



**Maryland Department of Transportation
Office of Procurement
CATSII Task Order J02B2400008
Highway Information Services Division (HISD) Maintenance, Operations and
Support**

Addendum #2

October 23, 2012

To all bidders of the CATS II Task Order J02B2400008

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. Specific parts of the TORFP have been amended.

SEE ATTACHED:

Pre-proposal minutes

Questions and answers

End of Addendum #2





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Pre-proposal Minutes

The Procurement Officer, Joy Abrams, welcomed everyone to the Pre-proposal meeting for the CATS II Task Order- **J02B2400008** for **Highway Information Services Division (HISD) Maintenance, Operation and Support.**

Everyone was reminded to sign the attendance sheet check the appropriate column indicating whether or not they are a MBE certified firm as well as a Veteran Owned Firms

In attendance today was Bryan Walker, MDOT Procurement, Erica Carte, OOP Executive Assistant, Carl Stein-MDOT IT, Nithya Jakaumar, SHA, and Jerry Einolf, SHA.

The following reminders and areas of interest were reviewed by Joy Abrams:

- The main purpose of this pre-proposal meeting is to explain the procurement requirements, answer questions, address concerns, provide clarification to the scope of work and provide offerors with instructions pertaining to the solicitation.
- The Technical & Financial Proposals are due no later than **Wednesday November 7, 2012 by 2:00 pm** **(THIS IS THE NEW BID DUE DATE PER ADDENDUM #1)**. As per section 1.3 Offers received after the stated date and time shall not be accepted.
- MDOT encourages MBE firms to participate in this solicitation. This project has a **0%** DBE/MBE goal.
- Any MBE firms in attendance today? Invited MBE firms to stay after and network. There were 13MBE firms in attendance and 0 Veteran Owned firms.
- Master Contractors were provided with the Veteran Owned program website (Vetbiz.gov) to look for partnering opportunities with veteran owned business.
- PLEASE BE SURE TO SEND YOUR RESPONSES EARLY ENOUGH TO ALLOW SUFFICIENT TIME FOR THE EMAILS TO ARRIVE TIMELY.
- It is the Offeror's responsibility to ensure that their offer has been received and should get an email response with "Received" only confirming receipt of their offer. If you do not, you must call and confirm receipt.
- Offerors will have the opportunity to submit additional questions in writing; written questions must be submitted by email to the Procurement Officer only. The deadline for submission of written questions is **Wednesday, October 3, 2012 by 12:00 PM**
- Pre-proposal minutes, sign in sheet and all questions and responses will be published as an amendment and become part of this solicitation and may be published as soon as possible.
- Other friendly reminders:





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- Please follow the directions with regard to submission of your Task Order Proposal. Offers must be submitted electronically to the Procurement Officer, Joy Abrams; hard copies shall not be accepted.
- Changes to the scope of work or any response requirements will be published as an amendment and supersede the original published documents per COMAR 21.05.02.07.
- Only information communicated by the Procurement officer in writing shall be the official position of the MDOT. The MDOT assumes no responsibility for information communicated by any other source
- Section 1.3 Proposal Submissions-
 - Submit all required attachments.
 - Late bids will not be accepted.
 - Proposals must be submitted electronically as 2 separate attachments in MS Word Formal
 - PDF documents will be accepted for those documents requiring signatures
 - Email subject lines must have the TORFP # and name(s) of attachments
 - Technical must say technical in subject line; Financial as well
 - Also, you may want to indicate number of emails, example: 1 of 5, 2 of 5, etc
 - You are required to provide the name/number of your point of contact to set up interviews

Section 3.2 FORMAT

- The TO Proposal should provide all the information requested in this section.
- Submit your offer in the sequence listed in this section as this will help to ensure that you have submitted all requested information as well as assist the evaluation team to determine that all information has been received.

Section 4.1 Evaluation Criteria

- Review this section as it provides the evaluation criteria for the TO Proposal.
- The State will award the TOA to the contractor offering the most advantageous offer consider both the technical and financial submissions.
- **SHARPEN YOUR PENCILS**

Attachment 5 Labor Classification

- Must include labor category
- Work experience must include month and year (1/2008-1/2010)
- Please be sure to update company information as necessary. (ie. MBE, SBR, address, point of contact and especially point of contact) the DoIT.
- MDOT Procurement does not have the capability of updating DoIT's master contractor's information
- Any questions or concerns should be directed to ITPO.DoIT@maryland.gov





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Are there any more questions? This pre proposal is officially ended. Thank you all for coming and good luck.



