Pre-Proposal Conference Minutes
CATS+ TORFP J01B5400010
MDTA – OPENTEXT LIVELink Enterprise Content Management System and Support Services
Wednesday, December 17, 2014, 2:00 p.m. Local Time

Welcome to the Pre-proposal conference for the Consulting & Technical Services Plus, Task Order Request For Proposal #J01B5400010 for the Maryland Transportation Authority – OPENTEXT LIVELink Enterprise Content Management System and Support Services. My name is Joseph Palechek and I am the TO Procurement Officer assigned to this project.

If you have not already done so, please sign the attendance sheet and for those firms that are certified Minority Business Enterprise (MBE) or Veteran-Owned Small Business Enterprise (VSBE) firms, please make note of that in the far right hand columns of the sign-in sheet.

In attendance with me today are Donna Ziegenhien and Gail Tutko, (Maryland Department of Transportation, Office of Transportation Technology Services, Contract Management Office), and Delores Ragsdale, Kaushik Dutta, Andrew Cole and Kelvin Hudson (Maryland Transportation Authority)

I will be going over the Procurement part of this project and will take questions. And then I will then turn this conference over to Ms. Ragsdale and her team who will review the scope of work and take questions.

Reminder to everyone:

- The main purpose of this pre-proposal conference is to review the procurement requirements, answer questions, address concerns, provide clarification, and provide instructions pertaining to the solicitation and scope of work.

- This CATS+ TORFP was released through email on December 8, 2014.

- Offerors will have the opportunity to submit questions in writing; written **questions must be submitted by email to Joseph.Palechek@MDOT.State.MD.US.** The deadline for submission of written questions **Monday, December 22, 2014 at 2:00 P.M. Local Time]**

- The Questions and Answers will be released via Addendum as soon as possible after the due date and time.

- Also, changes to the scope of work or any response requirements will be published as an addendum and supersede the original published documents per COMAR 21.05.02.07.

- Pre-proposal minutes, sign in sheet and all questions and responses will be published as an addendum and become part of this solicitation.

- The Technical & Financial Proposals are due no later than **Monday, January 12, 2015 at 2:00 P.M. Local Time**. Offers received after the stated due date and time will not be accepted.

- As a reminder, the Technical Proposal submission along with all of the required Attachments (listed under the List of Attachment on page 38 of the TORFP,), are to be sent in a separate email from the Financial Proposal and please make sure the subject line of each email contains the TORFP # what attachments are included in the email (Technical Proposal, Financial Proposal, Attachments, etc) and number your emails (1 of 2, 2 of 2 etc)

- Please be aware that MDOT has a file size limitation of 8 megabytes on all email transmissions.

- It is the Contractor's responsibility to ensure that the Procurement Officer has received your offer. If you do not receive a "received" email response from me, the Procurement Officer, you should call and confirm that you email was received.

- PLEASE BE SURE TO SEND YOUR RESPONSES EARLY ENOUGH TO ALLOW SUFFICIENT TIME FOR THE EMAILS TO ARRIVE TIMELY.

- Please follow the directions with regard to submission of your Task Order Proposal. Offers must be submitted electronically to the Procurement Officer, **Joseph Palechek**; hard copies shall not be accepted.

- Section 3.2 of the TORFP states: **The TO Financial Proposal shall be contained in one email, with one attachment containing password protection. The Procurement Officer will contact Offerors for the password to open each file. Each file shall be encrypted with the same password**

This email shall include:

Subject line "CATS+ TORFP #J02B5400007 Financial" plus the Master Contractor Name.

One attachment labeled "TORFP J02B5400007 Financial" containing the Financial Proposal contents, signed and in PDF format.

- The Maryland Transportation Authority will award this project to one (1) Master Contractor.

- You are required to provide the name/number of your point of contact to set up interviews

- Submit your offer in the format listed in section 3 of the TORFP, as this will help to ensure that you have submitted all requested information as well as assist the evaluation team to determine that all information has been received.

- Please be sure to review Section 4 - Task Order Award Process, in particular Section 4.2 – the "Technical Proposal Evaluation Criteria.

- There is a **25% Minority Business Enterprise (MBE) Goal** for this project. MDOT encourages MBE firms to participate in this solicitation. New MBE Forms allow an MBE Prime self performance towards the MBE Goal. See the MBE Forms for more information. Specifically Form B, Part 1, Page 1 of 3, #5

- If there are any MDOT Certified MBE firms or Veteran Owned Small Businesses in attendance today, this would be a good opportunity to network with Firms planning to submit as a Prime Contractor.

