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Q&A #1
CATS+ TORFP
PROJECT NO. D38B7400016
March 31, 2017

Ladies/Gentlemen:

This list of Questions and Answers Set #1, questions #1 through #14 is being issued to respond to questions that were received regarding the aforementioned TORFP through 12:00 pm on March 31, 2017. The statements and interpretations of contract requirements, which are stated in the following questions from potential Offerors, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

1. What is the total budget limitation of this TORFP?
   ANSWER: SBE cannot share budget information including budget limits relating to this TORFP.

2. Please share the details of the incumbent or vendor currently providing the same services.
   ANSWER: There is no incumbent for this TORFP or vendor currently under contract with SBE providing the same services.

3. What part/how much of the work can be performed remotely?
   ANSWER: Approximately 75% of the work can be performed remotely during "non-peak" periods. During "peak periods" approximately 50% of the work could be performed remotely.

4. If there is an interview, can "out-station" candidates attend the same by phone/skype?
   ANSWER: Yes.

5. Do you have any specific instructions to password protect the financial proposal?
   ANSWER: Please refer to the TORFP section 4.2.1. for the detailed instructions.

6. Can you please clarify the below sections? Do we need to procure/pay for software/hardware/workspace?

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3.6.4 REQUIREMENTS FOR HARDWARE, SOFTWARE, AND MATERIALS
The TO Contractor shall be required to procure any and all necessary hardware, software, or materials to perform the contract at its cost. If any of the TO Contractor's necessary hardware, software, or materials to perform the contract is damaged, out of date or inoperable during the life of the contract, the costs to update or procure software or hardware is the responsibility of the TO Contractor and not SBE.

3.7.4 WORK SPACE, WORKSTATIONS, NETWORK CONNECTIVITY AND SOFTWARE
The TO Contractor will provide all necessary network connectivity and required workstation hardware/software to complete the requirements of this Task Order. At minimum, a home office space is required, however, SBE will provide temporary office space at SBE's office in Annapolis when on-site support is requested by SBE.

ANSWER:
Regarding 3.6.4: This section requires the TO Contractor to procure all software and hardware required for its development environment. SBE's equipment is for the Agency's production and disaster recovery environments. If the hardware that the TO Contractor is required to procure for the development environment is damaged, the TO Contractor will be responsible for replacing it. The software list is as follows:

- Microsoft Windows Server 2008 R2 is the server operating system
- Oracle 11g Release 2 (11.2.04) is the database platform
- Visual Basic 6 is the development tool for all of EMS
- Crystal Reports 8.5 is currently used for report preparation
- InstallShield 11 is used to prepare distribution packages
- True DB Grid 2002 is used in the Ballot system
- Microsoft Office (Word and Excel specifically)
- VMWare - 1 virtual machine for ElectionWare, 1 for the database, 1 for development, maybe others.
- Examdiff Pro - used to compare files

Regarding 3.7.4: This section requires the TO Contractor to have access to the internet. There will be times when remote connectivity to SBE's network will be required. The TO Contractor can work remotely; however, when required to be on-site, SBE will provide work space only. SBE will not provide workstations or software. The TO Contractor will need to supply their own laptops.

7. Is the State requesting full time employees?
ANSWER: Yes, the positions are full time, 40 hours per week.

8. How many candidates can we submit?
ANSWER: One candidate per position.

9. What is the weightage for the evaluation criteria?
   ANSWER: Please refer to section 5.2 of the TORFP. The evaluation criteria are listed in order of importance, however SBE will not be assigning a weight to each

criteria. The evaluation committee will make ranking decisions based on ranking the proposals received 1, 2, 3, etc. for each evaluation criteria and make the final technical evaluation ranking based on how each proposal met the requirements as a whole, as opposed to a point system. This is pursuant to the recommendations of the State of Maryland Senior Procurement Advisory Group.

10. Are all personnel required to be current employees of the Contractor or can they become employees later?
ANSWER: The proposed candidate(s) do not have to be employees of the Master Contractor now, but they must be employees of the Master Contractor, if selected, by the commencement date of the contract.

11. Is there a certain requirement such as they have to be on a W2 or can they be on a 1099?
ANSWER: There is no requirement in the TORFP addressing whether the employees must be W2 or 1099. Tax status of the Contractor's employees is at their discretion.

