

**HARDWARE MAINTENANCE TORFP**  
**SOLICITATION #: N00B5400133 OTHS/OTHS -15-025-S**

**QUESTIONS and RESPONSES: SERIES 1**

QUESTION #1: On the Key Information Summary Sheet it states that the TO is a combination of FFP and T&M, but in the Statement of Work (Section 2.1) it states “The out-of-warranty equipment service requests will be initiated by OTHS to the TO Contractor and is based on an equipment-per-call basis” which makes it sound like its strictly T&M. Could you clarify?

RESPONSE: The services to be provided under the TORFP will be primarily of a fixed price nature (FFP). The Master Contractor will propose a fixed price for Normal service calls, not to exceed 125 per month. A fixed price will also be proposed for Critical service calls, not to exceed 25 per month. (*See Price Sheet Form Fixed Price, Attachments 1 A-C*). The TO Contractor will invoice the Department 1/12 of the yearly amount each month.

In the event additional services are required above and beyond the maximum monthly amounts, the Department may issue a Work Order requesting that the TO Contractor respond and provide the additional services. The TO Contractor will be paid based on the FFP proposed. (*See Work Order Price Proposal Form Fixed Price, Attachment 1F*). The TO Contractor will invoice the Department on a per call basis using the fixed price proposed.

Work Orders may also be issued if additional services are required beyond those specifically outlined in the TORFP. Here, the TO Contractor will be paid on a T&M basis. (*See Work Order Price Proposal Form T&M, Attachment 1-E*). The TO Contractor will invoice the Department based on the hourly rate proposed and time spent on the project.

By:  
*Leah Hinson*  
Procurement Officer  
Issued: October 21, 2014

**HARDWARE MAINTENANCE TORFP**  
**SOLICITATION #: N00B5400133 OTHS/OTHS -15-025-S**  
**QUESTIONS and RESPONSES: SERIES 2**

QUESTION #1: Please clarify the statement in section 2.3 where it states: "it is estimated that more than 40% of the IT equipment and peripheral devices will no longer be covered by the warranty during the term of the TO Agreement". Is this referencing 40% of the equipment listed? If so, it doesn't seem to add up. There are 27,399 items out of 39,021 total on the current list that are expiring by the end of this year. Another 1727 are expiring over the next 3 years. And there are 9894 with no warranty information but which look to be older items where the warranty is likely expired. Perhaps it's referencing a total, including newer equipment that is not found on this list. I just want to make sure that we're looking at the list properly.

RESPONSE: The list is for general information purposes only and is a representation of the types of equipment that may be serviced under the TO Agreement and represents the Department's best estimate at the time the TORFP was issued. The list is in flux as additional equipment may have been purchased and equipment has or will have come off of warranty by the time of award.

QUESTION #2: Please clarify whether the items listed on the Equipment List with no warranty expiration date are already expired?

RESPONSE: See response to #1 above. This list reflects the best information available to the Department at the time the TORFP was issued. The TO Contractor shall contact the manufacturer as needed to verify warranty terms for new and old equipment.

QUESTION #3: Upon award, will a full Equipment list including asset tag or serial number be available to the TO contractor?

RESPONSE: This list reflects the best information available to the Department at the time the TORFP was issued. The list will be updated as necessary.

QUESTION #4: Under section 2.6.1.H there is a requirement for the TO contractor to work with vendors/manufacturers for warranty services. This seems to be in conflict with verbiage in the remainder of the RFP. Is warranty equipment included and, if so, will a list be provided of all items still covered by warranty as well?

RESPONSE: See response to #3. The TO Contractor shall contact the manufacturer as needed to verify warranty terms for new and old equipment.

QUESTION #5: Section 2.6.2 C states that "hard drive is ready to have the operating system loaded". Does that mean the TO contractor is not responsible for imaging or loading any operating systems?

RESPONSE: Correct

QUESTION #6: Section 2.6.2 E references an approval signature that will be required. Is this in hard copy only or is it expected that a form should be loaded in the call management system with proof of signature?

RESPONSE: Hard copies of signatures are acceptable. However, Offerors shall propose how they intend to meet the requirements in this section.

QUESTION #7: Please confirm the hours of 7:00 am - 5:30pm are normal business hours for DHR. The previous RFP for this contract referenced the hours of 8am-4:30pm. The concern here is that if they are not normal business hours for a majority of staff then SLA's will be more difficult to meet due to unavailability of DHR personnel. The other concern is that the increased availability of hours in conjunction with the more constricted SLA requirement of 100% will be a price driver.

RESPONSE: Per Section 2.7.1, normal Business hours are 7:00 am - 5:30 pm to accommodate employees who arrive early.

