

Maryland Department of the Environment  
Office of Information Management and Technology  
TEMPO Maintenance and Support  
CATS+ TORFP BPO#U00B4400006

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We had the following questions for the referenced TORFP:

- Can MDE provide a Word Version of the TORFP? This will enable the contractors to easily copy and paste the required Attachments that need to be submitted.

**MDE Response: Yes, the attachments will be provided.**

- Who is the current contractor providing support and maintenance on TEMPO?

**MDE Response: The current contractor is CGI Technologies.**

- Are they eligible to bid on this TORFP?

**MDE Response: CGI will not be bidding on this TORFP.**

- Is there historical data for effort, size, ticket resolution time and Priority Levels available on monthly/quarterly/annual basis for TEMPO Application Support?

**MDE Response: There is no historical data available. The TEMPO application is very stable and does not generate that many support calls.**

- How many Priority 1, Priority 2, Priority 3 tickets are logged for the TEMPO application on monthly/quarterly/annual basis?

**MDE Response: No data is available.**

- What is the % complexity (Low, Medium, High) of the tickets on monthly/quarterly/annual basis for the TEMPO Application?

**MDE Response: No data is available.**

- Is there historical data for effort, size, tickets resolution time and Priority Levels available on monthly/quarterly/annual basis for IBI WebFOCUS Reporting Tool?

**MDE Response: There is no historical data available. MDE rarely has support calls related to IBI WebFOCUS.**

- How many Priority 1, Priority 2, Priority 3 tickets are logged for the IBI WebFOCUS Reporting Tool on monthly\quarterly\annual basis?

**MDE Response: No data is available. MDE rarely has support calls related to IBI WebFOCUS.**

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- What is the % complexity (Low, Medium, High) of the tickets on monthly/quarterly/annual basis for the IBI WebFOCUS Reporting Tool?

**MDE Response: No data is available. MDE rarely has support calls related to IBI WebFOCUS.**

- The hours budgeted for various Tasks under a Time & Material (T&M) basis, as stated in Attachment 1B of the TORFP, are 800 Hours broken down as Baseline Operations and Maintenance Support: 100 Hours per year; TEMPO Application Maintenance and Support: 700 Hours per year. Can MDE provide any information on the usage trends for the T&M Tasks as this will greatly help the Contractor get an idea of what to expect in terms of workload on a weekly/monthly basis for the personnel deployed? Specifically,
  - Can MDE provide a guide (based on historical trends or otherwise) for utilization of the hours on a weekly/monthly basis for each of the above two T&M Tasks?

**MDE Response: No data is available.**

- In other words, is it more likely that the 800 hours in total are evenly spread across a 12 month period or there is no predictability?

**MDE Response: There is no predictability.**

- Attachment 1C of the TORFP requests and hourly labor rate for different labor categories for the Base Year and the two Option Years. We understand that this is for Optional Tasks/Assignments through a Work Order process on a as needed basis. In order to facilitate adequate staffing for such Optional Tasks/Assignments, we had the following questions:

- Can MDE provide, based on historical data, the number of hours that were utilized for such Optional Tasks/Assignments for each of the past three (3) years?

**MDE Response: No data is available.**

- Moving forward (from award), can MDE provide an estimate of the level of effort (number of hours) that it expects under Optional Tasks/Assignments for each of Base Year, Option Year 1 and Option Year 2.

**MDE Response: There is no predictability regarding the estimated LOE.**

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- While we have seen an Amended/Revised TORFP issued after the pre-proposal conference, we have not seen any Question & Answer document issued. Considering the answers to questions that may have been asked till date (including the ones submitted in this communication) will not be available until next week – which is the Thanksgiving week, we request an extension in the due date of the proposal (currently due on December 2, 2013), by one week at least. Will MDE grant this request?

**MDE Response: MDE will grant a one (1) week extension on the submission of the proposals. The new proposal due date is December 9, 2013 at 2pm local time.**