



Karen B. Salmon, Ph.D.
State Superintendent of Schools

200 West Baltimore Street • Baltimore, MD 21201 • 410-767-0100 • 410-333-6442 TTY/TDD • msde.maryland.gov

TO: Potential Offerors

FROM: *June Dwyer*
Procurement Officer

RE: **ADDENDUM 1**
TORFP R00B7400027 CCATS Maintenance and Enhancements

DATE: December 14, 2016

Thank you to all who attended the Pre-Proposal Conference yesterday. Your attendance is greatly appreciated and heartening. Please do not hesitate to submit questions in writing to my attention. All correspondence should be sent to june.dwyer@maryland.gov.

This addendum contains:

- Revised Table of Contents
- Revised Attachments with corrected numbers in Word
- Revised Attachments with corrected numbers in PDF format
- Pre-Proposal overview of TORFP (Power Point presentation)

Please replace the original attachments with the revised documents prior to submitting your response.

For those who asked yesterday: To request public information please contact our Public Information Officer William Reinhard in writing at William.reinhard@maryland.gov. Please allow time for our response.

Thank you.

You must acknowledge all addenda with your proposal. Please submit page 2 with your proposal.

NOTE: We will publish Pre-Proposal Information as Addendum 2 shortly. Thank you.

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Maryland State Department of Education

Child Care Systems Maintenance and Enhancement
TORFP # R00B7400027

December 13, 2016

Office of Child Care Services

SFY 2016 Data

- Child Care Licensing:
 - 9,111 facilities, both homes and centers
- Child Care Subsidy
 - Benefits to 15,037 children, 7,980 families
 - Payments of \$73,911,597 last year
- Credentialing of Child Care Personnel
 - Over 6,000 last year
- Quality Incentive Programs

Child Care Systems

- Child Care Administrative Tracking System (CCATS)
 - Internal system for agency staff
 - MSDE, DHR and data entry contractors
- Child Care Portal (CCP)
 - External website for Providers, Parents, Trainers and Personnel
 - Future supplemental data entry applications
 - “Soft” release this month

Child Care Systems Interfaces

Partner System	Type, Frequency	Purpose
FMIS	Batch, Daily	Payments
DHR CIS	Real-time	Coordinate service delivery
Other DECD Systems	Batch, Daily	Distribute licensing data
MD Excels (Hopkins)	Batch, Daily	Receive quality data
Child Support Enforcement	Batch, Monthly	Send data for professional license suspension cross-match
Federal HHS	Batch, Monthly	Report on subsidy recipients
Service Employees International Union	Batch, Monthly	Exchange data regarding union memberships, dues withheld
League for People with Disabilities	Batch, Daily	Send pdf documents for printing and mailing

Child Care Systems Technology

□ CCATS – Internal

- Java SE 6.0
- Oracle Weblogic 11g
- SAP Business Objects 4.1 SP 5
- IBM DB2 10.5 FP 8.0

□ CCP - External

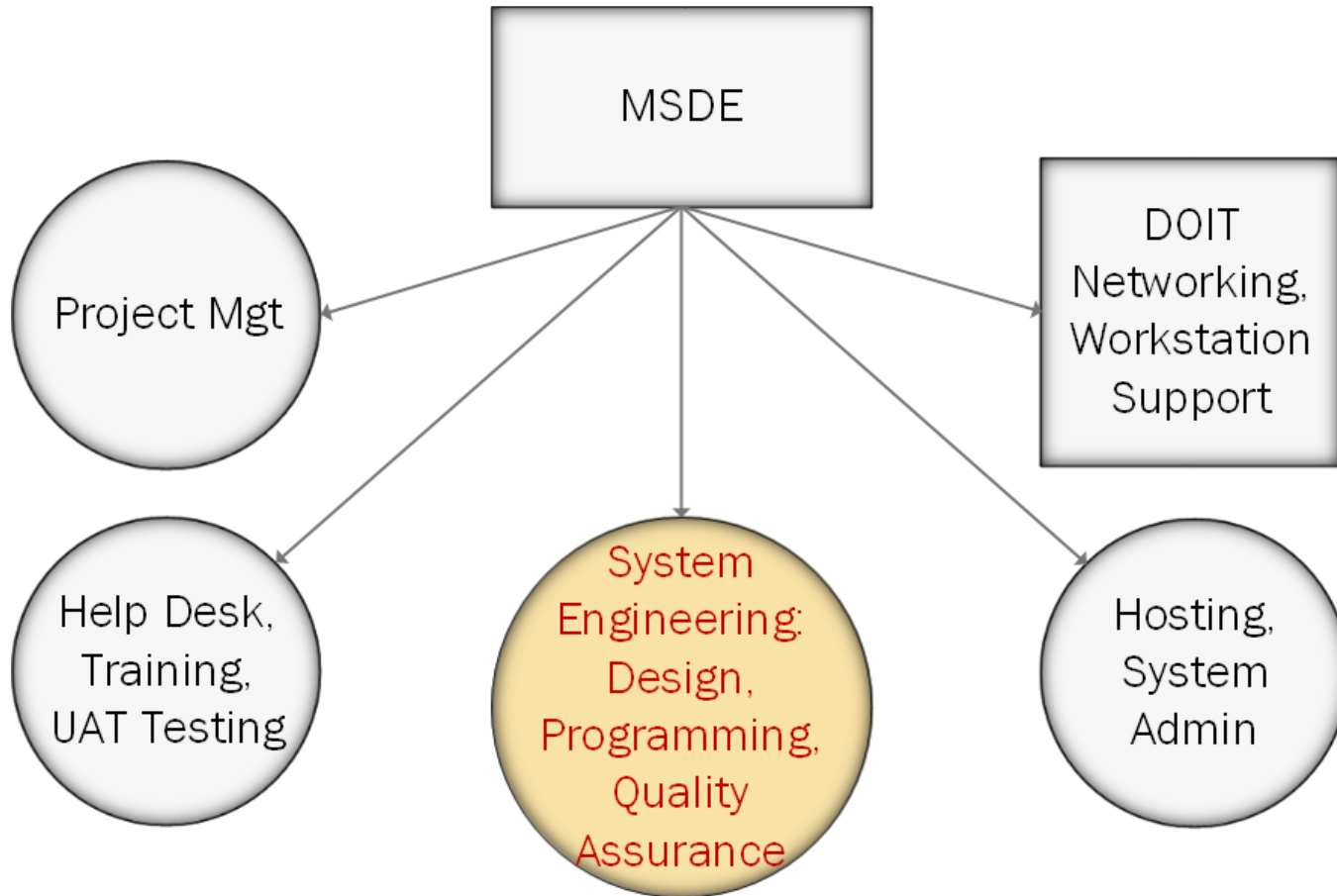
- Microsoft C# and .Net Framework 4.5
- Microsoft SQL Server Database 2012

Microsoft Windows Server 2008 R2 SP1

Vmware: Vcenter 5.5 and Vsphere 5.5

New: CommVault for Backups

Child Care Systems Team



Transition – One Time Fixed Price

- Transition In by 4/1/2017
 - Knowledge Transfer
 - IVR Replacement
 - Demonstrate system modification
- Transition Out

System Maintenance - Monthly Fixed Price

- ❑ Ongoing Operation
- ❑ System Upgrades, Code Deployments and Database Changes
- ❑ Prompt Remediation of Problems
- ❑ System Change Control
- ❑ Overall System Management
 - Monthly System Management Report
 - Team Foundation Server

System Modifications

- Service Requests
 - Time & Materials or Fixed Price
 - Not to exceed estimates for approval
 - Design proposal with estimate
- Major Service Requests
 - System Development Life Cycle
- Work Stoppage Problem Reports

Interactive Voice Response - Fixed Price

- Supports Portal Attendance Reporting
- Interfaces with CCATS and CCP

Service Level Agreements

- ❑ System Availability: > 98%
- ❑ System Response Time: <5 seconds on pages and <2 minutes on reports
- ❑ Batch jobs: all execute within one week
- ❑ Application errors: all corrected in 3 mos
- ❑ Work stoppage errors: fixed in 1 week
- ❑ IVR availability: >98%

Key Personnel and Staffing

- Key Personnel
 - Project Manager
 - Internet/Intranet Site Developer
 - Database Management Specialist Senior
 - Testing Specialist
- Ability to adjust staffing in response to workload



Questions?



Karen B. Salmon, Ph.D.
State Superintendent of Schools

200 West Baltimore Street • Baltimore, MD 21201 • 410-767-0100 • 410-333-6442 TTY/TDD • msde.maryland.gov

TO: Potential Offerors

FROM: *June Dwyer*
Procurement Officer

RE: **ADDENDUM 2**
TORFP R00B7400027 CCATS Maintenance and Enhancements

DATE: December 21, 2016

This addendum contains separate documents:

Pre-Proposal Attendance Sheets
Pre-Proposal Transcript
Questions and Answers
State Finance and Procurement article
Revised pages to TORFP: Pages 28, 46 and 57
SLA Activation procedures
IVR schedule

Thank you.