QUESTION #8: Please clarify Section 3.4.1, C.1.a. It states that the Offeror should provide "planned team composition by role". Then it goes on to state: "Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP". That seems to be in conflict with the instructions for Attachment 5 and 5B, both of which state they are not applicable. There's also a separate reference to resumes under Section 2.13 C for the individual labor categories. Should we a) provide resumes of all staff contemplated for this TORFP, b) provide one resume each for each of the labor categories under 2.10 or c) provide team composition by role only in conjunction with our staffing plan as described by 3.4.1, C.1.b-d?

RESPONSE: The TO Contractor's minimum staff or key personnel is described in Section 2.10 and will be considered as part of the evaluation criteria. (See Section 4.2.C). These persons must be included, at a minimum, in the Offeror's staffing plan submitted in accordance with Section 3.4.1.C.

Section 2.13 refers to the Work Order process. The labor categories have been identified on Attachment 1E. If a request for a Work Order is made, the TO Contractor shall submit the names and resumes of the proposed staff for the specific Work Order. The personnel may or may not be the same personnel identified in Section 2.10. However, the person(s) proposed must meet the minimum requirements for the labor category requested as per the CATS+.

QUESTION #9: Please clarify the requirement under Section 2.7.1 to participate in a rotating emergency on-call schedule.

Is the work under this requirement part of a separate work order or inclusive of the 25 critical calls per month? Since it is not listed under Requirements Section 2.6 it seems that it would be a separate work order if required; and if a Work Order would be issued for this requirement, would it use Att 1E (T&M) or 1F (FFP)?

What is the maximum frequency by which any TO Contractor resource will be scheduled? To price this in, we need to know the requirement across all Contractor resources, regardless of how many are staffed to the contract. For example, the TO Contractor will be requested to have a resource scheduled at most one week a month.

RESPONSE: Section 2.7.1, Scheduled non-Business Hours Support is being deleted in its entirety. Non-Business Hours Support, Section 2.7.1, is being revised to clarify that DHR will issue a Work Order and the TO Contractor will be paid in accordance with the rates proposed in Attachment 1E. See Amendment #2.

QUESTION #10: Please clarify whether the attached locations (from the Equipment List) are all part of DHR Headquarters. I do not find them separately in the list on Attachment 24 so I'm assuming they are part of headquarters.

RESPONSE: Attachment 24 is a complete list of all DHR locations statewide at the time this TORFP was written. Attachment 25 contains a list of equipment across all of these locations. Please note some of the locations in Attachment 25 are abbreviated names and are not labeled exactly the same as the locations in Attachment 24.

QUESTION #11: Section 2.6.2 C states that hard drives shall be returned to designated DHR personnel. Will there be designated personnel at every site or will they need to be returned to a centralized location?

RESPONSE: There will be a designated contact in each of the counties. Note: This may be different from the site where the replacement was performed.

QUESTION #12: Section 2.6.2 F states that replacement batteries and maintenance kits should be provided and installed. Will these items be invoiced separately? If DHR is expecting that maintenance kits should be covered under contract, we want to make you aware this will be a significant cost driver unless you are able to provide volume information on every printer, MFP and scanner under contract. Maintenance kits are a consumable and are dependent on the per page use of the equipment. This is going to be a significant cost driver because we will have to estimate high on volume to mitigate the risk.

RESPONSE: The Offeror's Financial Proposal shall be a fully loaded price to include all direct and indirect costs, including batteries and maintenance kits.

QUESTION #13: Section 2.6.3 states that the SLA's across all categories are 100%. We are aware that on the previous contract the SLA's ranged from 98.5 to 100%. Is there a reason for the change to the SLA's?

RESPONSE: The SLA was designed to ensure that DHR workers experience the least amount of delay and interruption when their equipment is in need of repair or replacement and are able to work and continue to assist customers in a timely fashion.

QUESTION #14: Section 2.6.3 states that onsite repair for a Normal call is 1 business day. Can you clarify when the clock starts and if it's a 24-hour period? For example, if a call comes in at 2pm on Day 1 and response time is 7am on Day 2, does the TO contractor have until the next business day (Day 3) to be on-site for repair?

RESPONSE: No, the TO Contractor has one (1) business day from the time the request is received. This is contingent upon the ability to reach the customer and schedule a time for on-site repair.

QUESTION #15: 1.13 TORFP VSBE Goal  
This TORFP has a VSBE goal of .05 percent. We do not see this category on DoIT's site. Where do we go to find a list of qualified VSBE MDOT certified companies?

RESPONSE: The U.S. Department of Veterans Affairs is the resource for obtaining certified VSBE companies. Please refer to Attachment 15 - State of Maryland Veteran Small Business Enterprise (VSBE) for more information.