Friendly reminder:

- It is you're responsibility to update your company's information as necessary on the DoIT website. (ie. MBE, SBR, address, point of contact and especially point of contact).

- MDOT or MDOT Procurement does not have the capability of updating DoIT's master contractor's information.

- Any questions or concerns should be directed to ITPO.DoIT@maryland.gov

- Only the information communicated by the Procurement officer in writing shall be the official position of the MDOT. MDOT assumes no responsibility for information communicated by any other source.
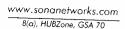
TITLE: MDTA – OPENTEXT LIOVELink

DATE: Friday, December 17, 2014   [X] PRE PROPOSAL MEETING

COMPANY NAME	PRINTED NAME	PHONE NUMBER	E-MAIL ADDRESS	MBE	VSBE
MD. Dept. of Transportation	Joseph Palechek	410-865-1129	joseph.palechek@mdot.state.md.us		
Sona Networks LLC	James Shenton	443 440 1508	jshenton@sonanetworks.com	✓	
The IQ Business Group	John T (Sean) Butler	301-633-4242	sbutler@iqbginc.com		
MDTA	Andy Cole	443-829-0670	acole2@mdta.state.md.us		
MDTA	Delores Ragsdale	410.537.6734	dragsdale@mdta.state.md.us		
MDTA	Kelvin Hudson	4105378457	khudson@mdta.state.md.us		
MDTA	Kaushik Dutta	4105376729	Kdutta1@mdta.state.md.us.		
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c/cuc Tutko MDOT	Gill Tutko	410-684-7066	gatutko@mdot.state.md.us		
MDOT	Donna Ziegenhein	410-865-1315	dziegenhein@mdot.state.md.us		
G+RD Solutions, LLC	Gregory Dash	443 622-6523	gdash@grdsolutions.com	✓	✓
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Sean Butler

	Maryland Department of Transportation **Office of Procurement** **CATS+ TORFP J01B5400010** **MDTA – OPENTEXT LIVELINK Enterprise Content Management System and** **Support Services** **Addendum #2**

December 23, 2014

This Addendum is being issued to provide answers to questions submitted by Master Contractors for the above named TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

Question 1:   Per Section 2.11.1 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS bullet 2: ' "The Master Contractor must have at least five (5) years of experience providing support and program management of developing and maintaining new and existing solutions for the OPENText application (Subcontractor experience shall not be used to demonstrate satisfying this minimum qualification)". **Would MDTA allow Master Contractor to have less than 5 years of this qualification (for instance, 2 years), and substitute the remaining years by extensive (more than 10 years) experience of qualified subcontractor?**

Answer 1:   The Master Contractor must have at least five (5) years of experience. Subcontractor experience shall not be used to satisfy or be combined to satisfy this minimum qualification.

Question 2:   **Does MDOT expect a software solution for the collaboration tool to be presented?**

Answer 2:   Yes, the contractor should provide an industry standard on-line tool for project and task tracking for both the Contractor and MDTA to collaborate on project and operational activities.

Question 3:   **Does MDOT expect a quotation for the collaboration tool SW and solution?**

Answer 3:   No, there is no expected software quotation and should be a contained in the services quote.

Question 4:   **What are the required encryption standards?**

Answer 4:   FISMA will be the standard for all security based projects going forward

Question 5:   **Are the Local, State, Federal operational guidelines or standards required relative to encryption?**

Answer 5:   No, just the knowledge of how to implement the technology.

Question 6:   **Please clarify the MBE requirement relative to the State goal of 29%?**

Answer 6:   The overall state target for MBE activity during a fiscal year is 29%, for this TORFP the goal is 25%.

Question 7:   **Does the incumbent have a contractual requirement to support a transition to the incoming contractor?**

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Answer 7:   Yes, the incumbent is required to support the transition which will be a collaboration effort between all three parties to enable knowledge transfer.

Question 8:   **What is the expected Transition time period, for example 30, 60, 90 days?**

Answer 8:   Within 90 days, or as soon as possible, as this TORFP may overlap the current contract expiration.

Question 9:   **Per Section 2.3.1, of the 225 OpenText Licenses how many are actively being used on a daily basis?**

Answer 9:   The number of licenses that are actively being used daily varies based on access needs. To date there is no information available at this time to provide an average number.

Question 10:   **Per Section 2.3.1 (a, b, c), How many document items are stored in the OpenText based systems of ECS, SHARP and Document Imaging (Finance)?**

Answer 10:   At this time MDTA's best estimate 10K and this number is expected to increase.