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Questions and Answers:

- 1) Q. In effect you are saying 40 hours maximum, can there be less than 40 hours? Will any of the resources work less than 40 hours?
A. Yes we will let you know before the time of award. Not all developers will work 40 hours per week.
- 2) Q. Will it be less than 40 hours a week during holiday and furlough days?
A. See section 2.5, will be less than 40 hours a week due to furlough days and state holidays
- 3) Q. Is there just going to be one point of contact?
A. They will be reporting to the project manager.
- 4) Q. Can we submit more than one resume for a resource?
A. Since we ask for 6 resources, the most you can submit is 6 resumes
- 5) Q. Are interviews going to be face to face?
A. We prefer on site, face to face interviews.
- 6) Q. In the technical proposal are you reviewing the proposed resource or the company?
A. See section 4.2, Both the company and the proposed personnel will be evaluated.
- 7) Q. Do all resources need to be on site?
A. Yes all resources will be located on site.
- 8) Q. Will there be group interviews?
A. No each proposed resources will be interviewed separately.
- 9) Q. When does the current contract expire?
A. Current A & E Contract expires on February 28, 2013.
- 10) Q. Are you going to wait for the current contract to end before you start this contract?
A. No, we will start this contract as soon as possible. They will run concurrently.
- 11) Q. Are you just looking for bodies or solutions?
A. We are looking for both. Basically looking for bodies, but if you have a solution we are interested in that as well.
- 12) Q. Is there any flexibility in years of experience? How did you come up with how many years of experience are required?
A. HISD arrived at the number of years based on what we feel is needed by the resources in order to perform the tasks we will be giving them. The number of years we have for each category is the number of years we believe will be required by the resources in order to have the knowledge to





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perform various operations that will be needed to manage and maintain our architecture, and to manage and maintain our applications.

13) Q. Will there be forms that need to be submitted if you are submitting MBE / DBE participation?

A. Yes, contact Joy and she will send you the forms.

14) Q. If you are submitting DBE participation, are there going to be subgoals?

A. No sub goals if you are offering DBE Participation.

15) Q. Under section 3.2.1 lettering, are the lettering supposed to be f. g. h. instead of a.b.c.?

A. This does appear to be an error. However, I cannot alter the template from DoIT. Please reference the Section(s) and lettering in your response as they appear in the solicitation.

16. Q: Are phone interviews okay?

A: We prefer on-site interviews.

Q: Are Skype interviews okay?

A: This can be addressed on a case-by-case basis. The preference is for a face to face interview.

17. Q: Do you have information on the volume of calls and trouble tickets per month?

A: SHA can provide that information should you require it in order to respond to this solicitation.

In July we had about 60, August 55 and in September we had 54 trouble tickets. So in average we detail with 56 requests per month.

18. Q: How many positions have all 6 resources filled?

A: All 6 are filled under the current contract.

19. Q: Is one (1) company providing all six (6) resources?

A: Multiple companies are providing the resource and they are qualified CATS II contractors.

20. Q: Will one (1) company be awarded the position for all three developers?

A: We can mix and match. It may be one company, or it could be multiple companies. This project may be awarded to up to four (4) Master Contractors and we will choose the best resource from any of those Master Contractors.

21. Q: When is the start date?

A: It depends on the number of responses received and the number of interviews. The more responses and interviews, the longer the process will take.





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22. Q: When will the new contract be staffed?
A: Staffing will start as soon as the contract is received. We will not wait for the current contract to expire.
23. Q: Do all resources report to the same Project Manager even if they are from different companies?
A: Yes. All report to the same Project Manager
24. Q: Is the expectation for all resources to be 100% on-site?
A: Yes
25. Q: Are part-time resources expected to be on-site too?
A: Yes. Part-time schedules will be set for 6 months as well.
26. Q: Can you tell us if there is an incumbent on this and if so, can they bid on this effort?
A: Yes there are incumbents and yes they can bid on this effort.
27. Q: How many of these six are existing positions vs. new requirements?
A: All six are existing positions.
28. Q: How long has/have incumbent vendor(s) been providing these resources?
A: Four of the resources have been working over 8 years, two resources have been working for HISD over 5 years with us.
29. Q: Is SHA satisfied with their performance?
A: We cannot answer this question.
30. Q: Why are existing positions being re-bid at this time?
A: Since we have the resources through A&E Contract and we need to transition to CATS contracts.
31. Q: Can SHA recommend which CATS II labor categories should be used for each position?