12. As it pertains to section 3.6.3, it is not clear if the Agency anticipates making use of its existing facilities or requires the Master Contractor to produce a comparable environment for the specified backup and recovery of Data. Will the agency clarify its expectations?
ANSWER: SBE will use our own existing disaster recovery and backup environments. The Master Contractor will need to supply all hardware and software required for the development environment. The Master Contractor will be responsible for performing the database backup and restore procedures for SBE's existing environments.

13. If it is the Master Contractor's facilities, what is the expectation for availability of the environment? 24x7x365?
ANSWER: Not applicable.

14. As this is a T&M procurement, will the agency forego the requirements related to Work Breakdown Structures and draft project schedules as stated in section 4.4.1?
ANSWER: No.

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Q&A #2
CATS+ TORFP
PROJECT NO. D38B7400016
April 5, 2017

Ladies/Gentlemen:

This list of Questions and Answers Set #2, questions #15 through #34 is being issued to respond to questions that were received regarding the aforementioned TORFP through 12:00 pm on April 4, 2017. The statements and interpretations of contract requirements, which are stated in the following questions from potential Offerors, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

15. The TORFP seems to be structured as a full scale project requiring many draft plans and deliverables in our response, but it also appears to be a staff augmentation of two identified personnel. Can you please clarify if this is a project in which the awarded vendor has the responsibility of managing and delivering on what is identified in the Scope of Work or is this merely a staff augmentation project in which we are supplying two resources with a specific skill set?
ANSWER: The individuals requested in the TORFP will prepare the deliverables in the TORFP. The documents do not have to be complex, but short overviews addressing the deliverables requirements. The TORFP is not project management heavy, but the two requested staff will be required to complete the deliverables.

16. Is it your plan to interview each of the proposed resources?
ANSWER: Please refer to section 1.5 of the TORFP. SBE will **not** request oral presentations or conduct interviews for the positions.

17. Per section 1.11 travel expenses are not reimbursable. Can an estimate be provided of the anticipated travel expected during peak and non-peak periods?
ANSWER: SBE is not able to provide a cost estimate because there are many

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variables, including the location of the proposed resources' base location.   Q and A Set #1 addressed a similar question which may help Contractors to estimate travel expenses: 75% of the work can be performed remotely during "non-peak" periods. During "peak periods," approximately 50% of the work could be performed remotely.

18. The RFP requires supporting the AEMS software and any enhancements and ensuring that the application is technically stable, mature and 85% bug-free. How will SBE measure that an application is 85% bug-free? Is there a SBE process to capture this metric?
ANSWER: Each module of the system must be 100% bug free during certain phases of an election. The phases of the election include pre-election proofing, generating ballots, election results, picking winners, and post-election documentation. When a specific module is needed, it must function as expected.

For example, ballots are generated before we report election results. The ballot generation module must function 100% accurately when we are building ballots. However, when we are generating ballots, the election results module may have bugs that require further development.

19. The RFP only requires 2 technical staff. There is no project management staff required to oversee work activities.

   a. Who manages the technical staff on a daily basis?
   ANSWER: The TO Project Manager, Natasha Walker.

   b. Is there a timesheet format expected by SBE?
   ANSWER: Section 3.9.3 of the TORFP addresses timesheet requirements. The Contractor can submit a timesheet format of their choice as long as it confirms to the requirements of the TORFP.

   c. What signatures are required on the timesheet?
   ANSWER: The TO Project Manager will approve timesheets. Timesheet should be signed by the Resource and TO Project Manager. The TO Contract Manager will retain timesheets for invoice reconciliations.

   d. Is the technical staff expected to generate the recurring reporting tasks (bi-weekly and monthly)?
   ANSWER: Yes

   e. Is there an expected software maintenance release cycle and schedules?
   ANSWER: Yes, but the release cycle and schedule have not yet been defined. This will be defined after the award of the TORFP.

   f. Will the technical staff assume all roles involved in the SDLC (specifications, construction, testing, configuration, release management,

etc.)?
ANSWER: Yes

20. We have identified a potential staff member that is qualified for the Computer Programmer, but that staff member is already slated for another MDVOTERS engagement.

    a. Are there contractual prohibitions for this resource being paid from different funding sources?
       ANSWER: No. However, both resources requested in this TORFP are expected to be full-time (40 hours per week) on this contract.
    b. Can the resource be assigned to 50% to each engagement?
       ANSWER: No. Both resources requested in this TORFP are expected to be full-time (40 hours per week) on this contract.

