

1. Is there an incumbent for this TORFP?
A: Yes.
2. Will we need to provide resumes for the nine positions?
A: Yes. See Section 3.2.1.B
3. If these positions are currently being provided by a TO Contractor, will these position be available to transition to a new TO Contractor?
A: Each TO Contractor is to identify and submit a team of nine (9) resources.
4. If these position are currently being provided by a TO Contractor, what are they?
A: Network Manager; Network Administrator; Systems Engineer; Sr. Systems Engineer; and Sr. Network Engineer
5. Is there an incumbent or any other contractor that has ever supported this or a similar effort? If so, when and who?
A: Yes, please see #1 above.
6. Are there sub-goals for the MBE goal, or can the TO Contractor select the MBE category to subcontract to?
A: There are no sub-goals. The TO Contractor is to work with their selected MBE for MBE participation.
7. How many TO Contractors and FTE's could each resource possibly oversee?
A: The proposed resources do not oversee other TO Contractors or FTE's.
8. Can the cost for laptops, walkie-talkies and cell phones for the resources be loaded into the hourly rate?
A: No.
9. Is there a specific labor category the state would like vendors to use or do you want us to select one we feel meets the requirement? If we can make the selection, because this is a very senior/high level position with leadership responsibility can we select an SME category?
A: The Master Contractor shall propose the appropriate labor category that meets the experience outlined in Sections 2.5 and Section 2.12 of this TORFP.
10. If a resource participates in emergency on-call schedule providing non-business hour support does this mean they could work more than 40 hours in a week?
A: It depends on the needs of the specific TBU
11. Should ATTCH. 5 (Labor Class. Personnel Summary) be submitted with the technical proposal? There were no instructions on where to submit it.
A: Yes. Please See Section 1.4 of this TORFP.
12. Will there be a Project Manager that the staff will work with directly at each location? A central PM for the project?
A: The TBU Dedicated Resources will work for, and report to the MDOT TBU representative

13. Is the state expecting any additional level of project management oversight by the TO contractor other than the nine resources? If so, please clarify/explain and will those hours be billable?

A: There will be no additional level of project management oversight by the TO Contractor.

14. The TORFP requires that the submitted candidates already have an ITIL Foundation certification. Would MDOT accept candidates if the contractor commits to getting the candidates trained prior to the start or immediately upon the start of the Task Order?

A: All proposed resources will be required to have ITIL Certification within 1 year of the contract start date. Costs for training/certification will be the responsibility of the Master Contractor.

15. Would MDOT consider awarding by position/TBU to ensure you get the best qualified person and price without compromise?

A: MDOT intends to award this Task Order to one (1) Master Contractor that proposes a team of resources that can best satisfy the Task Order requirements. Only Master Contractors submitting a proposal with a team of nine (9) resources that satisfy all Task Order requirements will be accepted for evaluation. See Section 2.1 of the TORFP.

16. Based on the start date of the TORFP, the State is not allowing for any transition. Has MDOT considered the program risks of not having a transition period between the resources?

A: The contract start date has been revised to December 1, 2013.

17. MDOT has requested a very short turn around for the response to this TORFP yet the resources will not start until the New Year, will the State consider starting the new resources sooner so they will be available, thus no require more than one round of interviews.

A: The Proposal Due Date has been extended until August 23, 2013 (See Amendment #1). The contract start date has been revised to December 1, 2013.

18. MDOT has requested a very short turn around for the response to this TORFP with the need to respond with nine (9) well qualified technical resources, will the State consider extending the deadline to ensure enough time to provide those candidates.

A: The Proposal deadline was extended until August 23, 2013 (See Amendment #1).

19. In reference to TORFP J01B3400032 TBU Dedicated Network Resources. In Attachment 1 – Price Proposal, the Total Evaluated Price line reflects the beginning and end dates as 6/1/2014 to 5/31/2019. Should this date range actually be 1/1/2014 to 12/31/2018?

This would be in alignment with the beginning of Year 1 and the end of Year 5.

A: The contract start date has been revised to December 1, 2013. The Price Proposal Form has been revised accordingly.

20. Page 17, E1 states that we need to provide 3 work assignments that **the proposed personnel** have completed that were similar in scope to the one defined in this TORFP with references. Since we are asked to provide 9 resumes with our response, we would be providing a total of 27 different work assignments. Please confirm that this is what you are requesting.

A: Yes, this is the requirement for each of the nine (9) resources proposed.