You must acknowledge all addenda with your proposal.
Please submit page 2 with your proposal.

Note: the acknowledgement was omitted for Addendum One. Please use the attached forms for Addendum One and Two. Submit both forms with your proposal. Thanks.

ADDENDUM 2
TORFP R00B7400027 CCATS Maintenance and Enhancements
Acknowledgement

Received By _____
(Print Name)

Signature _____ Date _____

Vendor _____

Telephone No. _____ Email: _____

ADDENDUM 1
TORFP R00B7400027 CCATS Maintenance and Enhancements
Acknowledgement

Received

By _____
(Print Name)

Signature _____ Date _____

Vendor _____

Telephone No. _____ Email: _____

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MARYLAND STATE DEPARTMENT OF EDUCATION

Consulting and Technical Services+ (CATS+)
Task Order Request for Proposals (TORFP)

CHILD CARE SYSTEMS MAINTENANCE AND
ENHANCEMENT

CATS+ TORFP #R00B7400027

Tuesday, December 13, 2016
2:00 p.m.

June Dwyer, presiding

Baltimore, Maryland

gm

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FYI

7

Within this transcript of proceedings, If the spelling of any name or term is contained in the exhibits or any other support documentation, it will be reflected as such in the transcript.

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If the correct spelling is not made available, then the phonetic spelling will be used in the transcript.

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1 (2:00 p.m.)

2 MS. DWYER:

3 I'm June Dwyer from MSDE. I'm the
4 Procurement Officer. And just to let you know, we
5 are recording this pre-bid so we can post the
6 questions and answers. And I don't take very good
7 notes, so it's a lot easier for me to have it
8 recorded.

9 Thank you all for coming today. We're
10 going to go around the room and introduce
11 ourselves. Please do me a favor and make sure you
12 sign in on the sign-in sheet. If you have a
13 business card, if you would bring one of those up
14 before you leave and drop it to me. That would be
15 great.

16 If you're on the phone, I ask that you
17 please email me at june.dwyer@maryland.gov and let
18 me know your contact information and that you are
19 on the phone.

20 We'll get started in just a minute.
21 We'll introduce ourselves, do you want to go first?

22 MS. WALTER:

23 I'm Carol Walter. I'm with MSDE. I've
24 been managing the CATS System.

Comment [JD1]: CCATS

1 MS. KELLY:

2 I'm Liz Kelly. I'm the Acting Assistant
3 State Superintendent for the Division of Early
4 Childhood Development here at the Department.

5

6 MS. JACKSON:

7 I'm Regina Jackson. I'm in the
8 Procurement Office and I am the MBE liaison.

9 FEMALE VOICE:

10 This is Antonio Herrera. He's our CIO
11 and he's got hung up but he should be coming in at
12 any time.

13 MS. HENDERSON:

14 I'm Jami Henderson, the Project
15 Coordinator at AM Consulting Group.

16 MR. MILLS:

17 Hi, I'm David Mills. I'm the Project
18 Manager for AM Consulting Group, an IT company.

19 MR. FOSTER:

20 Good afternoon. I'm Sam Foster with
21 FosterSoft, an IT and professional services firm
22 with offices in walking distance from right
23 downtown in Baltimore City. We are a Maryland MBE
24 and we're headquartered out of Bethesda, Maryland.

1 MR. RESPASS:

2 I'm Harry Respass, CEO of RES Tech
3 Systems.

4 MS. JOHNSON:

5 Good afternoon. Annette Johnson, CMT
6 Services. We are a certified MBE and VBE firm, IT
7 consulting firm.

8 MR. RIDLEY:

9 Good afternoon. Ted Ridley, Executive
10 Manager of Capture with CMT Services.

11 MR. PELTZ:

12 Rich Peltz, PKW Associates. We're a
13 woman-owned small business and an MBE.

14 MR. ROSEMAN:

15 Antoine Roseman with RACTSOL
16 Corporation, specializing in Information
17 Technology, Virtualization, Cloud Development and
18 we're MBE/SDWSB, services...

19 MR. WALKER:

20 Jay Walker with Gantech. We are an MBE,
21 headquartered in Columbia. We're a
22 Hispanic-owned MBE. We're glad to be here today.

23 MR. ATHREYA:

24 Hello. This is Narayan Athreya from

1 I-Cube Systems. We are a woman-owned small
2 business, an MBE Maryland-certified MBE,
3 specializing in software development, IT Project
4 Management and Business services.

5 MS. BOURI:

6 Hi. I'm Nisha Bouri, CEO of N-3
7 Technologies. We are a certified MBE and
8 woman-owned company.

9 MR. NAZAIRE:

10 Hi. I'm Stanley Nazaire, CEO of Blue Sun
11 Technologies. We're also an MBE. We specialize
12 in IT Management.

13 MS. JOHNSON:

14 Rita Johnson, president of Application
15 Outfitters, a woman-owned MBE.

16 MR. GREEN:

17 Roger Green, Application Outfitters,
18 National Sales Director, IT consulting firm, MBE.

19 MR. WEBER:

20 Michael Weber with eSystems. We are a
21 systems integrator in the Health and Human Services
22 space.

23 MR. ZERNHELT:

24 Brian Zernhelt with Software Consortium.

1 MR. SCHMIDT:

2 Dwight Schmidt, IT Nova.

3 MS. SELDES:

4 Carolina Seldes, IT Nova. And IT Nova is
5 an MBE and Hispanic-owned company.

6 MR. ARORA:

7 Amit Arora, SNAP, Inc. We're an IT
8 system integrator, application, development...
9 and certified MBE.

10 MR. SIDDIQUE:

11 Atib Siddique from Scientific Systems and
12 Software International. We are an MBE as well as
13 we're going through a (inaudible) process and thank
14 you for hosting this conference today.

15 MR. HUSSEY:

16 Hi, I'm Leo Hussey, Maryland Divisional
17 Manager for Computer Aid, Inc. or C.A.I.

18 MS. GEVERAS: (phonetic)

19 Hello everyone. My name is Gionetta
20 Geveras. I represent GTCS. We are a
21 veteran-owned small business.

22 MR. NATARYAN:

23 Rajan Natarayn, TechnoGen, Inc.,
24 headquartered in Columbia, Maryland.

1 MS. CONTRINO:

2 My name is Khin Contrino, I'm with
3 Preferred Technology Solutions, a woman-owned MBE.

4 FEMALE VOICE:

5 Hi everybody. ([Inaudible]) from Xerox.

Comment [JD2]: Mehnaz Zahid

6 (Inaudible)

7 MR. HANS:

8 Harry Hans from Sona Networks.

9 MS. WILLIAMS:

10 Renee Williams, MSDE.

11 MR. HENDERSON:

12 Larry Henderson from Ryan Consulting
13 Group, headquartered in Indiana. We have offices
14 in Ohio and D.C.

15 MR. CONLEY:

16 Joseph Conley, SQN Systems, MBE...

17 MR. BUNDY:(phonetic)

18 Eric Bundy... Certified MBE in Baltimore.

Comment [JD3]: Bithgroup

19 MR. BLOMBERG:

20 John Blomberg, FEI Systems.

21 MR. JONES:

22 Houston Jones, TMI Solutions, Quality
23 Assurance, specializing in quality
24 assurance...(inaudible).

1 MR. STOKES:

2 Jacob Stokes, Belay Technologies. Full
3 staff developers, SMEs in automated testing.
4 (Inaudible)

5 MR. EGOLF:

6 Zach Egolf, also with Belay Technologies.

7 MR. GOODWIN:

8 Demetrius Goodwin with OST, Inc. CMI
9 ...specializing in IT solutions, Management
10 services and I'm happy to be here.

11 MR. KANIDE:(phonetic)

12 Hi, everybody. I'm Shekhor Kanide
13 (phonetic) Infosys Public Services. (Inaudible).

14 MR. PAR:

15 Hi, everybody. I'm Shaylesh(phonetic)
16 Par... Infosys Public Services.

17 MS. BOYLE:

18 Good afternoon. Theresa Boyle with AP
19 Ventures. We're a woman-owned MBE.

20 MR. LEE:

21 Hi, everyone. Danny Lee, Connect
22 International, working in Maryland, IT consulting
23 firm specializing in system engineering and
24 (inaudible)...

1 MR. GIL:

2 Ryan Gil from Ryan Consulting.

3 (Inaudible)

4 (Inaudible)

5 MS. MONTE:(phonetic)

6 Ellen Monte with MSDE.

7 MR. BENNETT:

8 T. J. Bennett, MSDE.

9 MS. GRANT:

10 Emily Grant, SeRigor, Inc.

11 (Inaudible)

12 MR. O'LEARY:

13 Frazier O'Leary, Tandem Conglomerate.

14 MS. DWYER:

15 Did somebody just come in in the back?

16 MR. WHITE:

17 Chris White from MBI Systems.

18 MS. DWYER:

19 For those of you on the phone, we have
20 George Hardy from Xerox, Zach Steed from Xerox,
21 Mike Boyle from TCC, Ash Kapoor and Rob Bo from
22 Tandem. Thank you. Is there anybody else on the
23 phone?