21. Can you provide the frequency of travel for these positions?
    ANSWER: See answer #3. This is the most information SBE has available at this time.

22. Can you confirm the location where candidates need to travel?
    ANSWER: To SBE's office, located at 151 West St. Suite 200, Annapolis, MD 21401.

23. Will travel cost be reimbursed?
    ANSWER: No. Please refer to section 1.11 of the TORFP.

24. In case a candidate is working from a location outside of Maryland, will SBE provide enough advance notice for the candidate to plan travel? Please clarify.
    ANSWER: SBE will provide notice to the candidate from 1 day to 1 week in advance of the required on-site support. During "peak periods," the candidate may need to be on-site the same day.

25. Will SBE consider video conferencing as an option instead of physically travelling to SBE locations?
    ANSWER: Video conferencing may be possible for some scenarios. However, there are tasks that require on-site support.

26. Since the TO Contractor will procure all software and hardware required for its development environment, should the cost to procure the hardware and software be included in pricing?
    ANSWER: Yes.

27. For these positions, does the TO Contractor need to acquire all below software? Can you confirm the mandatory software for these positions?
    ANSWER: Yes, the TO Contractor must procure the required software. The following software is mandatory:

- Microsoft Windows Server 2008 R2 is the server operating system
- Oracle 11g Release 2 (11.2.04) is the database platform
- Visual Basic 6 is the development tool for all of EMS
- Crystal Reports 8.5 is currently used for report preparation
- InstallShield 11 is used to prepare distribution packages
- True DB Grid 2002 is used in the Ballot system
- Microsoft Office (Word and Excel specifically)
- VMWare - 1 virtual machine for ElectionWare, 1 for the database, 1 for development, maybe others.
- Examdiff Pro - used to compare files

28. Will you accept a candidate who has a valid visa and is legally allowed to work in the USA for these requirements?
    ANSWER: Yes.

29. For 3.8.4.5 System Maintenance, Modification, and Support Plan and Trouble Call Response (Updated), can you provide the relevance of the future dates? Can you please elaborate?
    ANSWER: These documents will help guide how this project is handled, and therefore they need to be created shortly after the start of the project. SBE will meet with the contractor after award to help guide the exact contents of these deliverables. SBE does not expect that the documents will be complex.

30. For 3.8.4.6 and 3.8.4.7 can you clarify the scope for Test Management Plan and will this cover unit testing only?
    ANSWER: This will cover unit testing and functional testing.

31. For Section 3.8.4 Deliverables, do you use any specific templates that will be provided to the Contractor or should the Contractor produce their own template?
    ANSWER: The contractor should produce their own template.

32. For section 3.8.4 Deliverables, can reports be sent by email or will the resources need to travel to SBE offices to provide the same?
    ANSWER: They can be submitted by email unless stated by the TO Project Manager.

33. In Section 3.12 there is a mention of "map the standard you follow to NIST", however, there is no link or specifics of NIST in the TORFP. Can you please clarify or elaborate on this?
    ANSWER: In section 3.12.1.1 of the document mentions the "State IT Security Policy" which contains the NIST specifics that is relevant.

    The 44 page "State of Maryland Information Security Policy" must be reviewed by the Offerors to obtain the relevant NIST information that applies to the State of Maryland's Information Systems. Here is a link to the Security Policy: http://doit.maryland.gov/Publications/DoITSecurityPolicy.pdf

34. As per section 3.12.4, since the TO contractor must complete a criminal background check, will these charges be reimbursed?
ANSWER: No. The TO Contractor is responsible for the cost of the criminal background check and should factor this requirement into its pricing proposal. The Contractor must complete the Criminal Background Check Affidavit (Attachment 17).

