Department of Public Safety and Correctional Services

STATE OF MARYLAND

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QUESTIONS AND ANSWERS #1
Solicitation: Q00B5400066
Enterprise Resource Planning (ERP) Implementation Project and Maryland Correctional Enterprises (MCE)
January 23, 2015

Ladies/Gentlemen:

This list of Questions and Responses #1, Questions #1 through #16, is being issued to clarify certain information contained in the above named Task Order Request for Proposals (TORFP).

The statements and interpretations of contract requirements, which are stated in the following questions from potential Offerors, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the Department's responses to these questions is to be construed as agreement to or acceptance by the Department of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

1. Would the Department/MCE consider making any of the TORFP time and Material (such as requirements analysis) instead of all fixed price?

    Response: No. DPSCS/MCE does not wish to consider making any of the TORFP time and material.

2. Can Task Order Contractors charge a mark-up on the software licenses or hardware procurements?

    No. Section 2.6.1.5 of the TORFP states that the Contractor shall "Provide the licenses for the ERP product suite from the software company for the specified number of users (note that costs of the software shall be passed through to MCE with no mark-up by the TO Contractor)."

    Section 2.6.1.6 of the TORFP states that the Contractor shall "Provide Licenses (again at no markup) for any additional software necessary to Implement the ERP solution."

    Section 2.6.13 of the TORFP states "Note that hardware and software cots procured as part of the TO cannot exceed 49 percent of

The total TO value. Any materials or licensing costs shall be passed through to the State/MCE with no mark-up by the TO Contractor."

Section 2.2.1.1 Equipment and COTS Software of the TORFP states, "Any material provided by the Master Contractor shall only be approved for cost. No additional fees or markups shall be allowed. The Master Contractor shall provide all invoices for material (see procedure in Section 2.8.4)

Additionally, Section 2.8.4 of the TORFP states, "Material invoices can only be approved for cost. No additional fees or markups shall be allowed. All material invoices must be signed and dates by the Master Contractor and the original supplier's invoice shall be submitted and attached along with the applicable monthly invoice."

3. What is the size of the AS/400 Database that TO Contractors will be responsible for transitioning into the new ERP System?

   Response: TO Contractor will be responsible for transitioning only the last three years' worth of data from the AS/400 System to the new ERP System. The size of this data is currently estimated to be 25GB.

4. Can the COTS Software Vendor help desk suffice for meeting the O & M help desk requirement of the TORFP?

   Response: Yes. However the TO Contractor is still required to meet the Service Level Agreement (SLA) requirements of TORFP Section 2.6.11.

5. Can the qualifications of the Subcontractors be considered when meeting the minimum qualifications?

   Response: No. Minimum Qualifications (Section 2.9) must be met by the TO Contractor. The minimum qualification requirements were modified in Addendum #1.

6. Would DPSCS/MCE consider allowing for electronic submission of the proposal response in lieu of hardcopies currently required?

   Response: No. Hard Copies of the proposal response are required as detailed in Section 3 of the TORFP.

7. Can MCE provide more details into the types of users that will be required to access the ERP System?

   Response: Yes. This information is contained in the updated Pricing Spreadsheet (See Addendum #2 Attachment 1 – Software Pricing Tab)

8. Since the Time and Material labor rates are not part of the total evaluated price would DPSCS/MCE consider eliminating this worksheet or greatly reducing the number of labor categories required?

   Response: Yes. The number of labor categories will be reduced. The new list is provided in the updated Pricing Spreadsheet (Addendum #2-Attachment 1 – Time and Materials Labor Rates Tab).

9. What makes up the Operations and Maintenance line item on the Summary worksheet of the Pricing Attachment?

   Response: The Summary worksheet displays the sum of the Total O&M and Total Hardware Maintenance and titles that as "Operations and Maintenance". The Wording on the Summary Worksheet will be changed to "Total Maintenance" to match the line item from the Total Maintenance Worksheet.

10. Would DPSCS/MCE consider removing the Software and Hardware costs from the portion of the Total Evaluated Price considered for MBE Percentage purposes?

    Response: See Addendum #2. Since the hardware costs are an optional cost of the contract, the MBE goal has been reduced from 30 % to 22 % with sub-goals for Women-owned of 8%, African American-owned of 7% and Hispanic American-owned of 2%.