Question 11:   **Per Section 2.3.1 (a, b, c), How large are the Production databases supporting the OpenText based systems of ECS, SHARP and Document Imaging (Finance)?**

Answer 11:   Reference Section 2.4

Question 12:   **Of the MDTA Future Technologies listed in Section 2.5.1, which is generally believed to be the highest priority?**

Answer 12:   The MDTA Future Technologies listed in section 2.5 is a listing which has not been prioritized.

Question 13:   **Per Section 2.8.2, how many users does MDOT anticipate using the Team Collaboration Tool?**

Answer 13:   The number of users would be based on the team(s), the workload, the number of open projects and the number of maintenance issues which cannot be determined at this time.

Question 14:   **Per Section 2.8.4 A, What is the expected MDOT remote access technology for day-to-day operations support? Example Citrix XenApp, VPN client, etc.**

Answer 14:   MDTA uses a combination of VPN and Citrix for remote access for day-to-day operations support.

Question 15:   **Per Section 2.8.6, what security requirements exist for transfer and storage of data to the TO Contractor "off-site location?**

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Answer 15: Security requirements and retention schedules to offsite locations will be continuously developed in collaboration with MDTA as referenced in section 2.8.6)

Question 16: **Per Section 2.8.6, what is the average size (disk space) of daily backups?**

Answer 16: The file store average cannot be determined at this time as the input varies daily. See diagram in Section 2.4

Question 17: **Per Section 2.8.6, How should a TO Contractor provide pricing for off-site storage of daily backups?**

Answer 17: The backups are not being handled by the TO Contractor.

Question 18: **Per Section 3.4.1 A 5, what information is required to identify "Key Personnel"? The question is driven per the requirement to NOT provide resumes as stated in Section 2.1**

Answer 18: Please refer to Section 1.2, TO Contract Manager, for details on the role of the TO Contract Manager.

Question 19: **Per Attachment 1, does the MDOT expect TO Contractors to adjust the "Total Class Hours Annually" to propose multiple resources for the same role? Can a TO Contractors add line items for multiple resources of the same role?**

Answer 19: No, the TO Contractor is not to adjust the "Total Class Hours Annually". The TO Contractor is not to alter the Attachment 1.

Question 20: **Per Attachment 1 Can TO Contractors adjust the "Total Class Hours Annually" to propose resources for less than 100% of annual support? Example: A 50% resource at 1040 hours for 1 year.**

Answer 20: No, the TO Contractor is not to adjust the "Total Class Hours Annually".

Question 21: **Per Attachment 1, Does the Authority have any statistics on the actual effort by role that has been required to provide solution support over the last few years – possibly the average annual hours by role (this will help us to provide as accurate pricing as possible in our response)?**

Answer 21: No

Question 22: **Are there any 'lessons learned' from the previous contract in terms of things that should be done differently related to how support is provided?**

Answer 22: No

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Question 23: **Related to the previous question, has the Authority been satisfied with the support provided by the incumbent Open Text support vendor?**

Answer 23: This question is not related to this solicitation. The services provided under the current task order must be re-competed using the CATS+ master contract as the existing CATS II TORFP expires on May 31, 2015.

Question 24: **In Section 2.8 for the TO Contractor Requirements the TO Contractor is expected to have a TEST Environment at its site. Is this in addition to the Livelink TEST Environment housed at the MDTA Data Center?**

Answer 24: Yes, Contractor is required to have a TEST and DEVELOPMENT environment on its site.

Question 25: **In Section 2.8.4 MDTA provides information on the average number of calls per month for the system. For these calls and issues, approximately how many per month (or per year) are a Severity Level 4 Issue(s)? Approximately how many per month (or per year) are a Severity Level 5 Issue(s)?**

Answer 25: This information is not available at this time

Question 26: **In Section 2.8.5 there are requirements for a Service Level Agreement. Is the table in Section 2.8.5 presented as an example?**

Answer 26; Yes this is an example

Question 27: **In Section 2.8.6 there are requirements for Backup/Disaster Recovery. Are the requirements identified for the retention schedule for the Production Environment Only?**

Answer 27: No

Question 28: **In Section 2.8.6 there are requirements for Backup/Disaster Recovery. Are the requirements identified for the off-site storage for the Production Environment Only? Will MDTA allow TO Contractor Representatives on-site at the MDTA Data Center to collect daily backup media or is it envisioned that the backup data will be transmitted to the off-site storage electronically?**

Answer 28: No to each question

End of Addendum #2