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Q&A #3
CATS+ TORFP
PROJECT NO. D38B7400016
April 7, 2017

Ladies/Gentlemen:

This list of Questions and Answers Set #3, questions #35 through #46 is being issued to respond to questions that were received regarding the aforementioned TORFP through 4:00 pm on April 6, 2017. The statements and interpretations of contract requirements, which are stated in the following questions from potential Offerors, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

35.   Since the TO Contractor is required to procure all software and hardware for its development environment, where should the cost be included in the financial proposal. The attachment only covers the labor category. Can you please clarify?
ANSWER: As a time and materials contract, all expenses, including costs associated with obtaining the required software and hardware, should be built into the hourly rate pricing. The hourly rate should be fully loaded and include all ancillary costs associated with this contract, including, but not limited to, criminal background checks, transportation expenses, and any hardware and software costs.

36.   Why is this TORFP not SBR? since it can be accomplished and provided by a small business.
ANSWER: A TORFP is available to all the master contractors in the appropriate functional area of the master CATS Plus contract. As outlined by the CATS Plus Task Order procurement process, all master contractors in the TORFP's functional are (in this case FA 5) have the ability to bid on the TORFP according to the CATS Plus Task Order process.
See: http://doit.maryland.gov/contracts/Pages/CATSplusTORFPprocess.aspx.

37.   The answer provided to question 10 on Q and A Set #1 states that "the proposed   candidate(s) do not have to be employees of the Master Contractor now, but they must be employees of the master contractor, if selected, by the commencement date of the contract. Is the referenced "commencement date of the contract" in reference to the Task Order Agreement date or it is in reference to the NTP (notice to proceed) date?

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ANSWER: It is in reference to the NTP date, informing the contractor to proceed with services.

38.   If the Master Contractor has a commitment letter from a proposed candidate who is not a full-time direct employee and the proposed candidate decides not to accept the position upon contract award, will the State waive the condition of substitution and allow the Master Contractor to substitute the proposed candidate with another candidate of equal or higher caliber level experience?
ANSWER: Please refer to the TORFP section 3.7.3.1 "Substitution of Personnel- Prior to and 30 days after Task Order Execution."

39. Section 3.4, Professional Development, states that "any TO Personnel provided under this TORFP shall maintain any required professional certifications for the duration of the resulting TO" and "actual course costs are the responsibility of the TO Contractor."   Will the State identify the Professional certification(s) requirements so   that the budget for the training can be properly allocated?
    ANSWER: The required Master CATS Plus minimum qualifications are listed in the   CATS Plus RFP section
    2.10: http://doit.maryland.gov/contracts/Documents/CATSPlus/CATSPlusRFP.pdf.
    If there are no certifications listed, no certifications are required for that labor category. There are no additional minimum qualifications stated in this TORFP.

40. Will the State provide office space for the development environment or should the development environment be established at the Master Contract facility?
    ANSWER: The development environment should be established by the Master Contractor. The resources have the ability to work from their homes if they can create the development environment there. SBE will provide work space when it is necessary that the resources come on-site, but will not provide permanent space.

41. Based upon the response on Q and A #1, it is understood that "there will be times when remote connectivity to SBE's network will be required." Will the State provide VPN or similar connection capabilities in supporting the remote access?
    ANSWER: Yes.

42. The required software list from Q and A Set #1 calls for Server 2008. Can 2012 be substituted?
    ANSWER: Windows Server 2012 can be supplemented as long as the version of Oracle (11g) and other software are compatible with Windows server 2012.

43. How many seats should be purchased or site license?
    ANSWER: For Windows Server, 5 seats will be adequate.

44. If Crystal Reports 8.x is not available can Crystal Report 2008 be substituted or a higher version?
   ANSWER: The system currently uses Crystal Report version 8.5 and will not be upgrading the version. SBE currently has a license for Crystal Reports version 8.5 that can be provided to the contractor if necessary.

45. Is the vendor expected to simulate the entire system including Electionware on their equipment?
   ANSWER: Yes. The contractor must sign a non-disclosure agreement and any other documents required by SBE or the voting system vendor.

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Q&A #4
CATS+ TORFP
PROJECT NO. D38B7400016
April 11, 2017

Ladies/Gentlemen:

This list of Questions and Answers Set #4, questions #46 through #58 is being issued to respond to questions that were received regarding the aforementioned TORFP through 5:00 pm on April 10, 2017. The statements and interpretations of contract requirements, which are stated in the following questions from potential Offerors, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

46. Can the State provide "peak period" info based on historical data? It would be good to understand how many months or weeks is peak period. In addition when they come onsite is it for just a few days or a longer period of time?
ANSWER: Peak periods for the contract term are listed below, however, additional periods may be added at the discretion of SBE.