11. On Attachment 21, the Comment cell for all .99 requirements (2.1.99, 2.2.1.99, 2.2.2.99, etc.....) is grayed out. Are vendors permitted to remove the grayed out formatting on those Comment cells in order to add our answers, or would MCE prefer that the answers to these requirements be placed somewhere else in the proposal?

    Response: MCE would like the Vendors to enter their comments on additional system functionality in the gray areas associated with the .99 requirements. It is acceptable to remove the grayed out formatting.

12. Please provide a listing of the expected number of MCE end users by function and location. (i.e. number of General Ledger users by location, number of AP users by location, etc.). Also, please distinguish between GL/Accounting users versus Budget users.

   Response: See Addendum #2. An updated Software Pricing worksheet is provided in the Financial Proposal file with user types defined and quantified.

13. For the Optional Software "D" – Advanced Customer Relationship Management – How does the State envision utilizing a CRM application? Should this be included?

   Response: MCE maintains a sales team that manages customer relationships for the organization and would be the principle users of CRM functionality. Currently all CRM functions are performed manually outside of any system. The desired CRM functionality is listed in section 6.3 of the Functional Requirements Document. If the vendor has a CRM module as part of their ERP system, or has a recommendation for a CRM application, they should provide the pricing in the Optional Software worksheet and describe the application in their proposal.

14. Since this is a largely COTS product procurement, and Hardware/Software might not be part of the MBE participation, would you consider removing MBE sub-goals? In addition, some of the hardware such as barcode scanners are optional.

   Response: Maryland law requires sub-goals for any IT procurement with an MBE that exceeds 19%. The Sub-goals must remain.

15. Original requirement as well as modified requirement is restrictive, it limits companies with current product implementation experience. We have very good knowledge about industry products, and we have proven experience in customizing and implementing COTS products. Would you consider section 2.9.1.1 as a team effort, combination of CATS Plus prime and ERP product manufacturer?

   Response: As detailed in Section 2.9.1.1 and as modified in Addendum #1, Minimum Requirements must be met by the Master Contractor.

16. Will the Department provide for an extension to the proposal due date?

Response: See Addendum #2. The proposal due date has been extended to Monday, February 23, 2015 2:00 PM Local Time.

If there are additional questions concerning this solicitation, please contact Joselyn Hopkins at jmhopkins@dpscs.state.md.us or by phone at (410) 339-5013 as soon as possible.
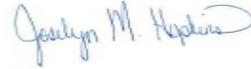
Date Issued: January 23, 2015   By: _____

Joselyn Hopkins
Director of Procurement Services

Department of Public Safety and Correctional Services

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DPSCS TORFP Q00B5400066
ENTERPRISE RESOURCE PLANNING (ERP) IMPLEMENTATION
PROJECT
ADDENDUM #2

January 23, 2015

Dear Master Contractors:

This addendum is being issued to amend and clarify certain information contained in the above named Task Order Request for Proposals (TORF). All information contained herein is binding on all bidders who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e. **word**) and language deleted has been marked with a strikeout (i.e; ~~word~~).

1. Amend Key Information Summary Sheet as follows:

Closing Date and Time: February ~~2~~ **23**, 2015 at 2:00 PM Local Time

2. Amend Key Information Summary Sheet as follows:

~~30%~~ **22%** with sub-goals for Women-owned of 8%, African American-owned of 7% and Hispanic African American-owned of 2% ~~for professional services, operations and maintenance.~~

3. Amend Attachment 1- Financial Proposal Form.
    See Revised Attachment 1.

Date Issued: January 23, 2015   By: _____
                                           Joselyn Hopkins
                                           Director of Procurement Services

TO Financial Proposal Instructions

Information provided in this Excel Workbook is for evaluation purposes only. Pricing and quantities of items
do not reflect actual values that will be invoiced by the TO Contractor.

The Worksheets are locked. Please fill in ALL cells that are white in color.
Grey cells cannot be edited.

Submit both an Excel file and a signed PDF file with your TO Financial Proposal.

Time and Materials Labor Rates

The fully loaded hourly labor rate is the actual rate the State will pay for services and must be recorded in dollars and cents.

Labor Rates are not used in the price evaluation. They are provided in order to provide a rate for T&M Work Orders.

The maximum labor rate that may be proposed for any CATS+ Labor Category for Time and Materials shall not exceed the
maximum for the CATS+ Master Contract year in effect on the TO Proposal due date.
Information provided in this Excel Workbook is for evaluation purposes only. Pricing and quantities of items
do not reflect actual values that will be invoiced by the TO Contractor.