24 MALE VOICE:

1 (Inaudible) with TCC.

2 MS. DWYER:

3 Okay.

4 MR. HARJANI:

5 Sandeep Harjani with Infojini.

6 MS. DWYER:

7 Thank you.

8 (Inaudible)

9 MS. DWYER:

10 Anybody else?

11 MR. (Inaudible)

12 Steve (inaudible) from Tandem.

13 MS. DWYER:

14 Thank you. Okay. Those of you on the
15 phone please don't forget to email me at the end
16 so that I can get your attendance for the record,
17 please. Those of you in the room, there a few
18 copies of the TORFP in the back on the table if
19 anyone needs one. I definitely don't have enough
20 for everyone. There are also copies of the
21 presentation that Carol is going to give us, if you
22 want a hard copy of that as well.

23 MS. WALTER: They were on the back
24 table.

1 MS. DWYER:

2 Yeah.

3 MS. WALTER:

4 They may be out of them now.

5 MS. DWYER:

6 They may be gone.

7 MS. WALTER:

8 We'll send it out with the minutes.

9 MS. DWYER:

10 Yeah, we definitely will send it out.

11 Carol Walter will give us an overview of the
12 project.

13 MS. WALTER:

14 We're here today to talk about the
15 Childcare Administrative Tracking System and its
16 associated public report. This is a Task Order
17 Request for Proposals for System Engineering
18 Services for the project.

19 So I want to start by talking about the
20 Office of Childcare Services very quickly because
21 that is a community that we serve with the system.
22 We have over 9,000 facilities, both homes and
23 centers. They require licensing inspection in
24 order to do business.

Comment [JD4]: Released with Addendum
1-December 14, 2016

Comment [JD5]: portal

1 If we can't serve them, they're out of
2 business. We pay childcare subsidies to
3 low-income parents. We require the subsidies to
4 go to work, training, whatever. Last year on
5 average at any time, we had over 15,000 children
6 involved in the program and 7900 families. Total
7 payments last year were \$73,911,000.

8 We also use the system to credential
9 childcare personnel in two ways. One is be sure
10 they meet the requirements of the regulations and
11 want to hold position, but also there is an
12 incentive program to help childcare staff add to
13 their skills and qualifications. That also
14 involves bonus payments out to them and an
15 assortment of other financial benefits.

16 Finally, there are a number of quality
17 incentive programs. Most of them involve financial
18 payments. All these financial payments go through
19 the system. So to MSDE and the Office of
20 Childcare, these are critical systems.

21 Okay. So there are two main parts to
22 this. One is the Childcare Administrative
23 Tracking System which is a system used by staff.
24 It's been in production since, well, 2007, for full

1 production. It's not only used by our staff at
2 MSDE for licensing functions and payments, but also
3 we have Department of Human Resources staff, who
4 take eligibility for subsidy benefits, and data
5 entry contractors.

6 We are just now bringing up a childcare
7 portal which is connected to internal CATS and will
8 allow providers, parents, trainers and staff at
9 centers to see the data on file for them updated,
10 submit attendance, those kinds of functions.

11 We are doing the soft release of this,
12 this month. There are a number of interfaces that
13 are required for the system to operate properly.
14 Of course, the key one is our interface with the
15 Comptroller's Financial Management Payment
16 System.

17 Those are daily batches. We have a
18 real-time interface with the Department of Human
19 Resources to keep data in sync between the agencies
20 on the services we're providing.

21 We distribute licensing data to a number
22 of systems. We have an interface with a quality
23 program called Maryland Excels. That system is
24 maintained by Hopkins but the data is sent to CATS

1 so we can make the payments to them.

2 Child Support Enforcement is another DHR
3 **initiative**. We make federal reports to the
4 Department of Health and Human Services. We have
5 an interface with the Service Employees
6 International Union, and finally, but importantly,
7 we have the League for People with Disabilities who
8 act as our print and mail house. So all the
9 documents that we send out to our community are
10 printed by the League for People with Disabilities.

Comment [JD6]: interface.

11 I added some additional detail on this
12 slide and compared it to what's in the
13 solicitation. Internal CATS is JAVA based. It
14 uses Web Logic, Business **Office** for Reporting Only,
15 and IBM DB2 data base. But the new Childcare
16 Portal is still Microsoft technology. That was a
17 request from MSDE because they primarily **know** the
18 agency in Microsoft shop.

Comment [JD7]: Objects

Comment [JD8]: are a Microsoft shop.

19 Both the internal and external **CATS** are
20 being run on virtual servers. We're **using** 5.5 and
21 Windows servers are currently version 2008 Release
22 II.

Comment [JD9]: CCATS

Comment [JD10]: VMware

23 The largest part of the Support for these
24 Systems is outsourced to contractors. So project

1 management is currently me and I'm a contractor.
2 We have a contract for Help Desk training and UAT
3 testing that we have (inaudible) currently.

4 And over on the far side you'll see Do It
5 Now handles networking, work station support for
6 MSDE. They're centralizing those services.
7 Hosting system and system administration is
8 outsourced to another company. They handle the
9 server maintenance and also the physical data base
10 administration.

11 So the big yellow circle with the red
12 letters, that's what this procurement is about.
13 That's for system engineering. That includes
14 design, programming, and quality assurance.

15 Real quickly, let me just introduce
16 Antonio Herrera. He's our Chief Information
17 Officer.

18 MR. HERRERA: Thank you.

19 MS. WALTER: All right. In terms of the
20 scope of the contract, of course, the first
21 activity will be to transition in, which will
22 include knowledge transfer. There is an IVR to
23 support the system specifications within the
24 solicitation.

Comment [JD11]: DoIT - Department of
Information Technology

1 And we're to complete the transition in
2 process, we will ask that you demonstrate that you
3 can do a system modification so we'll pick some
4 small change and go through the whole process
5 before it's turned over for regular routine
6 maintenance.

7 We have to complete transition in by April
8 1st of 2017 because that's when the current support
9 will end. That for us is a hard date. And then,
10 of course, at the end of the contract there will
11 be a transition out. Both transition in and
12 transition out are fixed price. So on the price
13 sheet there's a line just for that.

14 All right. Then we have system
15 maintenance. This is the operation of the
16 production system, as is, no changes except for
17 fixing problems. So that includes upgrades,
18 co-deployment, data base changes, prompt
19 remediation of problems, system change control,
20 and the overall system management. Okay.
21 Keeping the team foundation server up to date
22 producing monthly management report which is used
23 to track all the activities in SLA.

24 And a System Management Report becomes

Comment [JD12]: which becomes

1 the basis, the substantiating document for the
2 monthly-fixed-price payment. So it is a critical
3 report.

4 And, of course, the system will also
5 require modification. It would be nice to hold it
6 static and get it running real tight but things keep
7 changing. So we have to respond to changes in
8 Federal Law, State Regulation, Policy Initiatives,
9 and just improvements in business operations. All
10 of those require enhancements to the system.

11 In most cases that work is done on a time
12 and materials basis. We'll describe the work that
13 needs to be done, ask you for a quote, whether it's
14 time and materials or a fixed price. The agency
15 still has to approve an estimate before your work
16 begins. And we'll ask for your design approach
17 along with that estimate.

18 Most service requests are relatively
19 small fairly routine changes. From time to time
20 we have to make a pretty significant change, either
21 adding a new block of functionality or making a
22 major change.

23 For those things we may ask you to follow
24 a more formal system development Life Cycle with

1 all the documentation pertinent to that. We do
2 follow the Maryland System Development Life Cycle.
3 I think we are open to customizing that based on
4 your recommendations, but we have to have a system
5 comparable in control to the Maryland SDLC.

6 And then finally we have work stoppage
7 problem reports. These are critical things
8 because they mean that we can't deliver a service
9 to somebody. Can't deliver a license. We can't
10 get a payment through, like that.

Comment [JD13]: We

11 Often those are data errors caused by a
12 user using the system incorrectly. But we still
13 need to ask for your support in fixing those
14 quickly, within a week, and that's why that's one
15 of our SLAs, in terms of getting that problem, that
16 stuck record through. Okay.

17 The interactive voice response system
18 goes along with the Childcare Portal. Many of our
19 providers and parents are not technically adept.
20 They're low-income. And so the interactive voice
21 response is an alternate way for them to report
22 attendance for subsidy payments primarily to us.

23 Okay. There are service level
24 agreements spelled out in the TORFP. Basically

1 we've set standards for availability, response
2 time. Batch jobs are critical for this system.
3 Application errors, work stoppage errors and IVR
4 availability.

Comment [JD14]: Other SLAs address

5 Now in the solicitation we specified four
6 key personnel. Project Manager,
7 Internet/Intranet Site Developer, Data Base
8 Management Specialist Senior, and a Testing
9 Specialist.

