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STATE OF MARYLAND

DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

ISABEL FITZGERALD
Secretary

Questions and Answers No. 1
CATS+ TORFP # F50B5400024
Network Managed Services & Support

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced 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. Regarding Section 2.8.1 TO CONTRACTOR COMPANY MINIMUM QUALIFICATIONS – does the Master Contractor itself have to have these minimum quals or can we assemble a team to include subcontractors who satisfy those qualifications?

RESPONSE: **The minimum qualifications described in Section 2.8.1 are requirements for the prime / master contractor. A subcontractor's experience may not be used to meet minimum qualifications.**

2. Sect. 2.4.3 indicates that the "NOC/SOC shall be within a 60 mile radius of 45 Calvert St…". Does the State currently only have (1) NOC? Does the State feel they are at risk with this current strategy?

RESPONSE: **The State will not answer this question.**

3. What are your DR plans in case of catastrophic failure of the only NOC/SOC?

RESPONSE: **The State will not answer this question.**

4. Our company has multiple redundant NOC/SOC's with geographical redundancy in separate parts of the United States. Would the State be willing to explore having its assets managed within a fully redundant environment with a location in MD capable of providing a network views and engineering access to the network?

RESPONSE: **Section 2.4.3 outlines the location requirements of the NOC/SOC.**

5. How much space does the Government need for it's folks in the NOC/SOC?

RESPONSE: **The State will not require space in the contractor's NOC/SOC for the purpose of housing State employees.**

6. How many personnel does the State envision working in the NOC/SOC at any one time?

RESPONSE: **Offerors should propose a workforce capable of meeting the Statement of Work descriptions while meeting the SLAs outlined in the TORFP.**

7. How often do State personnel make changes to Network Elements?

RESPONSE: **State employees do not make changes to Network Elements (installation, configuration and/or decommissioning).**

8. The State has tools for managing the network. Would the State consider allowing different tools to be used to monitor and manage the network if it would provide overall operational and cost benefits to the State?

RESPONSE: **The Master Contractor is expected to use the State's implemented platforms as the core tool set for network management and monitoring.**

9. Does the State intend or currently have a set of Spare equipment for the network in case of outages?

RESPONSE: **Yes. This inventory is part of the information found in the Confidential Network Inventory Document**

10. Will the contractor be responsible for replacing spares in the field to restore services or is that a function of another team?

RESPONSE: **Yes, the Master Contractor will be responsible for replacing spares in the field to restore services.**

11. Where is the State's current NOC located?

RESPONSE: **Anne Arundel County.**

12. Can the State please provide the numbers of tickets and the various SIE's for the past 2 years? Different SIE levels require additional "hands and eyes" and need to be carefully analyzed to ensure the State will receive adequate personnel to handle the case load associated with typical operational conditions.

RESPONSE: **No.**

13. Is the contractor expected to have a Tier 1 help desk in place or will the State provide that service to escalate user connectivity issues to the Network Management vendor?

RESPONSE: **The State has a Tier 1 help desk. However, services offered through the networkMaryland program (and delivered via this contract) will use the Master Contractor as the**

Tier 1 help desk. Each subscribing entity has a short list of users that are authorized to report problems/incidents to the Tier 1 help desk, and communicate directly to receive status of open tickets (problem, incident, and/or service).

14. Do any State owned or operated POPs or fiber access panels require bucket trucks or Certified Linesmen to access the equipment (fiber or wireless)? If so where is that identified in the RFP and subsequent labor categories?

RESPONSE: **No.**

15. Does the State anticipate that current individual contractors supporting the State network under the incumbent would move in whole or part to the new Prime Contract holder?

RESPONSE: **The State cannot answer this question; it does not control private business relationships.**

16. Is there an identified source of funding for this project (the State is facing deficits up to $1B by some reports)

RESPONSE: **The State will not answer questions regarding the budget.**

17. What future services does the State plan to offer that might affect how we respond to the bid?

RESPONSE: **The State will not answer this question.**

18. Will the State please reconsider both extending the due date and having a Pre-bid conference for this extremely large effort?

RESPONSE: **No.**

19. In the attachment entitled "F50B5400024 – network Managed Services & Support Price Sheet" worksheet two, row 55 and 56 request pricing for a SME and a SME Senior.

   a. Can the State please further qualify what technologies they're looking for from the SME in this category, and also what differences the State feels a Subject Matter Expert (Senior) would have over just a Subject Matter Expert?

RESPONSE: **The basic differences between a Subject Matter Expert and a Subject Matter Expert (Senior) are defined in Section 2.10 of the CATS+ Master Contract.**

   b. Is this a function of years or education?

RESPONSE: **Both.**

c. Can the State expound on their request for Row 50 "IT Professional (Senior)" ?

