



**Question and Answer #1**  
**Department of Information Technology**  
**Computer Aided Dispatch/Records Management Service (CAD/RMS)**  
**Project Personnel Support Services**  
**TORFP # F50B3400051**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced TORFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the TORFP. 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.

**1- Question:** When will the project start?

**RESPONSE:** The project will begin as quickly as possible following the award of this task order.

**2- Question:** How many resources will the project have at the start? I know it says up to 10 but how many initially?

**RESPONSE:** Between 2-5, initially.

**3- Question:** When will the resources start?

**RESPONSE:** Same as question #1, as quickly as possible following the award of this task order.

**4- Question:** Is there an incumbent vendor?

**RESPONSE:** No.

**5- Question:** Will this be re-competed on new Cats Plus contract?

**RESPONSE:** There is the possibility of continuing on CATS Plus.

**6- Question:** After a cursory review of the TORFP we have a couple of questions that we would appreciate if you could answer as soon as possible so we can determine if we can bid on this solicitation. There seems to be a conflict here. If as in Sect. 2.1 above the award will only go to 1 Master contractor then it would seem that in Section 2.5 above Master Contractors would have to bid on all labor categories, not just ones that are approved under the CATS II Contract. For example, if a Master contractor was not awarded a Computer Technician but was awarded every other category of labor the State was looking for in this TORFP it seems to imply that they cannot bid since the award is to go to one vendor. Can you please clarify this? See below the two sections in the TORFP.

- Section 2.1 *Purpose* states, “DoIT is issuing this CATS II TORFP on behalf of the Maryland State Police (MSP) to obtain up to ten (10) resources to support the Computer Aided Dispatch (CAD) and Records Management System (RMS) CAD/RMS project. DoIT will award this task order to one (1) Master Contractor.
- Section 2.5 *Resource Requirements* states, “The Master Contractor shall propose appropriate CATS II Master Contract labor categories to fulfill one or more of the required roles above. Master Contractors may propose only those labor categories for which they are approved under the CATS II Master Contract and for which maximum labor rates were provided.”

**RESPONSE: The State intends to award to a single Master Contractor, and that single Master Contractor must be able to propose to all the labor categories included in the TORFP.**

**7- Question:** I have a question regarding the MBE requirement in Section 1.5 which provides for sub-goals. Can a vendor meet the sub-goal requirements with a single company, e.g. a woman-owned business that is also African American-owned?

**RESPONSE: No. In the above example, the MBE may select either woman-owned business or African American-owned business, but not both.**

8. **Question:** Please let me know which labor category from the CATSII master contract applies to the Computer Technician listed in section 2.6.3 of the CATS II TORFP # F50B3400051?

### 2.6.3 Computer Technician

The Computer Technician shall:

- Develop, manage, maintain and evaluate current state of the art computer hardware, software and software development tools.
- Make recommendations for system improvements that will result in optimal hardware and software use.
- Provide bi-weekly status report on work performed and planned (See Deliverable 2.10.2.1 – Bi-Weekly Status Report).

**RESPONSE:** We do not specify to the Master Contractor the exact labor category to be proposed, this is up to the Master Contractor to decide. We are relying on the Master Contractor to propose the labor category that best fits the requirements of the minimum qualifications to accomplish the scope of work. From the CATS II Master Contract **Section 2.9.1:** *In response to each TORFP/RFR, Master Contractors shall provide personnel that satisfy the personnel qualifications specified for each of the labor categories required under each specific solicitation. In the event that labor categories are not identified in a TORFP, Master Contractors shall provide the appropriate labor categories from those specified in Section 2.10*

9. **Question:** I see that this TORFP is requiring 10 resources but on the rate form I only see room for 6. Can you verify how many people each Master Contractor can submit?

**RESPONSE:** Please review and refer to Section 2.5 “Resource Requirements.” We are seeking to fill six roles but up to 10 total resources.

10. **Question:** Please let me know which labor category from the CATSII master contract applies to the Computer Systems Analyst position listed in section 2.6.5 of the CATS II TORFP # F50B3400051.

**RESPONSE:** See response to Question 8 above.

11. **Question:** Will DoIT please identify the incumbent contractor for this work?

**RESPONSE:** See response to Question 4 above.

12. **Question:** Reference: page 9, 2.6.4, first bullet; Is the 5,200 mile annual estimate the mileage for all five of the specified personnel or for each of the five specified personnel resulting in total annual estimated miles of 26,000?