10 Those are the skills that we have seen are
11 necessary to manage this system. We can
12 supplement, you know, as you see appropriate. But
13 these are the four people that we're going to
14 evaluate as part of the responses.

15 We will also be looking for the ability
16 to adjust staffing in response to work load. Now
17 we did get a question about do all these four key
18 personnel have to be 100 percent all the time.

19 And we're going to say no, not
20 necessarily. It can fluctuate based on work load,
21 but you should plan to keep a minimum of 50 percent
22 of availability for each of those key personnel,
23 so that you always have continuity and those skill
24 sets on the team.

1 And we'll put that out in the response,
2 right June?

3 MS. DWYER:

4 Right.

5 MS. WALTER:

6 And after having said that, those are the
7 high points that we really wanted to underline for
8 you. So June, I'm going to turn it back over to
9 you to handle the questions.

10 MS. DWYER:

11 But before we get to the questions, hold
12 tight. We do need to talk a little bit about the
13 business goals on the TORFP and when we do
14 questions, we need to go around the room in order,
15 one question at a time.

16 Because we've got a lot of people in the
17 room and we want to make sure we address everyone.
18 If you're sitting on that side of the room, you need
19 to come on over here so we can hear your question
20 for the record. Because we have to post the
21 questions and answers. So Regina?

22 MS. JACKSON:

23 Okay. So for the MBE and the VSBE portion
24 which are subcontract opportunities on this TORFP,

1 you'll notice in the solicitation that there is an
2 overall MBE goal of 16 percent. And understand
3 that there are no sub goals with that. It's an MBE
4 overall goal of 16 percent, and on that there is
5 a separate 23 percent goal on the fixed price.

6 MS. DWYER:

7 The goal is calculated based on the
8 overall value of the whole TORFP. But when we get
9 our calculations we use the fixed price to
10 determine that goal.

11 MS. JACKSON:

12 Okay. So that's not (inaudible), okay.
13 All right. Thank you for the clarification. On
14 the VSB the overall goal, oh let me go back to the
15 MBE portion. The 16 percent overall goal, so as
16 defined, an MBE can fulfill 50 percent, so 8 percent
17 of the overall contract as the MBE. The other
18 half, the other 50 percent, would have to be
19 subcontracted out to another MBE.

20 So if you are the MBE as a prime you can
21 only fulfill half of the goal, this whole goal being
22 16 percent, so you could perform 8 percent of that
23 and then for the VSB, the overall goal is 7 percent.
24 No subcontracting, of course, or sub goals rather.

1 And as the VSB you can, as a prime fulfill 100
2 percent of the VSB goal. So you could fulfill all
3 7 percent of that if you are the prime, that is a
4 VSBE, you don't have to find another VSBE to fulfill
5 the other half of that contract. Hope that makes
6 sense. Okay.

7 Really, really, really importantly, as
8 you all know, that when you complete bids and RFPs
9 you really, really have to be careful on the
10 paperwork. So you can't send in something that
11 says, oh I'll figure that out later, because it will
12 not be a complete response.

13 So if you have any questions at all as
14 you're going through that, don't wait till the day
15 before it's due, January 17th and then say on the
16 16th I meant to ask that question. Ask the
17 questions now. Get the clarification now.

18 Because that really is an area that
19 there's really not any going back to, saying, oh,
20 I sort of misunderstood that. Okay. So ask your
21 questions early about anything that is pertinent
22 to the MBE and the VSBE.

23 All the documentation is there. Of
24 course, it has to be signed. Anybody that you

1 submit as an MBE has to be in the MDOT directory
2 certified to do what you're saying they're going
3 to do.

4 Of course, the same is true for the VSBE.
5 Be sure that the sub is certified to do the work
6 that you're documenting that they are going to do.
7 That they are aware of it, obviously that it's
8 signed.

9 Understand that there's a reporting
10 requirement that comes with a monthly report to do
11 by the prime and the sub the 15th of the month. You
12 don't have to wait till the 14th to send it.

13 Those are all the things that you know and
14 I hope are already second nature to most of you that
15 have gone through this process before. Are there
16 any questions or highlights that I should respond
17 to now? Of course, you still can send questions
18 in, in writing.

19 MS. DWYER:

20 All right. We'll go around the room and
21 you can ask your question. Did you have anything
22 you wanted to add, Antonio?

23 MR. HERRERA:

24 No, I think we're good.

1 MS. DWYER:

2 So why don't we start over here and just
3 go around the room and ask questions.

4 Q. The incumbent is Xerox state and local
5 solutions. They have a subcontract with TCC and
6 this group?

7 Yes, they are eligible to compete and they
8 have been invited.

9 MALE VOICE:

10 Thank you.

11 FEMALE VOICE:

12 Q. How long has this contract, is it
13 obviously Xerox has it now but was it a follow-up
14 from Xerox?

15 A. No. No. The original contract was
16 with a different company. I think the first
17 contract was initiated in 2002.

18 MS. DWYER:

19 I think that's right, yes. And this
20 contract was awarded to Xerox in 2010.

21 FEMALE VOICE:

22 All right. Thank you.

23 MALE VOICE:

24 I don't have any questions.

1 MALE VOICE:

2 Q. I just had one question. Is the
3 intent to have one award for a company to do both
4 the maintenance and the modifications?

5 A. Yes. For the prime.

6 Q. Single award?

7 A. Single award for the prime.

8 MALE VOICE:

9 Thank you.

10 MALE VOICE:

11 For the internal CATS system, I know you
12 mentioned that external (inaudible) ?? Market
13 would be like a major of the VSB process, the
14 overall? The internal CCATS system. Would there
15 (inaudible)...

16 A. Not, we have in the past five years
17 done a lot of improvements to that system to obviate
18 problems. At this time we don't plan another
19 overhaul. But there could be steps taken in the term
20 of this contract.

21 FEMALE VOICE:

22 There's nothing currently planned.

23 MS. DWYER:

24 Okay.

Comment [JD15]: alleviate

1 MALE VOICE:

2 Q. Under the major service request, which
3 methodology would you prefer to use for that SDLC.
4 What AGILE methodology be what you prefer?

5 A. Probably not. Because of the controls
6 the state expects us to implement we ~~are kind of~~
7 ~~bounced in~~ the waterfall now, we can modify the
8 waterfall. We can, you know, kind of iterate
9 and/or maybe incorporate elements of
10 AGILE ~~technology~~. But we'd still have to have some
11 key points of control, especially the one who
12 designed the ~~program~~ and then to sign off on its
13 initiation.

Comment [JD16]: use

Comment [JD17]: methodology

Comment [JD18]: the control on the system design

14 Q. It's your typical software development
15 mind set that we're going to run through rate
16 initiation and so forth.

17 This state is going through the waterfall
18 to AGILE more and more. But it's not exactly there
19 yet.

20 MALE VOICE:

21 Thank you.

22 Q. Does a company have to be part of the
23 CATS for woman-owned to be on this or --

24 A. The prime contractor must be on the

1 CATS+ contract.

2 Q. Okay.

3 A. But the **contractors** do not have to be.

Comment [JD19]: Sub-Contractors do not have to be.

4 MALE VOICE:

5 Q. Is it possible to get a demo of the
6 current system?

7 A. We should be able to, well, I don't know.
8 We'll have to, we'll have to get there and
9 determine if we could do that or not?

10 Q. Do any of the proposed four individuals
11 have to work on-site or be there remotely?

12 A. Contractor's location.

13 Q. Okay.

14 FEMALE VOICE:

15 Q. For the **title** security insurance, do the
16 agency consider a dangerous amount from \$7 million
17 to \$1 million? We saw that in a certification and
18 I am not sure.

Comment [JD20]: cybersecurity

19 A. I am not sure. I have to get the
20 advice on that. Probably not because that is
21 boiler plate language that the state requires in
22 all of their contracts. But I can look into that.

23 Q. Okay. Thank you.

24 MALE VOICE:

1 (Inaudible) four...

2 A. Well ~~two~~ personnel are four, I would say
3 five to 8 depending on work load.

Comment [JD21]: key

4 Q. Is there an average to that? I mean
5 like, you know, it's normally on the high end or
6 the lower end on that?

7 A. Well say 6. We will work, in the past we
8 would work with the contractor to keep relatively
9 stable staffing.

10 MALE VOICE:

11 Right.

12 A. I can't promise that. But we do
13 recognize the value to that. Part of it just
14 depends on the budget and whether there's a large
15 initiative or not. That will be the big driver.

