we have any requirement of introducing multimedia or Social collaboration capability in future / current web application?

RESPONSE: No.

- 334) 2.3.2 What will be the user base (current number and user types) and expected growth in the near future (over the next 5 years)?

RESPONSE: The user base and expected growth in the near future is unknown.

- 335) Reference: RFP Section 3.3
In Section 3.3 on page 90, the instructions state to submit an unbound original and two copies.

Can the Government clarify what is considered acceptable for unbound – 3 ring binders, binder clips, etc., and should the original and both copies be submitted in the same fashion?

Government clarify what is acceptable for the original and the two copies?

RESPONSE: We will accept a clipped or rubber-banded proposal. See response to Question #295. Yes, the original and copies must be submitted at the same time.

- 336) Reference: RFP Section 3.4.2.6
In Section 3.4.2.6 #6 on page 93, it is noted that Attachment T-Reference Evaluation Sheet is a required submission.

Question: Is the State government expecting References to return the Attachment T-Reference Evaluation Sheet directly to the State government or is the State government expecting the References to return the Attachment T-Reference Evaluation Sheet to the Offeror to be included in the proposal?



Question: If the State government is expecting References to return the Attachment T-Reference Evaluation Sheet directly to the State government, can the State government provide an email address so that References can submit the Attachment T-Reference Evaluation Sheet directly to the State government?

RESPONSE: See response to Question #270.

337) Reference: Section 3.4.2.3 and 3.4.2.6

Attachment D-1A is listed as being required in both Section 3.4.2.3 #3 on page 92 and in Section 3.4.2.6 #2 on page 93.

Question: Should this form be submitted in both sections, and if not, which section should this form be submitted?

RESPONSE: The Attachment should be submitted in RFP Section 3.4.2.6 – Required Submission.

338) Reference: Section 3.4.2.6 and Attachment T

Several State government references have indicated that they cannot complete the Attachment T – Reference Evaluation Sheet as they use the Contractor Performance Assessment Reports Systems (CPARS) to provide official contractor performance and evaluation.

Question: For these project references, can we provide the official State government reports from CPARS in lieu of an Attachment T?

RESPONSE: No, Attachment T is a Required Submission.

339) Page 13, Section 1.26.5 - States that Offeror shall identify in the Proposal the location from which services will be provided. Question: Should the location be provided in this RFP response or does this refer to TORFP responses (or both)?

RESPONSE: The location shall be identified in this RFP response.

340) Page 23, Section 2.3 – Some of the Functional Areas are very limited in scope, while others have many sections covering a variety of services. Question: If the Offeror specializes in only one or two aspects of a Functional Area and has past performance supporting their expertise, will they be eligible for award for that Functional Area?

RESPONSE: Offerors that meet the requirements of the proposed Functional Area(s) will be awarded a contract.



- 341) Page 90, Section 3.3, Paragraph 4 - States that the original copy of the submission should be unbound. Question: Should the two (2) additional copies of the volume also be unbound, or can they be bound.

RESPONSE: See response to Question #295.

- 342) Page 91, Section 3.4.2 - States that "the Offeror's Technical Proposal shall be organized and numbered in the same order as this RFP. This Proposal organization will allow "mapping" Offeror responses directly to RFP requirements by paragraph number." Question: Should the response be numbered identically to the RFP, or should the Offeror use the same numbering sequence and provide a table that maps the RFP section numbers to the responses section numbers.

RESPONSE: Please use numbering that corresponds with the RFP Section and provides a table that maps the RFP section numbers to the responses.

- 343) Page 92, Section 3.4.2.4 – States that past performance must be provided for each functional area proposed. Question: Can an Offeror provide a subcontractor's past performance to support this requirement, or must all past performance have been performed directly by the offeror?

RESPONSE: See response to Question #252.

- 344) Page 92, Section 3.4.2.4, Paragraph 4 - Asks for State of Maryland experience. Question: If an Offeror has no State of Maryland experience, will their offer be rated adversely for this section, or neutrally?

RESPONSE: Offerors with no State of Maryland experience will not be rated adversely under section 3.4.2.4 of the RFP because this section requires examples of past performance not limited to State of Maryland experience.

- 345) Page 93, Section 3.4.2.5 – Requests a copy of the Offeror's current certificate of insurance described in Section 2.7. On Page 39, Section 2.7.4 there is a list of the types of insurance for which Offerors must provide certificates. Question: Since Automobile and/or Commercial Truck Insurance and Employee Theft Insurance are listed "as required", are those certificates needed for this RFP response, or are they only needed if a TORFP requires it?

RESPONSE: The pertinent requirements are as stated in RFP Section 2.7.

Thank you,

Alicia Baltimore
Procurement Officer