**RESPONSE:** Not all positions will have equal expectation of travel. The amount of travel required for each position is at the State's discretion, and may fluctuate during the engagement. For example, the Junior and Senior Help Desk positions may be required to travel extensively during training of MSP staff and deployment of the system, but that level of travel will change over the course of the project, at the State's discretion.

13. Regarding Section 3. Proposal Format and Submission Requirements, Section 3.2.1 D) 1) Provide three (3) examples of work assignments/projects that the Master Contractor have completed that were similar in scope to the one defined in this TORFP. Each of the three (3) examples provided shall include a reference complete with the following.....

**Question:** In other TORFPS, and RFR's we have responded to we were able to provide these examples from the candidates (their assignments/projects) and not necessarily our company because it was a time and materials or labor hour contract. Can we do the same here?

**RESPONSE:** No. We are selecting one Master Contractor to provide all of the resources (up to 10) and we wish to evaluate the Master Contractor's experience providing these types of staffing requirements.

14. **Question:** What is the minimum amount of resources we may offer? Do we have to offer all 10 positions at the time of proposal?

**RESPONSE:** Yes, you must offer all 10 positions at the time of proposal.

15. **Question:** Please specify which labor category from the CATSII master contract applies to the Computer Technician listed in section 2.6.3.

**RESPSONE:** See response to Question 8 above.

16. **Question:** Please specify which labor category from the CATSII master contract applies to the Computer Systems Analyst position listed in section 2.6.5.

**RESPONSE:** See response to Question 8 above.

17. **Question:** Please describe what is meant by State Assistance in section E) on page 20.

**RESPONSE:** As stated in Section 3.2.1E, to accomplish the requirements of this scope of work, the State is asking Master Contractors to identify what, if any, participation would the Master Contractor expect from State Personnel.

18. **Question:** Section 4.2 on page 21 says that proposals will be evaluated based on "Master Contractor qualifications and experience in providing project support personnel and Master Contractor process for mitigating poor performance, and as needed, replacing personnel." In what section of our proposal response should we address these areas (e.g., in the technical proposal in section 3.2.1A "Proposed Services" on page 19)?

**RESPONSE: All information listed in the scope should be included in your Technical Proposal, except pricing information which must be submitted in a separate Financial Proposal. Section 3 is a guide to assist in format of the proposal and in making sure all requirements of the TORFP have been addressed.**

19. **Question:** The price proposal template (Attachment 1) on page 22 only has evaluation hours for 6 positions yet the TORFP calls for 10 total resumes in section 2.5. Should contractors add rows to the template to provide pricing for each individual submitted for categories in which more than 1 resource is requested?

**RESPONSE: You may not change the price proposal template. The price sheet is for evaluation purposes only. Although there are up to 10 resources we are seeking to fill six roles.**

20. **Question:** Section 1.3 on page 5 requires submissions of Attachment 8 (NDA Master Contractor) yet Attachment 7 (NDA Offeror) on page 31 says “submit signed document with technical proposal.” Are both Attachments 7 and 8 required with proposal submission?

**RESPONSE: Yes, both Attachments are required submissions.**

21. **Question:** In section 3.2.1 the TORFP states “A detailed discussion of the Master Contractor’s understanding of the work and the Master Contractor’s capabilities, approach and solution to address the requirements outlined in Section 2.” Are we to provide an approach and solution to address each one of the bullets under section 2.1 as to how we will support each task area? Are we to include a management plan and staffing approach?

**RESPONSE: Your technical response should describe how you will address all of the requirements of this TORFP.**

22. **Question:** What is the Labor Category for Computer Technician? For Senior Help Desk Specialist, we see that listed as #45 in CATS II labor categories. We see Junior Help Desk Specialist listed as #46. There isn’t a listing for Computer Technician. Can you specify the labor category?

**RESPONSE: See response to Question 8 above.**

23. **Question:** Is there an incumbent currently providing these service requested in this TORFP? If so what is that company’s name?

**RESPONSE: See response to Question 4 above.**

24. **Question:** Please verify that years of experience can be substituted for a degree for the Senior Help Desk Specialist, Junior Help Desk Specialist, Computer Technician, Computer Systems Analyst, Network Administrator, and Quality Assurance Specialist.