16 Q. Do you guys expect any developmental
17 work or is it mostly going to be the support work
18 that you have here?

19 A. Well, I guess we'd have to say regular
20 support work. I don't anticipate anything too
21 huge.

22 Q. I didn't think so.

23 MS. DWYER:

24 Till we come back around, please.

1 Okay. We're going to continue around You can
2 hold it until we come back around, please.

3 FEMALE VOICE:

4 Okay.

5 MALE VOICE:

6 I'm getting it.

7 MS. DWYER:

8 We're back there.

9 MV:

10 Sorry.

11 MS. DWYER:

12 That's okay.

13 MALE VOICE:

14 Q. Who can we contact to get a redacted
15 proposal submission made by Xerox in 2010?

16 A. Public Information Officer and his name
17 is William Reinhardt.

18 Q. William Reinhardt?

19 A. Uh-huh and you can email him and
20 request that.

21 Q. Okay.

22 MS. DWYER:

23 Is there someone next to you back there?

24 MALE VOICE:

Comment [JD22]: information released in
addendum 1 December 14, 2016

1 Yes.

2 Q. Are we going to say the contract's
3 going to be done in the contractor's site, right?
4 Is that site that will be certified by Maryland
5 or (inaudible).

6 A. No special certification, no. Now
7 having said that, there are some, **two** requirements
8 that would apply. So we need to take that into
9 account. Basic security **confidentiality**.

Comment [JD23]: SOC 2

Comment [JD24]: and

10 MS. DWYER:

11 Who's next? Any questions?

12 A. There's one.

13 MS. DWYER:

14 We're going around, so let me see if
15 there's somebody I missed back there. I'm sorry.
16 Go ahead.

17 FEMALE VOICE:

18 (Inaudible) My question is with your
19 security tool. You mentioned (**inaudible**) as a
20 tool? Is that a required tool or can we use
21 alternatives?

Comment [JD25]: Burpsuite

22 A. I believe that it says you can use
23 alternatives. It's just that we have used that
24 and can make that available.

1 Q. But you would be to provide the alternate
2 tool and describe it for us, right.

3 MS. DWYER:

4 Did you have a question? Ma'am? We're
5 going around.

6 FEMALE VOICE:

7 No.

8 MS. DWYER:

9 Anyone? No. Harry, you have a
10 question?

11 MR. HANS:

12 No, thank you.

13 MS. DWYER:

14 Okay. Okay.

15 MALE VOICE:

16 I have a two-parter.

17 A. I don't believe that there is anything
18 proprietary that MSDE has to pull the license.
19 But I just established that fact for you.

20 A. The TORFP states that there is an
21 existing IVR system place and you're asking for
22 a solicitation to replace our IVR system with the
23 intent to have that completed by the transition-in
24 period or do you have a date when you want that

1 IVR replaced?

2 A. Our intent was to have it within the
3 transition period.

4 Q. Okay.

5 Q. Would you consider this overall ?? set
6 value or a technically acceptable proposal?

7 A. Okay. The evaluation will be 60 percent
8 on technical and 40 percent on price.

9 MS. DWYER:

10 Do you have a question?

11 MALE VOICE:

12 No.

13 Q. On the existing system?

14 A. I do not want to answer off the top of
15 my head, but we can ? Something on that...

16 Q. I have a question.

17 MS. DWYER:

18 Okay. We'll get to you in just a second,
19 if you don't mind. Thank you.

20 Q. Can I ask a question on your maintenance
21 contracts... firm fixed price contract. Do you
22 have an incumbent performing the maintenancy, and
23 also you're using a mix of technology, RTM and also
24 (inaudible) technology so do you expect whoever

1 wins a contract will perform maintenancy on all
2 these technologies?

3 A. Yes. They need to maintain all the
4 technology. I'm not sure I caught your first
5 question.

6 Q. Do you have an incumbent?

7 A. Yeah.

8 Q. Performing...

9 A. We had answered that earlier. It's Xerox
10 Technical Solutions.

Comment [JD26]: Xerox State and Local Solutions

11 MS. DWYER:

12 Question?

13 MALE VOICE:

14 Who me?

15 MS. DWYER:

16 Yes, go ahead.

17 Q. Why are you going out to RFP as listed
18 as continuing with the existing ...

Comment [JD27]: instead of

19 A. They have a requirement that we be
20 competitive in almost every circumstance. So
21 we'll be getting a contract.

Comment [JD28]: The State requires competition. The current contract is ending and we are re-competing this contract.

22 Q. So I guess follow-up. Is there anything
23 beyond that that's leading you to go to RFP? I
24 mean is there anything, is there any problem with

1 the existing support?

2 A. No.

3 Q. No problem.

4 MS. DWYER:

5 Here in the front. I think we're back
6 around again. So --

7 FEMALE VOICE:

8 On the phone.

9 MS. DWYER:

10 Oh, I'm sorry. Those of you on the
11 phone, I'll entertain your questions now.

12 MALE VOICE:

13 Okay.

14 Q. Okay. This is Ash Kapoor. I have a
15 three-part question. Question number one is this
16 contract on-site or off-site. Number one.
17 Number two. How many resources, how many current
18 resources are there on site supporting this
19 contract as... And third, are you going to do
20 any...for the companies short-listed, will that
21 be the interview for the proposed resources.

22 A. Okay. Your first question, are there
23 resources under this contract that's off-site.

24 Q. Off-site?

1 A. Yes. Currently, we do not have any
2 resources under this contract on-site

3 That's beside the meetings, of course.
4 And finally, yes, we do intend to have oral
5 presentations from the short list, and that will
6 include interviews of ~~two~~ personnel.

Comment [JD29]: key

7 Q. Okay. And how many resources are there
8 on-site?

9 A. ~~Nine.~~

Comment [JD30]: None are on sight.

10 Q. I'm sorry. Off-site. How many
11 resources are -

12 A. The staffing level has fluctuated and
13 I'm not sure that it's comparable to the work we're
14 looking at going forward. I will check and get
15 a number back to you though.

16 MALE VOICE:

17 Okay. Thank you.

18 Q. I have a question regarding the
19 increment -- position. Do you expect (inaudible)
20 technology?

21 A. I think so on the JAVA but it's certainly
22 desirable to have .net.

23 Q. Because it's very hard to find someone
24 that ...technologies and only one resource would

1 either be very good at JAVA or would be very good
2 at .net.

3 A. Thank you for your comment. Anyone else
4 have a question on the phone? Sorry, we can't
5 hear you. Okay. We're going to move along. All
6 right.

7 Q. What is the current value of the -

8 A. It had two periods and I wanted to give
9 you the correct title from 2010 to current.

10 MALE VOICE:

11 Thank you.

12 FEMALE VOICE:

13 I'm good.

14 MALE VOICE:

15 Q. Could you tell us -

16 A. No.

17 FEMALE VOICE:

18 Q. Is there any additional scope of work
19 that is different from the contract that we're
20 putting in?

21 A. Yes, it is different. There are
22 contracts that were awarded in 2010, including a
23 major IT project.

24 Q. Okay.

1 A. Okay. And that was to do some
2 remediation and enhancement to the system. The
3 scope of what's since been completed or will be
4 completed by the end of contract in April. Of
5 course, there will always be follow up. We did
6 what we intended but now we see that if we just
7 do these two more things, it would be so much
8 better. So it would be add-on.

9 But they definitely expect to complete
10 the project part before the year contract. We're
11 like 99 percent now.

12 Q. When you start

13 A. We are aiming for February 1st and that
14 would begin a transition period and our goal would
15 be to be complete it April 1st.

16 February 1st is the date for the state to
17 award the contract. However, if we don't get it
18 completed till February 15, we still have the
19 completion by April 1st.

20 Q. I'm so glad that we have time to
21 complete.

22 A. No, it's primarily a ~~chance to~~
23 ~~acknowledge~~. Yes, to understand the system and
24 it's no hardware relocation. There would be

Comment [JD31]: knowledge transfer

1 security activities. But the core of it is to
2 get, for your technical team to get a sufficient
3 understanding of the system that they can
4 remediate at least typical problems that come up.

5 Q. What percentage of the contract back in
6 2010 contract was the large IT component project?

7 A. Fifty percent.

8 FEMALE VOICE:

9 When I check the financials let me look
10 at that question also. Anybody else on this side
11 have a question?

12 Q. How much of this opportunity ...have
13 additional efforts from this kind of contract?

14 A. The major IT project that was part of the
15 current contract will have been completed.

16 Q. I understand.

17 A. And we will continue with regular
18 maintenance and we do have an active maintenance
19 program right now. We had bid maintenance
20 concurrent with the project throughout the
21 current contract.

22 Q. Does the contract need public approval
23 before ... will that be enough time to get ready
24 the RFP proposals and the (inaudible)

Comment [JD32]: Board of Public Works

1 A. It's a CATS Task Order, so no, it doesn't
2 need approval.

Comment [JD33]: BPW approval not required.

3 MALE VOICE: (Inaudible)

4 A. I'm sorry. Can you step up here a little
5 bit so we can hear you better. I'm sorry.

6 Q. In the SLA section deduct up to four
7 percent. Can you share with us any issue with the
8 current contractor?

9 A. We would not use SLA in the original
10 contract. Instead there were liquidated
11 damages. And they're structured very
12 differently. So there is no comparison.

Comment [JD34]: did not

13 Q. Just, you know, for a competent person,
14 ~~are you looking at an aggressive background?~~

Comment [JD35]: baseline the SLAs?