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A: No. Master Contractors must propose those resources that would be the best fit for the requirements in the Scope of Work.

32. Q: How often is Contractor resources expected to work more than 40 hours per week or beyond normal M-F 8am-5pm hours?

A: In 95% of times we will know about the work that has to be performed during the non-regular hours we will make sure that the times are adjusted beforehand. HISD anticipates working beyond normal hours only occasionally. We do not anticipate more than two incidents in a year but there is always a chance that it may be more than that.

33. Q: Do we have the ability to propose both HISD Maintenance and Operations and Support, as well as Help Desk Services combined as a bundled offer? This could yield greater efficiency and cost benefits to the State.

A: We require six (6) resources for this project. Please submit those resources that you feel are the most qualified resources to perform the duty outlines in the Scope of Work.

34. Q: Which positions/work is/are expected to be performed on-site vs. off-site? Key Information Summary Sheet lists SHA, 707 North Calvert Street, Baltimore, MD 21202 as Primary Place of Performance. Section 2.6 says currently these tasks are being supported by a combination of on-site and off-site consultants. Section 3.2.1.second A) 1) asks us to identify Master Contractor's facilities, including address, from which any work will be performed. Please clarify SHA's requirements or expectations regarding work location.

A: The primary work place is 707 North Calvert Street, Baltimore, MD 21202. Occasionally the person responsible for our servers will have to go to 1 Orchard Drive at Glen Burnie MD.

35. Q: Section 1.3 says "The TO Proposal is to be submitted via e-mail as two attachments in MS Word format". Attachment 1 – Price Proposal says "submit as a .PDF file with the Financial Response". Should the .PDF file be inserted as an object in the Word document?

A: Attachment 1 cannot be submitted with the Technical Proposal. You may either include it in your Financial Proposal or as a separate PDF file attachment labeled accordingly.

36. Q: Section 3.2.1 Technical Proposal. The lettering and numbering sequence is confusing. It appears section E) Professional Development Plan was inserted in the middle of section D) Master Contractor and Subcontractor Experience and Capabilities. Should subheading 2) State of Maryland Experience be moved under section D) Master Contractor and Subcontractor Experience and Capabilities, followed by section E) Professional Development Plan? After section E) 2) g) the





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sequence goes back to A) Proposed Facility, B) State Assistance and C) Confidentiality. Should these be re-lettered as F), G) and H) respectively?

A: Please see response to #15

37. Q: The Price Proposal requires Attachment 1 as part of the MS Word Proposal, yet Section 1.3 wants Attachment 1 as a PDF. Do you want Attachment 1 twice?

A: Please see response to # 35.

38. Q: In the pre-proposal conference, the State informed that there are currently six (6) resources from different companies that are providing support for similar services. It was also mentioned that the ongoing contract was awarded under a different procurement vehicle (not CATS). Can the State to provide the following information?

- Name of all Contractors providing such support
- Number and type of resources provided by each Contractor
- Contract Award Amount for each Contractor
- Contract Award Date

A: We use A&E contracts our master vendors who provide these services currently

JMT 08-01C, 1 contract, GIS Services, 5 million dollars, BPW date: 03/18/2009
WBCM 08-01A, 1 contract, GIS Services, 5 million dollars, BPW date: 03/18/2009

39. Q: The Key Information Sheet lists the last date for Questions as Wednesday, October 3, 2012. It was also indicated that the answers to questions will be provided after the questions due date. Will the State allow for follow-up questions by extending the questions due date – perhaps within five days after the answers to the initial questions are released?

A: Only if those questions require a material change to the Scope of Work.

40. Q: In the pre-proposal conference, the State informed that of the six (6) resources required, five (5) will be full-time – i.e., 40 Hours per week, subject to terms in Section 2.5 of the TORFP and one (1) resource will be part time – i.e., less than 40 hours per week. Can the State clarify the following:

- One (1) of the three (3) “Developer” resources will be part time – is this understanding correct?
- Can the State provide an approximate involvement in terms of hours per week for this part-time resource? (e.g., 32 Hours per week or 24 Hours per week ...)





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A: HISD anticipates that two of the developers will be part time. We hope to have them work for us 15-20 hours per week. We will let the Master contractor know about the hours we want every six months. Also if any of the situation changes we may want all three developers working 40 hours per week for HISD.