**RESPONSE: Please review section 2.12 of this TORFP.**

**25) Question:** In Section 2.5 Resource Requirements, 10 total positions are identified. However, the Attachment 1 – Price Proposal has no indication of multiple positions for any of the labor categories, therefore appearing to list just 6 positions. **Could you please clarify the number of positions required for this TORFP response?**

**RESPONSE: See response to question #9**

**26) Question:** In Section 2.6.4, the first recurring task listed for each of the Sr. Help Desk Specialist, Jr. Help Desk Specialist, and Computer Technician positions indicates an average estimate of 5,200 travel miles per year. **Could you please clarify if this figure (5,200) is for the 3 positions altogether or if it is for each of the three positions (5,200 x 3).**

**RESPONSE: See response to question #12**

**27) Question:** Upon reviewing the positions listed in the TORFP, we noticed two Computer Technician slots. Since we are only to propose for labor categories that we were awarded on the Master Contract and there is not a Computer Technician category on the Master, which labor category would you like us to use for these candidates?

**RESPONSE: Refer to response to question #8.**

**28) Question:** Please confirm that the qualifications listed in the TORFP would override those on the original labor category if they are different.

**RESPONSE: This question is not clear as posed. The labor category qualifications in both the master contract and the TORFP must be satisfied.**



**Question and Answer #2**  
**Department of Information Technology**  
**Computer Aided Dispatch/Records Management Service (CAD/RMS) Project**  
**Personnel Support Services**  
**TORFP # F50B3400051**

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**29. Follow on Question to #12 previously answered:** If possible, we would like a more definitive answer to the mileage issue. Since we would have to pay for our technicians travel, even at a modest fifty cents a mile, this would add \$2,600 for one technician or \$13,000 for five. Our question is simply how many miles should we budget annually, 5,200, 10,400, 26,000?

**RESPONSE:** We expect that resources will travel more at the beginning of the engagement and that the level of travel will decrease over time. It is also the State's expectation that not all resources included in the TORFP will travel; for example, the help desk and network resources will travel (more at the beginning of the engagement, decreasing over time), but we do not anticipate the Quality Assurance Specialists and Systems Analyst resources traveling.

**30. Question:** Does the State require six resumes, one for each role, or ten resumes, one for each position? (I know in the Q&A a lot of folks asked about six positions or ten positions. We knew it was ten but we were planning to send only six resumes. As a result of the response to Q19, we have this question. Reference: Page 8-9, section 2.5)

**RESPONSE:** 10 - One for each position, because MSP may hire multiple help desk resources first.

**31. Question:** What is the expectation at the time of expiration of the resultant TOA (5/31/14)?

**RESPONSE:** Because this is a Task Order off of the CATS II Master Contract, the expiration date can be no later than 5/31/14.

**32. Question** Does MSP anticipate retaining the resources beyond that date?

**RESPONSE:** Unknown at this time.



**33. Question:** Why is a labor category that is not on the CATS II master contract named in this TORFP?

**RESPONSE:** This position (labor category) has been revised. Please read Amendment #1

**34. Question:** If a company submits a proposal are they also able to be a teammate on another teams proposal? (i.e.- Prime one proposal and then be a sub on another?)

**RESPONSE:** The state cannot dictate to a master contractor whom they choose to use as a subcontractor or partner with on any TORFP.

**35. Question:** Because there is quite a bit of travel projected over the life of the contract is it possible to bill the State separately for mileage based on the state or federal government rate? If we include it in the hourly rate we would be guessing how much and who to add the dollars to which would not be a fair comparison of hourly rates from one vendor to another. Because the travel would be the same for whomever is awarded the contract and I assume the per mile compensation rate is going to be set by the state I would think that would not factor into the cost evaluation.

**RESPONSE:** See response to question #29. As stated in the Master Contract and in the TORFP all CATS II labor rates are to be fully loaded hourly rates.

**36. Question:** 3.2.1 D) Master Contractor and Subcontractor Experience and Capabilities

- 1) Asks for 3 examples of work assignments/projects that the "Master Contractor" has completed. Shouldn't it read that the Master Contractor or subcontractor which would be similar to the section heading and since we have been asked to use subcontractors it would seem that their experiences would also be relevant. Please clarify?

**RESPONSE:** You may if you choose to do so, provide examples for the subcontractors, as well as, the Master Contractor.