15 A. Yeah. I can say that we did look at
16 current performance in settling the SLA.
17 Obviously, we didn't want to set ones that we
18 thought were unreasonable. That's really as much
19 as I can say.

Comment [JD36]: Setting

20 Q. Okay. Thank you.

21 MALE VOICE:

22 Q. So I'm looking at a Proposal due date of
23 January 17th and contract start date of February
24 1st. When are you going to alert those that won

1 that they won within that period?

2 A. This is all I can say. It takes time and
3 facts. The proposals are received on how many
4 people we have to meet with. So based on their
5 -- eventually. We're not positive that we ...It
6 would be a very short turnaround.

7 (Inaudible)

8 Q.

9 (Inaudible)

10 A. I'm not sure. We'll have to look into
11 that.

12 MS. DWYER:

13 Anybody else have a ...

14 MALE VOICE:

15 Q. If the prime contractor have MBE and VBE
16 what do you do?

17 A. The current contractor has MBE goals but
18 I don't believe it had veterans goals because at
19 the time that this contract was entered into there
20 wasn't that program.

21 A. And they had both women and minority sub
22 goals in the original contractor in 2010.

23 MALE VOICE:

24 Q. Are these the current base line and if

1 yes, since when are...

2 A. No, they're not base line.

3 Q. So follow-up question is, so you're
4 expecting the new contract... stabilize the
5 system first time, then (inaudible).

6 A. No, the system is stable.

7 A. But I haven't done the base line...
8 so far.

9 MS. DWYER:

10 Any other questions?

11 MALE VOICE:

12 Q. You said the current ...off-site.

13 What is there a requirement as far as off-site.
14 In other words, does it have to be the Continental
15 Unites States. Can it be off-shore?

16 A. We actually have to look into that.
17 We're not sure of the policy. So it would be the
18 State of Maryland policy. We have to look that
19 up.

20 MALE VOICE:

21 Q. If you're working off-site, so
22 whoever win the contract, does the contractor has
23 to implement the development for a example like
24 a cell phone server... particularly in our end?

1 A. No. We would expect to have a
2 sampling, ~~two~~ foundation servers set up on MSDE
3 equipment that would be shared by all team
4 members. But he would assist us in configuring
5 the technical maintenance of those environments.

6 Q. Okay. And also one more question.
7 As far as the candidate -- Do you have like 39 labor
8 categories inside? Is it for our reference only
9 or do we have to use the defined labor category?

10 A. You have to quote each of the listed
11 labor categories, please.

12 Q. Okay.

13 MALE VOICE:

14 Q. Do you have a work equipment monitor
15 elimination process?

16 A. I'm sorry. Can you stand up and ask.
17 I can't hear you.

18 Q. Selection process. Do you want me to
19 (inaudible).

20 A. The selection process is defined in
21 the TORFP. I'm not quite sure I understand the
22 question.

23 Q. Oh, you're going to select some
24 companies for oral presentation.

Comment [JD37]: Team

1 A. Oral presentations are for all who
2 are qualified under this Task Order. If it is a
3 **Commission** requirement, then we'll do an oral
4 presentation.

5 MS. DWYER:

6 Are there any other questions?

7 MALE VOICE:

8 Yeah.

9 MS. DWYER:

10 I'm sorry. I'll get you in just a
11 minute, sir.

12 MALE VOICE:

13 Q. Would you allow a smaller business to
14 do a joint venture with a larger MBE, I mean not
15 MBE but a larger contractor in the CATS program
16 to go after this, or does it have to be all MBEs.

17 A. It has to be a registered Master
18 Contractor with the DoIT CATS+ contract. Other
19 than that, (inaudible) are dependent on the
20 company that, there needs to be one prime that bids
21 on the contract.

22 FEMALE VOICE:

23 Q. And is the prime expected to identify
24 the MBE that they have made agreements in the

Comment [JD38]: If the company meets the minimum qualifications they will be invited for orals.

1 proposal. It's not to be negotiated afterward.
2 It has to be part of the proposal made January 17th.

3 MALE VOICE:

4 One more question.

5 Q. Do you review the Prime's
6 qualifications or the whole team?

7 A. The entire team.

8 MS. DWYER:

9 On the phone someone had a question.

10 MALE VOICE:

11 Yes. I have a question and a comment.

12 Q. The question is for all the work of
13 these resources going, would it save me from
14 writing the software, hardware entering laptops
15 and connectivity.

16 A. No, no, no.

17 Q. So the vendor will be picking up
18 the cost for that?

19 A. Yes.

20 Q. Okay. We can do it all, okay. And
21 the comment is that when we seen them, you know,
22 sometimes they say things that will be awarded in
23 two months. In two months eventually we got four
24 months, five months and the prime is back, you

1 know, they come back and they say that hey, are
2 you proposing resources still available?

3 So many times you know, back 45 days to
4 60 days, you know, for these resources are gone,
5 even proposed TV sources gone, due to different
6 projects or if their own blanket request of please
7 be mindful in terms of being -- the timing.

8 MS. DWYER:

9 Thank you very much.

10 FEMALE VOICE:

11 Q. You stated that the sub and the
12 prime's qualifications will be considered. Do
13 you intend to modify or omit Section 2 of the
14 proposal?

15 A. No. Let me put it a different way.
16 So for example, the sub includes two personnel
17 that would be evaluated as part of that. So there
18 are requirements specific to the Master
19 Contractor but in terms of the resources we would
20 look at the whole 2.

Comment [JD39]: key

Comment [JD40]: team

21 FEMALE VOICE:

22 Thank you.

23 MS. DWYER:

24 Oh, I'm sorry.

1 MALE VOICE:

2 Q. I saw the connection. I know you
3 said that most of the work is going to be, not all
4 of the work is going to be performed off-site. Do
5 you guys have already some standard based on the
6 connection you're going to have. Is VPM
7 technology you're going to be using?

Comment [JD41]: VPN

8 A. It is VPM technology.

Comment [JD42]: VPN

9 Q. I'm saying which vendor are you going
10 to be using?

11 A. We'll get the answer.

12 Q. So the vendor has procured himself of
13 that particular VPM technology and allowed to
14 communicate with you.

15 A. Well.

16 Q. Who can help you with the configur-
17 ation.

18 Q. Yeah.

19 A. It's just typical. We're a VPI.

20 Q. Open and close all right. We're
21 trying to be secure.

22 MS. DWYER:

Comment [JD43]: Incorrectly attributed to Ms. Dwyer.

23 Wait a second. I have two different
24 setups. For the S.S. ... lets you connect just

1 to a website or a resource like that. We are in
2 a process of implementing virtual desktops which
3 the state would provide to you.

4 MALE VOICE:

5 Okay.

6 MS. DWYER:

7 So that if you need to use a sulphur
8 package to run against the servers, we could
9 install a software package on that virtual desktop
10 system.

11 MALE VOICE:

12 Okay.

13 Q. Has that VPI solution ...already?

14 MS. DWYER:

15 It's in the process. It's been tested
16 but not fully rolled out yet.

17 MALE VOICE:

18 Q. The MBEs and the veteran-owned do not
19 have to be on the CATS contract. What are the
20 requirements that have to be met in order to be
21 accepted.

22 A. So, correct. The MBE does not have
23 to be on the CATS+ contract but they do have to
24 be listed in the Maryland Department of

Comment [JD44]: Incorrectly attributed to Ms. Dwyer.

Comment [JD45]: Incorrectly attributed to Ms. Dwyer.

1 Transportation Directory of Certified MBEs. In
2 the category that you're proposing as they are
3 ...since you got...

4 (Inaudible)

5 FEMALE VOICE:

6 So that's that there?

7 A. It's a settlement.

8 FEMALE VOICE:

9 All the way up to the federal
10 directory. So they have to be certified for the
11 work in that directory. At the time of
12 submission. I'd come in later.

13 MS. DWYER:

14 Does anyone on the phone have any more
15 questions?

16 (Pause) Okay. I'll take that as a no.

17 MALE VOICE:

18 Q. You said that you would get us a copy
19 of the demo. How fast are we to...

20 A. Well, we're not certain yet. So
21 we'll let you know.

22 MS. DWYER:

23 Yes?

24 MALE VOICE:

Comment [JD46]: ? word incorrect.

1 Q. Are there any precedents for done
2 time maintenance before?

3 A. No. No. The requirements I think it
4 gives some preference for experience in
5 the public sector but not specific to
6 Childcare.

7 MS. DWYER:

8 Anybody else?

9 Okay. You're going to email me -- I'm
10 sorry. Go ahead, sir.

11 MALE VOICE:

12 Q. One other thing. I wanted to point
13 out that in the document there are two attachment
14 14s.

15 A. There are.

16 Q. If you go over page 125 to 136 is the
17 VSBE form, and then 137 is the investments... I'm
18 assuming it probably should be Attachment 15.

19 A. I'll make that correction.

20 MALE VOICE:

21 It says do not make any changes to
22 the attachments.

23 MS. DWYER:

24 I'll post a corrected document. Thank

1 you for pointing that out.