This attachment contains the following spreadsheets to be completed by the Offeror:
Summary
Software Pricing
Deliverable Pricing
Hardware and Devices
Total Maintenance
Time and Materials Labor Rates
Optional Software Pricing
Optional Hardware and Services

ERP System Solution Summary Pricing		
Description	**Evaluated Price**	
Total Software Price	$0.00	0.0%
Total Deliverables Price	$0.00	0.0%
Total Hardware and Devices Price (Optional Purchase)	$0.00	0.0%
Total Maintenance Price	$0.00	0.0%
Time and Materials Labor Rates (Not included in fixed price evaluation)	N/A	
Optional Software Pricing (Not included in fixed price evaluation)	N/A	
Optional Hardware and Services (Not included in fixed price evaluation)	N/A	
Total Evaluated Price	$0.00	0.0%

Company Name:		**Authorized Signature:**	
Point of Contact:			
Address:		**Printed Name:**	
Company Tax ID #:			
Office Phone Number:		**Title:**	
FAX Number:			
E-Mail Address:		**Date:**	

SUBMIT THE EXCEL FILE AND ALL PAGES AS A .PDF FILE WITH THE TO FINANCIAL PROPOSAL

The fully loaded hourly labor rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The fully loaded hourly labor rate cannot exceed the Master Contract Rate, but may be lower.

Software Pricing (Fixed Price)												

ERP Software Product

Role	Usage Description	Number of users	Price per user	Initial Purchase or Licensing Price	Monthly Software licensing / maintenance price Year 2 per user - Optional	Annual Software licensing / maintenance price Year 2 - Optional	Monthly Software licensing / maintenance price Year 3 per user- Optional	Annual software licensing / maintenance price Year 3- Optional	Monthly Software licensing / maintenance price Year 4 per user- Optional	Annual software licensing / maintenance price Year 4- Optional	Monthly Software licensing / maintenance price Year 5 per user- Optional	Annual software licensing / maintenance price Year 5- Optional
Regional Managers	Full Access for Region, Production Planning, Viewing Reports	6		$0.00		$0.00		$0.00		$0.00		$0.00
Plant Managers	Full Access for Business Unit, Production Planning, Viewing Reports	24		$0.00		$0.00		$0.00		$0.00		$0.00
Assistant Plant Managers	Production Planning, Shop Floor Control, Inventory Control, Viewing Reports	24		$0.00		$0.00		$0.00		$0.00		$0.00
Inmate Clerks	Production Planning, Shop Floor Control, Inventory Control, Limited Report Access	133		$0.00		$0.00		$0.00		$0.00		$0.00
Warehouse Operations	Shipping Information, Inventory Control	4		$0.00		$0.00		$0.00		$0.00		$0.00
HQ: Executive Management	Full access to all plants, Viewing Reports	7		$0.00		$0.00		$0.00		$0.00		$0.00
HQ: Finance	Financial Transactions, Inventory Control, Purchasing, Fixed Asset Management	20		$0.00		$0.00		$0.00		$0.00		$0.00
HQ: Sales and Sales Managers	Tracking Orders, Order Management/Change Orders	15		$0.00		$0.00		$0.00		$0.00		$0.00
HQ: Customer Service	Tracking Orders, Order Management/Change Orders	10		$0.00		$0.00		$0.00		$0.00		$0.00
HQ: Information Technology	System Administration	7		$0.00		$0.00		$0.00		$0.00		$0.00
TOTALS		250		$0.00		$0.00		$0.00		$0.00		$0.00
										Total Evaluated ERP Software Price		$0.00

Additional Software

Description	Number of Licenses	Price Per License	Total Price	Description		
IBM Tivoli Storage Manager (TSM)			$0.00			
Additional Required Software			$0.00			
Additional Required Software			$0.00			
Additional Required Software			$0.00			
					Total Additional Software	$0.00
					Total Software Price	$0.00

NOTE: TSM is the backup software used by DPSCS for backup to the DPSCS Storage Area Network
(One license required per server proposed for an on-premises solution)

