



Questions and Answers No. 1
TORFP F50B5400053
DoIT Web Shared Services

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 Master Contractors are final and binding to the State. 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) The hours shown on pricing sheet are 1500 hours annually. Is this a partial year requirement? If not then shouldn't the hours be 2080 a year.

RESPONSE: The qualities and hours provided in the pricing sheet are for evaluation purposes only. The quantity of items do not reflect actual values that will be invoiced by the TO Contractor.

- 2) As it relates to Minimum Qualifications found in Section 2.1.1, 1: Web development and operational support of at least one of SharePoint or WordPress server environments with a total combined of at least 960,000 visitors per month. The monthly number of visitors requirement is quite restrictive and favors the current incumbent. Further, it prevents a majority of MBE / DBE firms from qualifying and being able to respond given many of the websites built by MBE/DBEs will not have monthly traffic of nearly a million unique users. Further, website traffic is not a predictor of whether an MBE/DBE can do the work as the same steps must be taken to build a Sharepoint or WordPress website despite the traffic levels the site gets. Therefore, in an effort not to exclude so many MBE/DBE Firms, can the monthly number of combined website visitors be removed and leave the demonstrated experience of at least one project on SharePoint or WordPress server environments? This way qualified MBE / DBE's like our company can respond to solicitation, especially since we have already demonstrated we can perform these services in general in order to be a CATS Plus Master Contract holder for this functional area.

RESPONSE: See Amendment #1.

- 3) Does DoIT have an incumbent contractor(s) either currently working, or who recently worked, on this project?

RESPONSE: Yes.

- 4) Are the incumbents eligible to respond to this solicitation?

RESPONSE: Yes.

- 5) If there are incumbents, can you provide the names of these incumbents?

RESPONSE: A&T Systems Inc.

- 6) Transition out is indicated for 60 months. Shouldn't this be simply one-time cost?

RESPONSE: Yes, transition is a fixed price.

- 7) We assume that contractor will be responsible for operation and maintenance of the datacenter hardware and after transition for the corresponding infrastructure in the cloud. Please confirm that our assumption is accurate. More specifically,
- a. Will the contractor be providing managed services and 24x7 monitoring for datacenter infrastructure and software?

RESPONSE: The contractor will be responsible for monitoring infrastructure and software. Please refer to Question #9 response for managed network services.

- 8) We assume that contractor will be responsible for operation and maintenance of the datacenter hardware and after transition for the corresponding infrastructure in the cloud. Please confirm that our assumption is accurate. More specifically,
- b. Will the contractor be responsible for fully managed backup services?

RESPONSE: The contractor will be responsible for configuration of backup using DoIT managed backup and disaster recovery services.

- 9) We assume that contractor will be responsible for operation and maintenance of the datacenter hardware and after transition for the corresponding infrastructure in the cloud. Please confirm that our assumption is accurate. More specifically,
- c. Will the contractor be responsible for fully managed Security as a Service including IDS/IPS, firewall, AV, infrastructure, and OS, or will we just be coordinating with DoIT and DoIT will be managing all?

RESPONSE: The contractor will coordinate with DoIT Network Managed Services for configuration and maintenance of network equipment.

- 10) We assume that contractor will be responsible for operation and maintenance of the datacenter hardware and after transition for the corresponding infrastructure in the cloud. Please confirm that our assumption is accurate. More specifically,
- d. Will the contractor be responsible for management of operating system and instances?

RESPONSE: The contractor will be responsible for maintenance and monitoring of all operating systems, server software, and anti-virus software.

- 11) We assume that contractor will be responsible for operation and maintenance of the datacenter hardware and after transition for the corresponding infrastructure in the cloud. Please confirm that our assumption is accurate. More specifically,
- e. Will the contractor be responsible for VMWare virtual cloud (vCloud) management?

RESPONSE: The contractor will be responsible for VMware vCloud management.

Thank you,
Alicia Baltimore
Procurement Officer



**Amendment #1
TORFP
DoIT Web Shared Services
#F50P5400053
August 31, 2015**

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise Section 2.1 – Offeror’s Company Minimum Qualifications (p.16) as follows:

The Master Contractor’s proposal shall demonstrate meeting the following minimum requirements and shall provide at least two examples of past engagements for:

1. Web development and operational support of at least one of SharePoint or WordPress server environments ~~with a total combined of at least 960,000 visitors per month.~~

2. Revise the Key Information Summary Sheet on Page 2 as follows:

Closing Date and Time:	9/04/2015 <u>9/11/2015</u> at 2:00PM Local Time
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Issued by
Alicia Baltimore
Procurement Officer