2 All right. Any more questions? Please
3 bring me your business cards before you leave.
4 Make sure you signed in on the sign-in sheet. I'm
5 sorry. Hold on for a moment. On the phone you
6 have another question?

7 MALE VOICE:

8 Q. Yes. So on the fixed price proposal,
9 the transition management plan and schedule,
10 based on the transition month assume two months
11 for financial evaluation.

12 Is it just for evaluation purpose or are
13 you just trying to get the idea for the pricing
14 or is it the actual pricing?

15 A. It is just for evaluation purposes.
16 There may not be a full two months to transition
17 in.

18 Q. The transition period, the price is
19 going to be, that's a separate price for a
20 transition period.

21 A. That's correct.

22 MALE VOICE:

23 Okay. All right.

24 FEMALE VOICE:

1 We can provide an agreement. In email.

2 MALE VOICE:

3 Okay.

4 MS. DWYER:

5 Yes. I'll put that out in the minutes.

6 FEMALE VOICE:

7 All right. Thank you.

8 MS. DWYER:

9 Any other questions? All right. Make
10 sure you signed in. Give me your business card.
11 Thank you all very much for coming today.
12 Appreciate the turnout.

13 (Whereupon, at 3:00 p.m. the proceedings
14 were adjourned.)

15

1 STATE OF MARYLAND

2 SS:

3 I, the undersigned, a Notary Public and
4 qualified Court Reporter of the State of Maryland,
5 do hereby certify that the within transcript was
6 recorded electronically on December 13, 2016 and
7 transcribed under my supervision as herein
8 appears and is an accurate transcript of what is
9 recorded and
10 audible on the tape.

11 I FURTHER CERTIFY that I am not of
12 counsel to any of the parties, nor an employee of
13 counsel, nor any relation to any of the parties,
14 nor in any way interested in the outcome of this
15 action.

16 AS WITNESS, my hand and Notarial Seal
17 this 16th day of December, 2016.

18

19 _____(s)_____

20 Robert Douglas Chambers

21 Notary Public

22

23 My commission expires: 7/8/2018

MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B7400027
 CCATS System – Maintenance and Enhancements
 (ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE:		December 13, 2016 - 2:00 P.M.		8 TH FLOOR CONF. RM. #6/7	
NAME (Please Print)	ORGANIZATION	ADDRESS	TELEPHONE #	FAX#	E-MAIL
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MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B7400027
 CCATS System - Maintenance and Enhancements
 (ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE: December 13, 2016 - 2:00 P.M. 8TH FLOOR CONF. RM. #6/7

NAME (Please Print)	ORGANIZATION	ADDRESS	TELEPHONE #	FAX# E-MAIL
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MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B740027
 CCATS System – Maintenance and Enhancements
 (ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE: December 13, 2016 - 2:00 P.M.

8TH FLOOR CONF. RM. #6/7

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MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B7400027
 CCATS System - Maintenance and Enhancements
 (ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE: December 13, 2016 - 2:00 P.M.

8TH FLOOR CONF. RM. #6/7

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MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B7400027
 CCATS System - Maintenance and Enhancements
 (ATTENDANCE SHEET)

PRE-PROPOSAL CONFERENCE DATE: December 13, 2016 - 2:00 P.M.

8TH FLOOR CONF. RM. #6/7

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MARYLAND STATE DEPARTMENT OF EDUCATION
 TORFP #R00B740027
 CCATS System - Maintenance and Enhancements
 (ATTENDANCE SHEET)

phone-in attendance

PRE-PROPOSAL CONFERENCE DATE: December 13, 2016 - 2:00 P.M.

8TH FLOOR CONF. RM. #6/7

NAME (Please Print)	ORGANIZATION	ADDRESS	TELEPHONE #	FAX# E-MAIL
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Ash Kapoor	Tandem			
Rob Bo	"			
Stephen Hoogwerf	TCC			Stephen.Hoogwerf@e-tcc.com
Sandeep Bajaj	Tandem			
Steve	Tandem			

TORFP R00B7400027 Questions Submitted to date (12/12/16)
Child Care Administrative Tracking System Maintenance and Enhancements

1. Can you please clarify that the overall MBE goal for this effort is 16% with no sub goals?
There is no further breakdown of the MBE goal. (no subgoals)
2. For clarity, the MBE goal for this effort is 16% which means a certified MBE firm who participates as a prime contractor can fulfill this goal; is that correct?
No. Per Maryland regulates, the certified prime contractor may fulfill 50% of the goal.
3. On page 77 it states, "Submit D1 with TO Technical Proposal", where is form D1?
This was corrected in addendum #1 released December 14, 2016.
4. Please clarify that only CATS+ Master Contractors BPO No. 060B2490023 are eligible to respond to this Task Order?
The prime contractor must be a master contractor from CATS + to be awarded this TO.
5. Are H1B1 candidates acceptable?
Key Personnel are expected to attend all meetings at MSDE. All candidates presented must be authorized to work in the capacity they are being presented in and meet all state and federal requirements.
6. Who is the incumbent?
Xerox State and Local Solutions
7. What is the anticipated award date?
February 1, 2017
8. Is the agency planning to upgrade Java?
Not currently scheduled, but will be needed.
9. How is reporting handled in CCP?
The application generates a pdf. There is no reporting tool. Reporting is limited.
10. What version is WebLogic?
11g.
11. Is the agency planning to upgrade Windows Sever 2008?
Yes. We are currently running Windows Server 2008 R2 Service Pack 1. An upgrade is being planned to Windows Server 2012 R2 6.3
12. Which .Net version is currently being used for CCP? If not the latest release, are you planning to upgrade?
.Net 4.5 An upgrade is not currently scheduled.
13. Which MS SQL Server is currently being used for CCP? If not the latest release, are you planning to upgrade?

MS SQL Server 2012. An upgrade is not currently scheduled.

14. How is Business Objects being utilized in support of this project; just for reporting?

Yes, for reporting only.

15. On page 73: K) Copy of any software licensing agreement for any software proposed to be licensed to the State under this Task Order (e.g., EULA, Enterprise License Agreements). A link to manufacturer's site is NOT acceptable.

Is this mandatory requirement?

Yes. This is a DOIT requirement.

If no, will this be having any evaluation weightage?

This will affect the IVR weighting.

16. What is the target start date of this engagement? We understand that MSDE would probably like to do this ASAP. With the requirement to propose four key personnel with no substitution it would be helpful to have a target start date.

February 1, 2017

17. Would MSDE consider granting an extension to the January 17, 2017 proposal due date?

No

18. Is this a new requirement or a re-bid of an existing contract?

Re-bid of existing contract.

19. Is/are there incumbent vendors providing these CCATS & CCP support services to MSDE today?

Yes

If yes:

A. Who is/are the incumbents?

Xerox State and Local Solutions with subcontracts to The Consultants Consortium (TCC) and BithGroup

B. How long have they been providing these services to MSDE?

Since October 1, 2010

C. Is MSDE satisfied with their performance?

Yes

D. Are they invited/expected to bid on this TORFP?

They have been invited.

20. Are each of the four Key Personnel expected to be full time positions?

Key personnel are on demand for a certain number of hours as per the lifecycle and project needs. They may be 100% for some weeks and 50% other weeks, as needed. They should always be a minimum of 50%.

21. What is MSDE's expectation of the total number of contractor resources needed to support this engagement?

Approximately five to eight, depending on workload and hours.

22. How many of these contractor resources are expected to be full-time vs. part-time positions?

Approximately five to eight FTE. Partial positions may be used for special skills

23. Can any of the work to be performed under this TORFP be performed at the contractor's site?
**Other than meetings, all of the work is to be performed at the contractor's site.
See Section 3.7.5.**

R00B7400027-CCATS Maintenance and Enhancements Additional Questions Submitted 12-15-16

1. Is it acceptable to MSDE for this Child Care Systems Maintenance and Enhancement work to be done offshore?

MSDE has stated that the work can be performed at the Contractor's facility. Key personnel, are expected to attend meetings at MSDE per the TORFP.

Maryland State Finance and Procurement regulations §12-111 are attached separately which address this issue. Awarded Contractors must be in good standing in the State of Maryland (with the State Department of Assessments and Taxation).

2. The stated MBE goal is 16% with an additional VSBE goal of 7%. Is there a further detailed breakout on the 16% MBE goal?

There is no further breakdown of the MBE goal.

3. Page 18 describes the Testing Specialist role more in terms of quality assurance experience expectations. What expectations are there for testing... i.e., manual vs. automated? If automated, what test tool(s) are to be used? Must there be experience in functional and non-functional (i.e., performance) testing, etc. Please elaborate.

- **MSDE will accept experience and training in either quality assurance or testing.**
- **Manual functional testing is currently used for the application and is the minimum requirement for experience and training.**
- **Experience with automated testing is desirable and MSDE is open to the use of automated testing.**
- **MSDE does not have an automated testing tool. Generally MSDE prefers Microsoft technologies but is open to considering other automated testing tools.**
- **The Testing Specialist role does not necessarily include performance testing, although the system engineering team may be asked to support performance testing, if needed to assess system response.**

4. Hours for scheduled maintenance, etc. are referenced in the RFP but are there any expectations for the maintenance services personnel to be available on call 24x7x365?