41. Q: Section 2.10.1 “Required Minimum Qualifications” of the TORFP, states that the “Project Manager” should have “Professional certification in either Geographic Information Systems or Relational Database” and “possess expertise in ... American Association of State Highway and Transportation Officials (AASHTO)”. Both these requirements for the Project Manager resource appear restrictive. Will the State remove the above stated requirements?

A: for Project manager HISD is willing to **wave** the AASHTO requirement, but we still want the project manger to have either GIS or Relational Database certifications.

42. Q: It was also stated in the pre-proposal conference that all resources will be required to be on-site once the contract award is made, notwithstanding the fact that some of the resources are currently providing services off-site. Is this understanding correct? Will the State provide any flexibility in this area?

A: We wish our resources to be on-site, and if the resource is working only part time for us that we expect them to be at our offices during those hours.

43. Q: As stated in the TORFP and also mentioned in the pre-proposal conference the award may be made to more than one Contractor (up to 4 contractors). In addition it was stated that a contractor can submit only a maximum of six (6) resumes. It is our understanding that a contractor can submit *less than six (6) resumes*. Is this understanding correct?

A: SHA requires 6 resources for this TORFP as indicated in Addendum #1

44. Q: What are the education requirements for the positions being filled (see section 2.10)?

A: It depends on what labor category the vendors propose. Please refer back to the CATS II Master Contract for all labor category educational requirements.

45. Q: Can the Technical and Financial be submitted as PDFs as well, or will the client only accept them in MS Word?

A: Either way as long as they are separate and titled as such.

46. Q: Attachments 1 & 4 are to be submitted as PDFs per Section 1.3, yet they are needed in the Financial and Technical Sections, respectively. Are the forms to be submitted twice (once in each





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volume and once in the PDFs) or just once? If only once, then in which document would the client like the attachments seen?

A: Attachments 1 & 4 do not need to be submitted twice. They should be submitted as PDF's as stated in Section 1.3. Attachment 1 cannot be submitted with the Technical Proposal.

47. Q: What types of certifications should go in the Attachments Section?

A: any certification such as MSCE, VMWare , PMI should be included .

48. Q: While the client has the right to award the Task Order to multiple Master Contractor(s), would including an organization / team structure chart be permitted in our Executive Summary?

A: Yes.

49. Q: Upon reviewing the TORFP, we would like to know whether we need to submit for all six labor categories or whether we can submit for some of the labor categories and not the others.

A: Each Master Contractor must submit all six resources

50. Q: In Section 4.3 Selection Procedures, Item C states, "Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed." Will the ranking be based solely on the total cost of the proposal or will consideration be given to the number of resources provided in the response?

A: All Master Contractors must submit all 6 resources. Please see Section 4.3, D, regarding selection procedures.

51. Q: Is an employee able to commit to multiple teams? If the same resource is provided on multiple teams and this resource is selected based on qualifications / interview results, will the cost for this specific resource be the determining factor in which Master Contractor is selected to provide the resources' services?

A: A resource may be proposed by more than one Master Contractor. Please see Section 4.2 for the "Technical Proposal Evaluation Criteria".

52. Q: Is it acceptable to propose a Developer resource that works partially onsite and partially offsite performing services via a VPN connection?

A: HISD wants on-site resources.





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53. Q: Do we have to submit a total of 6 candidates or can we submit fewer?

A: Master Contractors must submit 6 candidates as indicated in Addendum #1.

54. Q: Can we submit any combination of people - i.e. all developers or 5 developers and 1 PM, etc.

A: Please submit the resources that you feel is the best fit for this project.

55. Q: Under Section 3.2.1 Technical Proposal, the numbering system shows D) Master Contractor & Sub Experience & Capabilities followed by E) Professional Development Plan with sub-item 2) State of Maryland Experience. Numbering continues to show A) Proposed Facility, B) State Assistance, and C) Confidentiality. It would appear that numbering should be as follows:

- D) Master Contractor Experience
 - 1. 3 Examples
 - 2. State of MD Experience
- E) Professional Development Plan
- F) Proposed Facility
- G) State Assistance
- H) Confidentiality

Can you confirm the correct format numbering for the technical submission?

A: Please see response to #15

56. Q: Would you please provide a list of all individuals and the companies they represent that are currently providing these technical support services?

A: Please see response to # 38.

**Page # /
Section**

Question

4 / KISS

57. Q: The cut-off for questions is noon on Oct. 3. However, if an answer to a question prompts another question, will we be permitted to submit that follow-on question?