10% Retainage	Deliverable Number(s)	Deliverable	Number of Phases	Proposed Price per Phase	Total Proposed Price
		Deliverable Pricing (Fixed Price)			
	2.8.4.1, 2.8.4.2, 2.8.4.3, 2.8.4.4	Project Planning (Kickoff Meeting, Startup Plan, Project Milestone Meeting, and Project Management Plan)	N/A	N/A	
	2.8.4.5, 2.8.4.6, 2.8.4.7, 2.8.4.8, 2.8.4.9, 2.8.4.10	Project Monitoring and Control (Weekly Status Meetings, Weekly Task Summary, Weekly Change Requests/Help Desk Reports, Weekly Project Schedule Updates, Monthly Status Report, Change Control Process)	N/A	N/A	**Not Priced Separately**
	2.8.4.11	Requirements Review and Gap Analysis	N/A	N/A	
	2.8.4.12	Data Conversion Plan	N/A	N/A	
	2.8.4.13, 2.8.4.14, 2.8.4.15, 2.8.4.16, 2.8.4.17	Initial System Load (Code Repository, SaaS URL, Delivery and Installation of Software, Initial Test Database and Load, Initial Development and Configuration)	N/A	N/A	
	2.8.4.18	Interim Operations Plan	N/A	N/A	
*	2.8.4.19	Training Documentation	N/A	N/A	
*	2.8.4.20	Phased – Specification development, configuration, training, and acceptance testing **NOTE: Per phase based on implementation phases.**			$0.00
*	2.8.4.21	User Acceptance Test Plan	N/A	N/A	
*	2.8.4.22	Phased -Production System Implementation **NOTE: Per phase based on implementation phases.**			$0.00
*	2.8.4.23	Final Production System Implementations	N/A	N/A	
	2.8.4.24, 2.8.4.25, 2.8.4.26	Software Pricing (See Software Pricing worksheet)	N/A	N/A	**N/A**
	2.8.4.27	SaaS Backup Plan (If Required)	N/A	N/A	
	2.8.4.28	Help Desk Services	N/A	N/A	
	2.8.4.29	Design SDLC Documentation	N/A	N/A	
	2.8.4.30	Development SDLC Documentation	N/A	N/A	
	2.8.4.31	Test SDLC Documentation	N/A	N/A	
	2.8.4.32	Implementation SDLC Documentation	N/A	N/A	
	2.8.4.33, 2.8.4.34, 2.8.4.35, 2.8.4.36, 2.8.4.37	End of Contract Transition (Transition Plan, Source Code, Debrief Meeting, Documentation, Materials)	N/A	N/A	
	2.8.4.38	Disaster Recovery Services	N/A	N/A	
		Total Deliverables Price	N/A	N/A	$0.00

For the Phased deliverables, enter the number of proposed phases and the proposed price per phase.
An Asterick (*) indicates that the deliverable will have a retainage per section 2.11 of the TORFP

Hardware and other devices pricing (Fixed Price)

 Pricing Hardware and other Devices required for ERP solution implementation. Ensure that Installation Services is included in this pricing sheet as the last line item.

Offerors shall provide pricing for each item individually. If Offeror is proposing an item that satisfies more than one State function/process, then the Offeror should state all functions/processes that are handled within the proposed hardware or device by adding assumptions to clearly explain where a proposed product and cost includes multiple functionality.

This is an optional purchase. At MCE's sole discretion, MCE may elect to execute an option to obtain the hardware described in the TO Contractor's proposal for the price described in this Price Sheet.

HARDWARE AND OTHER DEVICES					
Description	Proposed # of Units	Unit Price	Total Price	Comments/Use	Specifications
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
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			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
Total Price for Installation and configuration services for the above listed hardware.			$0.00		
Total Hardware and Devices Price			$0.00		

Total Maintenance (Fixed Price)

Description	Proposed Monthly Fee - Year 2/ Optional	Annual Fee - Year 2 / Optional	Proposed Monthly Fee - Year 3 / Optional	Annual Fee - Year 3 / Optional	Proposed Monthly Fee - Year 4 / Optional	Annual Fee - Year 4 / Optional	Proposed Monthly Fee - Year 5 / Optional	Annual Fee - Year 5 / Optional	
Operations and Maintenance		$0.00		$0.00		$0.00		$0.00	$0.00
Hardware Maintenance		$0.00		$0.00		$0.00		$0.00	$0.00
								Total Maintenance Price	$0.00

NOTE: Operations and Maintenance Phase start after final phased production delivery and final acceptance of the system

Operations and Maintenance tasks are per section 2.6.7 of the TORFP

Only bid Hardware Maintenance if Hardware is required for your ERP Solution.