 2018
·   January 2 - January 5 (Mock Election Preparation)
·   February 27 - March 16 (Primary Election Ballot Production)
·   May 14 - May 18 (Primary Election Disaster Recovery Setup)
·   June 4 - June 26 (Primary Election Final Preparations and Primary Election Day)
·   August 20 - August 31 - (General Election Ballot Production)
·   September 24 - September 28 (General Election Disaster Recovery Setup)
·   October 15 - November 6 (General Election Final Preparations and General Election Day)

During these "peak periods" the software integration analyst may be required to be onsite 1 to 2 days a week. "Peak Periods" also require both the software integration analyst and the Programmer to respond and correct all identified issues within 2 hours of the discovery. Both the software integration analyst and the programmer will be required to be on-site for the 2018 Primary (June 26, 2018) and General (November 6, 2018) Elections. There are also critical time periods which start 45 days prior to an election and end 45 days after the election in which SBE expects that the contractor will respond more quickly to all reported issues.

47. As per our understanding, all the applications running on servers in the environments like production, test are the prime responsibility of the Offeror like database administration, server, OS and network administration. Is the Offeror responsible for the applications as well as the IT infrastructure hardware?
ANSWER: No. SBE is responsible for the IT infrastructure hardware and the application licenses for SBE's equipment. The Offeror will be responsible for hardware and software licenses for their development environment. The Offeror will be the database administrator on the AEMS database server at SBE.

48. Please share the concurrent user data for the last 6 months.
ANSWER: The Ballot System is primarily used by 1 or 2 people at SBE consistently throughout the year. The ELECTrack Agency System is used by 1 or 2 people at each of the 24 Local Boards of Elections (LBE). The LBEs only use the ELECTrack system for printing reports during ballot production and for entering write-in votes and printing result reports after an election. For AEMS (Ballots System and ELECTrack Agency) SBE holds a total of 104 Oracle named user licenses.

49. Please share the ticket volumes for the last 6 months in terms of priority level.
ANSWER: Trouble calls are primarily made by 1 or 2 people at SBE. Typically, these calls occur during peak and critical periods when issues must be resolved within 2 hours of being reported. All trouble calls were tracked manually and reviewed during weekly meetings. SBE estimates that there were approximately 10 trouble calls a month.

50. Please share the current hardware infrastructure details.
ANSWER: See below.

Server Specs
Rack Mountable
Microsoft Windows Server 2008 R2 is the server operating system
64 GB RAM
64-bit Operating System
Processors - Not to exceed 4 processors
Manufacturer - Dell
Hard drive 1TB
Raid 5

51. Where is the hosting location of all applications for all environments?
ANSWER: SBE Headquarters in Annapolis, MD.

52. Is there any data recovery site in case of failure of applications?
ANSWER: Yes, however, only during critical periods which typically start 45 days prior to an election and end 45 days after an election.

53. Please share the current network landscape.
ANSWER: Physical server on a Local Area Network. The Offeror can utilize VMWare.

54. For the project plan, is this a running operation and the activities mentioned in the TORFP will be the same for 1 year?
ANSWER: Yes.

55. Please share the response and resolution time for incident tickets.
ANSWER: During peak and critical periods, response and resolution time should be no longer than 2 hours. During non-peak hours, response and resolution time should be no longer than 2 days.

56. Please assist on L1 monitoring support for all incident tickets. Will the Offeror address these or the State?
ANSWER: The Offeror will monitor and address all incident tickets and report back to SBE. SBE does not expect there to be a high volume of tickets because this system is in the operations and maintenance phase.

57. Please share the list of OEM vendors of application and hardware infrastructure.
ANSWER: See below**.**

Hardware:
Dell
HP

Software:
Microsoft
Oracle
SAP Crystal Reports
ComponentOne True DBGrid
Flexera InstallShield

58. Does the company and the people working on the project need to have experience in Election Management System?
ANSWER: Please refer to section 2.2. of the TORFP which requires experience working on IT related projects regarding local, state or federal election management processes.