21. As an alternative, we can provide company references that do not include the proposed personnel. Would this be acceptable?

A: No, this is not acceptable.

22. Will we be disqualified from consideration if we do not make good faith efforts to subcontract to MBEs?

A: The MBE goal for this TORFP is 34%. If an Offeror fails to meet the aforementioned goal the Offeror must submit a waiver request and subsequently provide documentation to demonstrate that good faith efforts were made in order to meet the goal, even if the efforts were not ultimately successful. COMAR 21.11.03.11. A Contractor who fails to meet the MBE goal and does not indicate that it is requesting a waiver of said goal will be disqualified.

23. In section 2.5.3 TBU Specific Requirements, the table has nine columns with each of the MDOT modals; however, two of them are TSO and TSO HQ. Could you please indicate which of these two columns accurately reflects the requirements for TSO?

A: The column labeled “TSO” accurately reflects the requirements for TSO. The “TSO HQ” column will be deleted.

24. Is there a MDOT Data Center NOC (Network Operating Center)?

A: Yes; however, none of the nine (9) requested resources will work in the NOC.

25. Are current Back Ups being performed? If so, are they being performed locally or offsite at another location? Is there a COOP (Continuity of Operations Plan) in place?

A: Backups are being performed for various TBU specific applications.

26. 24/7 - Operational Support - Will this require additional personnel or will Over-Time be allocated for the site in need of OT service? Is this an On-Call position and will OT be allocated at the discretion of the MTBU TO Manager?

A: Any additional hours beyond 40 in a workweek will be billed at the proposed hourly rate. Additional hours will not be billed at time and a half. Additional personnel will not be required.

27. At each of the locations where support is needed, are there additional IT personnel to help support the IT Infrastructure at that location?

A: Yes, there are additional IT personnel at all locations.

28. Is there a current incumbent? Are the skills required currently being supported and performed by incumbent personnel?

A: Yes. See answer to Question #1 and Question #5.

29. Please confirm and/or clarify if the current experience requirements are the exact experience and educational requirements currently being performed by “an” individual and not a mix of several individuals.

A: The experience requirements are currently being performed by each individual resource assigned to each specific TBU. Each proposed labor category must document the requisite educational and experience requirements as outlined in the CATS + Master Contract, and meet the specific requirements of this TORFP.

30. Can you provide a topology?

A: Not necessary for this TORFP

31. What are the current number of servers and their condition?

What version are you currently running of the following: SharePoint, Microsoft, VMware, Oracle, SQL?

A: Respective TBUs will work with their selected resource to provide this information.

32. What is the age of your Apache servers?

A: TBU specific information to be provided to their selected resource.

What is your current backup solution? Is it on or off site? What is the schedule?

A: Please refer to #25, above.

33. What capacity/tolerance is there for remote tie in/remote staffing?

A: Respective TBUs to make that determination after award.

34. How is the current Tracking of the Help Desk maintained, (i.e. remedy)?

A: MDOT uses MAXIMO v7.

35. Who is responsible for purchasing certain items including training and power supplies?

A: TO Contractor shall be responsible for required training for their resources.

36. Is there an expectation that the Contractor will be responsible for infrastructure security related to firewalls and database access?

A: TBU Dedicated resources may be required to coordinate with other contractors for these services.

37. What is the size of the current staff?

A: Currently there are 9 TBU Dedicated Resources.

38. Are there SLAs in place and what are they?

A: There are no SLAs currently in place for this TOFP. However, tasks and deadlines will be assigned by the TBU representative.

39. Is security clearance an acceptable substitute for background checks?

A: No, Background checks are a part of our being a police network.

40. Can IT degrees and /or certifications be substituted for years of experience? Please clarify the following:

In your email dated Monday, July 8, 2013 there was a bullet item...

- Since resumes are no longer required, information in this attachment shall support the required education, experience and the ability to perform the duties for the proposed labor category as it relates to the Scope of Work for this project. Should resumes be submitted or not?

A: The Master Contractor shall complete Attachment 5 for each of the nine (9) proposed resources. Attachment 5 shall be submitted in lieu of Resumes.

41. **Section 3.2.1(E)** Are you requesting three (3) references each for the Master Contractor, the Subcontractor and the proposed personnel?

A: The three (3) references are required of each of the proposed resources. See also answer to Question #20.

42. If we are not submitting resumes, would there be a reason to submit references for proposed personnel?

A: See answer to Question #41.