Time and Materials Labor Categories and Rates

Offeror shall provide fully loaded rates for each year for all labor Categories deemed necessary to perform any additional work beyond the scope of the fixed price portion of this TO, as initiated through the Work Order Process.

Offeror may add additional CATS+ Labor Categories if desired.

Time and Material rates are NOT evaluated as a part of the price proposal.

The maximum hourly labor rate that may be proposed for any CATS+ Labor Category for Time and Materials shall not exceed the maximum for the CATS+ Master Contract year in effect on the TO Proposal due date.

Time and Material Rates					
Labor Category	Year 1	Year 2 - Optional	Year 3 - Optional	Year 4 - Optional	Year 5 - Optional
Project Manager					
Senior Computer Software Integration Analyst					
Applications Programmer					
Applications Development Expert					
Advanced Tech Senior Applications Developer					
Advanced Tech Applications Developer					
Senior Database Management Specialist					
Junior Database Management Specialist					
Quality Assurance Specialist					
Testing Specialist					
Training Specialist/Instructor					
Documentation Specialist					
Technical Writer/Editor					
Computer Graphic Illustrator					
Senior Systems Architect					
Senior Network Engineer					
Junior Network Engineer					
Network Administrator					
Network Security Engineer					

OPTIONAL SOFTWARE PRICING

Offerors shall enter the fully loaded all-inclusive price for any additional proposed items not required to meet core system requirements. This includes all items that the Offeror is proposing that will add value to the overall system solution proposed, and will complement the system proposed by the Offeror.

Offerors shall provide pricing for each item individually. If Offeror is proposing an item that satisfies more than one State function/process, then the Offeror should state all functions/processes that are handled within the proposed software by adding assumptions to clearly explain where a proposed product and cost includes multiple functionality.

Note: Pricing for the Optional items listed below are not included in the evaluated price. The pricing contained in these Tables will provide the State an option for purchasing this software through the selected vendor, if in the best interest of the State. Financial evaluation criteria is provided in TORFP Section 4.3.

OPTIONAL – Pricing for additional Software. Offeror may add rows below with itemized prices as needed. Offeror may add lines for additional names of add-on modules or supporting software . Offeror may also add additional recommended optional software for the ERP solution.

SOFTWARE

Description	Version / Release	Number of Units	Price per Unit	Unit Description	Total Price	Comments/Assumptions
Human Resources and Workforce Management						
<provide names of add-on modules or supporting software>					$0.00	
Customer On-line Shopping Cart						
<provide names of add-on modules or supporting software>					$0.00	
Advanced E-commerce Functionality						
<provide names of add-on modules or supporting software>					$0.00	
Advanced Customer Relationship Management						
<provide names of add-on modules or supporting software>					$0.00	
<Add additional recommended software>						
<provide names of add-on modules or supporting software>					$0.00	
					$0.00	
					$0.00	
					$0.00	
					$0.00	
					$0.00	
					$0.00	

OPTIONAL SERVICES, HARDWARE and DEVICES PRICING

Offerors shall enter the fully loaded all-inclusive price for any additional proposed items not required to meet core system requirements. This includes all items that the Offeror is proposing that will add value to the overall system solution proposed, and will complement the system proposed by the Offeror. Ensure that Installation Services is included in the pricing

Offerors shall provide pricing for each item individually. If Offeror is proposing an item that satisfies more than one State function/process, then the Offeror should state all functions/processes that are handled within the proposed hardware or device by adding assumptions to clearly explain where a proposed product and cost includes multiple functionality.

Note: Pricing for the Optional items listed below are not included in the evaluated price. The pricing contained in these Tables will provide the State an option for purchasing these Optional Services, Hardware and Devices through the selected vendor, if in the best interest of the State. Financial evaluation criteria is provided in TORFP Section 4.3.

OPTIONAL – Pricing for Services, Hardware and other Devices. A section is provided for each category. Offeror may add rows below with itemized prices as needed.   Offeror may also add additional recommended optional services, hardware or devices for the ERP solution.

SERVICES				
Description	**Proposed # of Units**	**Unit Price**	**Total Price**	**Comments/Use**
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
			$0.00	

HARDWARE AND OTHER DEVICES					
Description	Proposed # of Units	Unit Price	Total Price	Comments/Use	Specifications
Barcoding Devices			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
			$0.00		
Total Price for Installation and configuration services for the above listed hardware.			$0.00		