A: See response to #39





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Section 1.3 says a signed Attachment 4 must be submitted with the proposal, but Attachment 4 says “SIGNATURE REQUIRED AT THE TIME OF THE INTERVIEW.” Please clarify – are signatures required with the proposal or at the interview?

A: At the time of the interview.

9 / 2.5 58. Q: 2nd bullet states “The TO Contractor’s assigned personnel may work 40 hours per week or less.” What would be the minimum number of hours per week? How does HISD anticipate scheduling the personnel hours?

A: see question 40

9 / 2.5 59. Q: 7th bullet states “In addition to the Service Reduction Days and Furlough Days, the TO Contractor may also be requested to restrict the number of hours the TO Contractor Personnel can work within a given period of time that may result in less than an eight hour day or less than a 40 hour work week.” How much advance notice will HISD provide to the TO Contractor? Also, since there are three Developer positions, will the available hours be split equally among the resources?

A: HISD will try to give as much as notice or as soon as HISD finds out.

9 / 2.6 60. Q: Who are the firms who are currently providing the on-site and off-site consultant services to HISD?

A: Our Primes are JMT, WBCM.

14 / 2.7.4 61. Q: What is the location for “on-site response?” May we assume that it is at HISD in Baltimore, or will there be times when it would be at other SHA locations throughout the state?

A: our servers are also located in Glen Burnie and will require server support resource to be able to go there when required. Other resources will be reporting to 707 N Calvert Street, Baltimore.

15-18 / 62. Q: Would HISD consider measuring due dates in business days instead





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2.8.1 of calendar days, especially for those deliverables which are due in three (3) days or less?

A: yes.

18-19 / 2.9 63. Q: The policies, guidelines and methodologies found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> also include the State of Maryland Information Technology Non-Visual Access Standards – are these applicable to this assignment?

A: yes

20-21 / 2.10.2 64. Q: Are the Desired Qualifications listed in order of HISD’s priorities? If not, could HISD identify which ones they deem most important?

A: All desired qualifications are equally important.

25 / 4.3 B) 65. Q: Regarding interviews, will HISD allow initial interviews to be conducted via phone since a proposed resource may currently be working at another location?

A: face to face is prepared but if that is not possible we may do phone interviews. This determination will be based on a case by case basis.

20/2.10.2 66. Q: Would the Project Manager (PM) perform only PM-type duties or would he/she be expected also to be hands-on with some of the technical maintenance / development tasks?

A: PM will perform PM duties and may require to perform additional duties such as business analysis, documentation.

20/2.10.2 67. Q: Although the Project Manager (PM) is required to have professional certification in either Geographic Information Systems or Relational Database, the proposed tasks for the PM do not seem to warrant a certification. Could HISD elaborate on the tasks for the PM and how the certification(s) might be utilized?

A: Since HISD relies heavily on GIS and uses RDBMs we feel that this knowledge is crucial for the PM to work on our projects. Also in the desired qualification we do say that it would be desirable for PM to have PMI





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certification.

68. Q: Section 2.5, second bullet states “The TO Contractor’s assigned personnel may work 40 hours per week or less.” At the pre-proposal conference SHA indicated that one of the developers would work less than 40 hours per week.

- What is the anticipated number of hours that the part-time developer will be expected to work?
- Will the schedule of the part time developer remain the same throughout the life of the contract or will SHA dynamically adjust the hours on a periodic (weekly or monthly) basis?
- If the schedule of the part time developer changes, how much notice will be given to the Contractor?

A: the number of hours will depend on what projects are going to be done for the next 6 months. The schedule will be decided every 6 months.

69. Q: Section 3.2.1.D.1 requires vendors to submit “up to three examples, within the last 3 years” for similar work that has been completed.

- Is it required that each of the references include work in all 4 areas (server support, end-user support, development and project management) or can each of the 3 references demonstrate similar work performed in one or two areas?

A: HISD need references demonstrating similar work performed in all four areas; the three references together should demonstrate that the vendor has performed similar work in all four areas.

70. Q: Table 2.8.1 Deliverable Descriptions / Acceptance Criteria: The column for Due Date/Frequency

- Deliverable 2.8.2.6: The due date as stated is “3 Calendar Days”. Please clarify what this due date means.

Deliverable 2.8.2.7: The due date as stated is “5 Calendar Days”. Please clarify what this due date means.

A: If documenting is applicable then at the request by the TO Manger the





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document has to be handed in within 3 Calendar Days for 2.8.2.6 and 5
Calendar days from 2.8.3.7

END OF ADDENDUM #2