RESPONSE: **Please see Section 2.10 of the CATS+ Master Contract.**

20. In regard to Paragraph 2.3, will you provide a list of equipment to include quantities, part numbers, and locations?

RESPONSE: **As described in Section 2.3 of the TORFP, the State will provide access to the Confidential Network Inventory Document upon the receipt of a signed Non-Disclosure Agreement (Attachment 10). Access will be provided by appointment only and the location will be a reading room at 45 Calvert Street Annapolis, MD 21401.**

21. In regard to Paragraph 2.4.4 – Network Maintenance and Operations Management Services, will you provide a list of equipment to include quantities, part numbers, and locations?

RESPONSE: **Please see the response to Question #20.**

22. In regard to Paragraph 2.4.6 – Fiber Repair and Splicing, will this include inside/outside plant, aerial runs, and underground?

RESPONSE: **Yes, it includes inside/outside plant, aerial runs, and underground.**

23. In Regard to Paragraph 2.5.2 – Service Level Agreement, will you provide an approximate number of tickets/month that we can expect as well as the ticketing tool that you are using?

RESPONSE: **Currently the State uses Remedy and will be migrating to ServiceNow. The number of tickets per month varies.**

24. In regard to Paragraph 2.8.2, will you provide a list of equipment, type of equipment, and location of equipment?

RESPONSE: **Please see the response to Question #20.**

25. Om regard to Paragraph 2.11 – Government Owned Network Management Tools, what are the State-owned network management hardware and software tools? Please provide a list.

RESPONSE: **The State is currently implementing NetBoss, with HP OpenView, SolarWinds Orion, and Cisco ACS in production.**

26. In regard to Paragraph 2.15 – Professional Development, please provide a list of any Certifications that the State of Maryland expects our personnel to have.

RESPONSE: **Please review the TO Contractor Personnel Minimum Qualifications in Section 2.8.2 of the TORFP. In addition, the State may require certifications at the Work Order level for certain resources.**

27. In regard to Sections 1.12.1 – Minority Business Enterprise and 1.13 – VSBE, would DoIT consider permitting substitution of an Asian American certified MBE to replace either the African American, Hispanic American or Veteran Small Business Enterprise goal?

RESPONSE: **No.**

28. Since Forensics is part of a Firm Fixed Price category (within section 2.4.3), would the State provide the average number of Forensic requests that were made in each of the past two years?

RESPONSE: **The State cannot disclose this data. The Forensics service by the TO Contractor will be a new initiative for DoIT.**

29. Paragraph 2.9 indicates: "After TO award, the TO Contractor shall provide the resumes of all project participants being proposed to staff the project…" This contradicts paragraph 3.4.1.H.4 has the proposal requirement: "Identify and provide a one page resume summary for all non-key personnel." Are the non-key personnel one page resumes due with the proposal or are they due only after Task Order award from the selected TO Contractor?

RESPONSE: **Offerors shall provide resumes for the key personnel only. Section 3.4.1.H.4 requires Offerors to submit a brief summary of any non-key personnel that the Offeror will use during the term of the task order. The summary does not need to include all of the details typically found in a resume. However, Section 2.9 of the TORFP requires the TO Contractor to provide actual resumes of the non-key personnel after award.**

30. Paragraph 2.1 indicates: "….DoIT removed environmental support services (e.g., HVAC maintenance) and application hosting center support services (e.g., data centers and virtual environments) from the previous TORFP. These services will be requested under separate solicitations by the State." Since the environmental support and application hosting services have been removed, do we still need to provide rates for the Facility, Application, and Systems positions which are listed in the Price Sheet?

RESPONSE: **Yes.**

31. The TORFP states that "Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS+ Master Contract by the 15th day of each month." Will the Contractor be required to report the MBE information during the transition period? Or will this reporting start post transition?

RESPONSE: **Yes, the Contractor will be required to report the MBE information during the transition period.**

32. The TORFP States "DoIT shall monitor both the TO Contractor's efforts to achieve the VSBE participation goal and compliance with reporting requirements. Monthly reporting of VSBE participation is required by the 15th day of each month. The TO Contractor shall submit required

reports as described in Attachment 15." Will the Contractor be required to report the VSBE information during the transition period? Or will this reporting start post transition?

RESPONSE: **Yes, the Contractor will be required to report the VSBE information during the transition period.**

33. In regard to Section 2.4.1.1.2, the TORFP states "7) Creating a permanent remote access solution to manage DoIT assets;" Is there a current remote access solution in place, and if so, what is it?

RESPONSE: **Yes there is a remote access solution in place, however the State will not disclose the solution.**

34. In regard to Section 2.4.1.1.2, the TORFP states "10) Completing tasks in progress, unfinished projects and work plan items;"

   a. Is there a list of projects available?

