



**Questions and Answers No. 1
TORFP F50B4400054
DoIT Web Shared Services
May 8, 2014**

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 Bidders are not binding upon 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. Will your office consider waiving the requirement of offering companies to have federal state or local experience?

RESPONSE: No.

2. Will your office accept state, federal or local experience from a MBE sub-contractor?

RESPONSE: No.

3. What is the target start date of this engagement? We understand that DoIT may not be able to commit to an exact date. But we need to understand the anticipated time frame between the 6/3/14 proposal due date and target date when proposed resources are expected to begin work at DoIT.

RESPONSE: The target start date is 4-6 weeks following contract award.

4. This appears to be a re-bid of CATS II TORFP #F50B9200038 awarded to A&T Systems, Inc. on 3/20/10. Is this correct?

RESPONSE: This is a rebid of the software support services in the referenced CATS II TORFP.

5. Is DoIT satisfied with A&T Systems performance to date?

RESPONSE: Yes

6. Has A&T Systems been invited to re-bid to continue this work?

RESPONSE: The question posed is unclear. As a CATS+ Master Contractor, A&T Systems is permitted to submit a proposal in response to this TORFP.

7. The 30 Day Transition timeframe outlined in Section 2.9 seems a little short for a project of this magnitude. Would DoIT consider lengthening this to a 45 or 60 Day Transition period?

RESPONSE: Not at this time.

8. Is there a list of work requests (System Incident Requests and Change Requests) metrics for the last 3 years that we can review?

RESPONSE: A list of system incident requests and change requests for the last 12 months will be available for review at DoIT and appointments may be scheduled with the Procurement Officer.

9. Does DoIT have metrics that we can review for system outages, where websites were not available?

RESPONSE: The availability statistics for the last 12 months will be available for review at DoIT and appointments may be scheduled with the Procurement Officer.

10. Does DoIT have Service Level Performance data for the last 2 years that we can review?

RESPONSE: See response to Question 9

11. Can we review the web statistics (google analytics) for the last 2 years?

RESPONSE: Web statistics for the last 12 months will be available for review at DoIT and appointments may be scheduled with the Procurement Officer.

12. Is there a list of current backlogged work orders (WO Requests)? May we review those?

RESPONSE: There is not a backlog of work order requests.

13. May we review the WO requests that have been created for the last 2 years?

RESPONSE: A list of Work Order Requests for the last 12 months will be available for review at DoIT and appointments may be scheduled with the Procurement Officer.

14. Are there key innovations or improvements to the web sites that have or are being envisioned by the State? What are they?

RESPONSE: This contract will support various web consolidation, standardization and development initiatives to provide efficiencies and enhance the delivery of services to citizens through the use of the Internet and web technology.



Thank you,

Gayle Mealy
Procurement Officer

End of Question and Answer # 1