



**Maryland Department of Transportation
Motor Vehicle Administration (MVA)
CATSII Task Order J00B9200046
Help Desk
Addendum #2**

August 4, 2011

To all bidders of the CATS II Task Order – J00B9200046

This Addendum is being issued to amend and clarify certain information contained in the above named TORFP. All information contained herein is binding on all offerors who respond to this TORFP. The following changes/additions are listed below.

To all bidders of the CATS II TORFP – J00B9200046

Please note:

THE BID DUE DATE/TIME IS:

August 9, 2011 – 2:00 PM

Bids will not be accepted after the stated bid due date/time. Please be sure to allow sufficient time for delivery of your offer. All bids must be submitted to: bryer@mdot.state.md.us. Bids submitted in hard copy will not be accepted.

Pre Proposal Minutes Attached

Questions & Responses Attached

Sign In Sheets Attached





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PRE-PROPOSAL MINUTES

OPEN TEXT LIVELINK

CATS II TORFP-J01B9200046

QUESTIONS/RESPONSES

1. Is there an incumbent? If yes, how many resources are currently staffed under this contract and in what labor categories?

Yes, there are 3 resources and they are all classified as "Jr Helpdesk Specialist".

2. How does the availability of parts affect the 24-hour resolution timeframe?

Hardware warranties are Next Business Day. Technicians will not be held accountable for missing the 24 hour SLA if they did not receive the replacement parts in time. To reduce the amount of time a user is down, the technician should replace the defective item using stock on hand and bring the broken PC, monitor, or printer back to the office for the vendor to fix or replace.

3. Do the break/fix requests encompass both in and out of warranty support? If yes, who coordinates in-warranty support with the manufacturer?

Break/fix requests do encompass hardware that's in and out of warranty. An MVA employee in the PC Support group is responsible for coordinating the in-warranty support with the appropriate vendors.

4. The SLA identifies response time once a ticket has been assigned. Does this mean that the contracted resources will only be working break/fix requests or service requests they are assigned and not participating in the initial recording/input of the ticket?

While the MDOT Helpdesk records a majority of the break/fix or service request tickets, there may be times when a customer contacts the contracted resource directly and they will be required to "open" a ticket directly. We try to minimize these occurrences by asking the customer to contact the MDOT helpdesk.

5. Is it the intention of the proposal for all resources to be in one labor category? If not, how should the experience requirements under Section 2.8 be broken out?

Yes, all resources are expected to be in one labor category with the minimum requirements noted in the RFP.

6. Is LANDesk experience a mandatory requirement or may other system management solutions be substituted (i.e. SCCM, Altiris, Dameware)?





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The TO Manager will permit the substitution of other system management solutions as experience since the use of LANdesk is not a primary task of the work group.

7. In section 2.6.2, Service Level Agreement, what is the definition of Resolved? Assuming that at times contractor personnel will take first-line support calls and dispatch a contractor (outside of this contract) covering the specified equipment, is the resolution time equal to the dispatch time for our purposes?

If the ticket is created by the MDOT Helpdesk, the SLA clock starts when the ticket is assigned to the PC Support group and stops when the technician successfully completes (“resolves”) the task defined in the ticket. If the PC Support technician creates the ticket, the SLA clock starts at the time the ticket is created.

8. Does the MVA currently have out-of-warranty servers that are not covered under a support contract with a vendor that will be serviced by contractor personnel on this contract?

Yes.

9. In section 2.8, are all minimum requirements “mandatory” for every resource or are substitutions allowed? Substitute experience may be considered on an application-to-application basis depending on the frequency of use by the PC Support Group. Specifically the following:
 - o Maximo Service Desk: Can we substitute other service desk software experience i.e. Remedy? Maximo is used by the PC Support group on a daily basis for tracking helpdesk tickets and inventory. No substitute experience will be permitted for this application.
 - o Laptops: Is it required that every resource has both HP and Panasonic laptop installation and troubleshooting experience? Since the MVA uses three laptop manufacturers (Dell is being replaced by HP), it is preferable that all resources have experience on multiple hardware platforms.
 - o NetID: How is this used in the current environment and what kind of support is expected? NetID is used to document IP address assignments within the domain. Technicians will be using NetID to look-up, add, remove, troubleshoot issues with IP addresses.
 - o Cisco VPN: What type of support is expected by contractor personnel? Client side and/or server side? If just client-side, can we substitute VPN experience with other technologies outside of Cisco? VPN support will primarily be on the client side. Because of the complex applications that are being developed for use with VPN access, it is preferable that the technicians have experience specifically with the Cisco product.
 - o Firewalls: What firewalls will be maintained by the contractor personnel? Technicians under this Task Order will not be required to maintain firewalls; however, they must be able to troubleshoot connectivity issues caused by the firewall.
10. Do the proposed candidates have to have all 35+ things on the Minimum qualifications list? If they are missing a couple is it worth still sending them? It's going to be difficult to find someone with all this software/hardware experience unless they are the incumbent.

Substitute experience may be considered on an application-to-application basis depending on the frequency of use by the PC Support Group.



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11. In section 3.2.1 E.: Is the state referring to the personnel proposed or to the Master Contractor? If it is the personnel proposed, if the candidate has been with less than three firms within the last five years, do they qualify?

As stated in Section 3.2.1.E.1, each of the proposed personnel must provide three examples of previous work assignments similar in scope to this Task Order. The work assignments do not need to be in three different organizations.

12. If a candidate has three years of experience in a specific technology, but some of that three years was for a period that was more than five years ago, does that experience count?

The candidate's experience must be within the immediate past five years to qualify.

13. Would the State consider a vendor provided and paid for training plan for a specific technology if the candidate does not have the full three years of experience in one or two specific technologies or the experience was not within the last five years?

The MVA is looking for experienced candidates in the areas identified in the TORFP. Substitute experience may be considered on an application-to-application basis depending on the frequency of use by the PC Support Group.

14. Do you want resumes in addition to attachment 5?

Resumes for each candidate should be provided in addition to the information requested in Attachment 5.