QUESTION #16: 2.6.3 Service Level Agreement  
TO contractor shall deliver services in accordance with the stated Service Level Agreement 100% of the time.  
The on-site repair SLA for critical calls is stated at 2 hours. The commuting time to many DHR locations can be 3-4 hours, making it impossible to successfully meet the SLA. Will DHR consider changing the on-site SLA repair response for critical calls to 4 hours repair and 8 hours replace?

RESPONSE: The repair and replacement SLAs for Critical calls are being revised based on the location within the State and required travel time. See Amendment #2.

QUESTION #17: Please clarify whether the items listed on the Equipment List with no warranty expiration date are already expired?

RESPONSE: See Responses 1 and 3 above.

By:  
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**HARDWARE MAINTENANCE TORFP**  
**SOLICITATION #: N00B5400133 OTHS/OTHS -15-025-S**  
**QUESTIONS and RESPONSES: SERIES 3**

QUESTION #1: Equipment in Warranty – Could you please define the roles and responsibilities of the contractor regarding warranty equipment and are these calls considered part of the monthly fee for the first 125 (normal) and 25 (critical) service calls per month?

- I. Will the contractor perform the repairs or,
- II. Facilitate the notification and dispatch of the vendor for the repair or,
- III. Notify the OTHS Help Desk upon diagnosis of a hardware failure and transfer/close the ticket.

RESPONSE: Equipment in Warranty - Equipment that is covered by manufacture warranty will be replaced/repared by the manufacture. In the event that the terms of the warranty are unclear the TO contractor is expected to contact the manufacture to verify.

- I. The TO Contractor is expected to repair/replace equipment that is not covered by manufacture warranty.
- II. The TO Contractor is not required to facilitate the notification or dispatch for the repair/replace of equipment that is covered by manufacture warranty.
- III. If the TO Contractor receives a call for equipment that is still under warranty, they shall notify the OTHS Helpdesk and transfer/close the request and it will not be included in the monthly totals.

QUESTION #2: Service parts and replacement equipment:  
Is the expectation that all parts are included in the price for the first 125 (normal) and 25 (critical) service calls per month?

RESPONSE: Yes. The cost for any parts, pieces, adapters, and/or replacement hardware shall be included in the fixed monthly price. DHR will not pay for any additional expenses.

QUESTION #3: Service parts and replacement equipment:  
If a device requires replacement due to parts availability will the replacement cost be considered part of the monthly fee for the first 125

(normal) and 25 (critical) service calls per month or can that be billed separately?

RESPONSE: The cost shall be included in the fixed monthly rate. The TO Contractors monthly rate shall be fully burdened.

QUESTION #4: Service parts and replacement equipment  
If a device requires replacement due to parts availability will the replacement cost be considered part of the monthly fee for the first 125 (normal) and 25 (critical) service calls per month or can that be billed separately?

RESPONSE: DHR will not pay separate costs/expenses. The TO Contractors monthly rate shall be fully burdened.

QUESTION #5: What SLA will calls requiring a battery or maintenance kit fall under?  
Typically these calls should fall under a Normal SLA.

RESPONSE: DHR will set the severity/priority (normal or critical) based on the impact to the department. The TO Contractor is required to meet the SLA requirements as defined in the TORFP.

QUESTION #6: We respectfully request that DHR allow contractor/s to bill for parts, batteries, maintenance kits and replacement devices separate from the monthly fee. If parts, batteries, maintenance kits and replacement devices are considered part of the monthly fee the Small Business will be required to estimate a significant amount of costs that will be passed on to DHR in our proposed burdened monthly fee.

For example, Maintenance kits are consumables that are replaced based upon usage determined by page counts. Without page-count-per-month information it is impossible to properly cost how many maintenance kits may be needed over the course of the contract.

RESPONSE: DHR will not pay separate costs/expenses. The TO Contractors monthly rate shall be fully burdened.

QUESTION #7: We respectfully request that DHR identify critical devices in this solicitation. The Small Business can assume that the devices would include network and scanning devices, however, the Small Business cannot assume what are VIP devices or critical client devices that perform specific critical functions. Without the critical devices being identified in this Solicitation the burdened cost will be enormous in order to ensure that proper sparing is on hand in order to meet a SLA of 100%.



If the Small Business awarded this contract under estimates the costs required to meet the 100% SLA requirement than they are at financial Risk. If the Small Business over estimates than DHR has overpaid for service rendered. The Risk involved in participating in this Solicitation falls far outside of a typical SBR Solicitation due to the lack of device information required to submit a responsible bid.

RESPONSE:

DHR is not in a position to identify critical devices in this solicitation. What makes a call or request critical will be determined by the nature of the call, the requestor, and the impact on DHR.

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