RESPONSE: **The State will not disclose this information.**

   b. How many projects are unfinished?
RESPONSE: **The State will not disclose this information.**

   c. Would DoIT provide a details (labor hours, categories, FTEs, etc) of the projects for review?

RESPONSE: **The State will not disclose this information.**

35. In regard to Section 2.4.1.1.2, the TORFP states "20) Other matters deemed important for the transition phase and identified during the kick off meeting." Would DoIT provide more information as to what you define as "Other Matters Deemed Important", or the estimated timeframe and staffing required for completing these other matters?

RESPONSE: **No, that statement refers to topics developed during the transition phase. There is no way to predict what they may be.**

36. In regard to Section 2.4.1.1.4, the TORFP states "2) Validate that all network components are able to be properly monitored and managed vie either DoIT or vendor-supplied infrastructure. Those that are not shall be clearly defined." Will the "Vendor Supplied" systems be accessible to the contractor during the transition? If not, does DoIT intend to have these systems transitioned to the new Contractor by the incumbent? Should the Offeror not have access, and DoIT does not intend to transfer to a new vendor, would DoIT provide the list of tools the current vendor is using; to allow for us to propose similar tools where necessary?

RESPONSE: **The incumbent uses State owned systems; therefore the Master Contractor will have access during transition.**

37. Section 2.4.3.2 (3A) – Are the changes to firewalls and routers limited to networkMaryland equipment or does it include the networkMaryland subscribers?

RESPONSE: **It can include subscriber owned equipment if the subscriber has contracted networkMaryland to manage its CPE.**

38. Section 2.4.3.2 (3C – 5B) – What scope of activity does DoIT envision for these TORFP items? For example, does DoIT envision the contractor performing vulnerability assessments for all of the subscribers on a weekly basis, etc.

RESPONSE: **The expectations and basis for evaluating performance are clearly defined in the TORFP. Specific actions are a function of what is required to meet the expected level of performance.**

39. Section 2.4.3.2 (6B) – Will the State provide the appropriate security tools as recommended by the TO Contractor after award of the Task Order or is the State expecting the contractor to provide the tools?

RESPONSE: **The State expects the contractor to provide the tools necessary to meet the requirements of this section of the TORFP.**

40. Section 2.4.3.2 (3C) – Is the TO Contractor responsible to run a security tool to assess subscriber vulnerability on a requested basis or on a regular interval?

RESPONSE: **Please see the response to Question #39.**

41. Section 3.4.1.F (1) – As part of the TO proposal, we are asked to provide a performance and capacity management tool yet in Section 2.4.1.1.4 DoIT lists Solarwinds Orion which is typically used for this purpose. Does DoIT currently own Solarwinds Orion?

RESPONSE: **Yes.**

42. Section 2.3 – Are the IDS/IDP services listed in this section to be provided to all subscribers to networkMaryland or just to users collocated in hosting centers?

RESPONSE: **All subscribers.**

43. Section 2.3 – Does DoIT now provide DNS and SMTP services to subscribers and is the TO Contractor responsible for these systems as part of the new contract?

RESPONSE: **No, DoIT does not provide DNS, but it does provide SMTP services. The TO Contractor will not be responsible for the system.**

44. Section 2.4.4.5 (1) – Is DoIT requesting backup of any infrastructure beyond the network equipment and network monitoring tools servers?

RESPONSE: **No.**

45. Section 2.4.4.5 (2) – Is DoIT expecting the annual backup/restore testing of all devices? What services and environments are included in this scope?

RESPONSE: **Yes. This is run as a desktop scenario for networkMaryland.**

46. Section 2.5.1 – Please provide a list of hosted applications covered by this TORFP?

RESPONSE: **Please see Amendment #1.**

47. DOIT has indicated on page 46, Section 3.4.1 of CATS+ TORFP Number # F50B5400024, Network Managed Services & Support, Evidence of compliance for the minimum requirements:

      i. 2.8.1.1 "Projects cited in Section 3.4.1E may be used to satisfy this requirement"

      ii. 2.8.1.2 "Projects cited in Section 3.4.1 E and G may be used to satisfy this requirement if relevant"

   a. Please confirm that all qualifications for Experience and Capabilities in both 3.4.1 E and G are the acceptable evidence required by the State of compliance for meeting the minimum requirements, as indicted on page 46 and 47.

RESPONSE: **Please see Amendment #1 and the response to Question #1. The Master Contractor must provide evidence that it meets the minimum qualifications in Section 2.8.1.**

Thank you,

Michael G. Meinl
Procurement Officer

End of Question and Answer # 1