- **Yes: Section 3.6.5.4: The TO Contractor shall identify at least one resource to be on call 24x7 with an escalation list and provide contact details to designated MSDE personnel An alternate shall designated in the event of vacation or illness.**
- **In addition, production deployments must be scheduled outside business hours and will require support from the system engineering team.**

5. Are there any special security/location requirements for physical hosting of the IVR system? Are there any IVR call volume metrics history reports that can be shared?

- **The physical hosting of the IVR system must be able to meet the standards of a SOC 2 Type 2 audit as described in Section 3.12.**
- **Also, note the IVR backup and disaster recovery requirements in section 3.6.9.**
- **IVR call volume metrics history reports are not available because the IVR is just being opened to a pilot group in December 2016.**
- **In the original planning for the IVR, MSDE referenced experience with a different IVR system serving a similar population. In a sample month, the other IVR reported 9244 usages with an average duration of 1.45 minutes. Usage was reported every hour of the day, with a peak usage of 1,226 occurrences in the hour beginning at 9AM.**

Duration may be somewhat longer in the Attendance Tracking IVR required by this solicitation as the IVR will support data entry of attendance reports. This information is provided only to approximate size; usage patterns may differ considerably for the Attendance Tracking IVR.

6. Did TCC write/create the applications and do they have any ownership of code or proprietary use of software used in creating the application?

- **The application was originally written by Maximus, Inc. Maximus wrote a proprietary framework for the Java coding, however they gave MSDE full rights to the framework with delivery of the application.**
- **TCC does not have any ownership of code or proprietary use of software used in creating the application.**
- **Xerox has implemented the IVR on a proprietary Xerox IVR system. The code will be turned over, but need to be adapted or re-implemented for a different system.**

7. Can the same Past Performances be used for Section B of the Technical Proposal (page 71) as for Section G?

There is nothing to indicate that they must be different in the TORFP.

8. Can the "Minimum Requirements" indicated in Section B of the Technical Proposal be from the work of the subcontractor or do they have to be preformed by the Prime company?

Section 2.11 states "Only Master Contractor qualifications may be used to demonstrate meeting company minimum qualifications."

9. Should the sections of the Technical Proposal be submitted as separate PDFs or one PDF consistent of all attachments?

Section 4.2.1 Email submission explains the submission requirements. Item B. states the attachments are to be a separate submission. Emails should not exceed 8 MB. If so, then they are to be split.

10. Will we be considered for this opportunity even if we missed the pre proposal conference?

Yes. Pre-proposal conference attendance is not mandatory.

11. Is there an incumbent for this opportunity? If so, who?

Yes. The incumbent is Xerox State and Local Solutions.

12. Can the due date be extended by a week to 1/23/17?

No.

13. SLA Activation Date -The date on which SLA charges commence under this Task Order, which may include, but not be limited to, the date of (a) completion of Transition-In, (b) a delivery, or (c) releases of work. Please clarify what is meant by this statement.
- **This language is part of the CATS Plus template and the wording is generic to cover many types of SLAs.**
 - **In view of the short timeframes for proposal submission and transition-in periods, MSDE has delayed activation of SLAs and credits until 4 months following NTP. The transition-in is still required to be completed by March 31, 2017, but a four month grace period will be provided before SLAs are activated.**
 - **With this change, specific SLAs for this TORFP will be activated as follows:**
 1. **System Availability: NTP plus 4 months**
 2. **System Response Time: NTP plus 4 months**
 3. **Batch Processing: NTP plus 4 months**
 4. **Application Errors: Release of code changes**
 5. **Work Stoppage PR: NTP plus 4 months and triggered by a PR from MSDE.**
 6. **IVR Availability: NTP plus 4 months****See revised pages 28, 46, and 57.**

14. Preferred Qualifications for Testing Specialists to have 35 hours of formal training in quality management assurance. Can you provide some details around what type of formal training in quality management assurance is acceptable? Does training for PMP, Six Sigma, Scrum Master and these types of training can be used towards the 35 hours?

- **MSDE will accept experience and training in either quality assurance or testing.**
- **Manual functional testing is currently used for the application and is the minimum requirement for experience and training.**
- **Experience with automated testing is desirable and MSDE is open to the use of automated testing.**
- **Dual purpose training for PMP, Six Sigma, and Scrum Master is only acceptable when the training is specific to quality assurance and/or testing. For example, these PMI courses would be acceptable:**
 - **Ensuring Delivery of Value and Quality in Agile Projects**
 - **Essentials of Quality Management**
 - **IT Project Management Essentials: Testing Deliverables and Closing IT Projects**
- **However, the PMI “Video Quiz: Better Management and the Theory of Constraints” would not satisfy the requirement.**

15. Is there a threshold for hours that determines the difference between a Service Request and a Major Service Request.

No, the nature of the work also factors in.

16. The IVR requirements in the RFP state the “TO Contractor shall implement the system utilizing the IVR scripts provided in Appendix E, **as may be amended during the implementation process.** “

Can you explain the type of amendments MSDE is expecting to make to the IVR scripts during the implementation process?

Minor updates to reflect adjustments in business processes such as altering navigation flow or data quality edits.

17. Please note that the “Certification Regarding Investments in Iran” is labeled as “Attachment 14,”

causing there to be two Attachment 14's and resulting in the following two attachments to also be mis-labeled.

This was corrected in addendum #1 released December 14, 2016.

18. Could we have a data mapping for each of the external interfaces?

No. The external interfaces are currently running in production. Documentation will be provided following contract award.

19. Does "Daily" mean 7 days a week, or only on business days?

Assume that it means 7 days a week.

20. What are the protocols as to how the data will be shared for each external interface? (SQL connection, SFTP, etc.)

Interface	Type, Frequency	Purpose	Interface Protocol
Department of Human Resources Client Information System (CIS)	Real time	To share information in CIS regarding providers and individuals providing child care or receiving child care subsidies to coordinate service delivery.	DB2 Connect
Office of Comptroller Financial Management Information System	Batch, Daily	To send vendor and payment details so that payments may be issued for subsidies, credentialing bonuses and incentives, EXCELS bonuses and incentives, and grant payments.	Secure FTP to Mainframe
Other DECD System Managers, Licensing Extract	Batch, Daily	To share information regarding regulated child care facilities and personnel with external systems including Electronic Licensing Inspection System, EXCELS web site, and the Early Childhood Data Warehouse.	Secure FTP to MSDE Axway Server
Johns Hopkins Center for Technology - EXCELS Published Providers	Batch, Daily	Receive the current EXCELS level and status of providers participating in this quality initiative.	Secure FTP to MSDE Axway Server
Department of Human Resources Child Support	Batch, Monthly	To send a list of current registered family home providers for comparison	Secure FTP to Mainframe

Enforcement - Professional License Suspension		against child support data.	
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21. “Team Foundation Server and SharePoint shall be maintained in a server location designated by MSDE and that is accessible by MSDE.”
- a. Does this mean that the TFS installation would be hosted by the contractor?
No. TFS will be hosted by MSDE.
 - b. If so, Would Visual Studio Team Services be an acceptable platform for the same purposes as TFS?
Not applicable, but probably not an acceptable platform as MSDE would like to standardize all projects on TFS
22. Is the bidder to provide the Automatic Call Distribution (ACD)? If not, what is the make and model of the ACD that will be used to distribute the calls?
The IVR script requires that calls be transferred to Customer Service or Help Desk at certain point. Currently those numbers are encoded in the script. Otherwise an ACD is used.
23. Is the bidder to provide the physical contact center and/or Customer Service Representatives (CSRs)?
No
24. How many Customer Service Representatives are provided currently, and how many concurrently? What is the average monthly abandon rate with the current staffing levels?
The customer call center is contracted separately and not germane to this solicitation.
25. How many concurrent calls does the incumbent IVR take at the peak hour of each month of the year?
- **IVR call volume metrics history reports are not available because the IVR is just being opened to a pilot group in December 2016.**
 - **In the original planning for the IVR, MSDE referenced experience with a different IVR system serving a similar population. In a sample month, the other IVR reported 9244 usages with an average duration of 1.45 minutes. Usage was reported every hour of the day, with a peak usage of 1,226 occurrences in the hour beginning at 9AM. Duration may be somewhat longer in the Attendance Tracking IVR required by this solicitation as the IVR will support data entry of attendance reports. This information is provided only to approximate size; usage patterns may differ considerably for the Attendance Tracking IVR.**
26. What is the average length of time spent in the IVR? If this varies greatly depending on activity, please provide the average length of IVR time per activity (e.g. provider accepting voucher, parent verifying voucher, provider entering attendance, etc.)
This information is not available.
27. What is the average handle time of a Customer Service Representative call?
The customer call center is contracted separately and not germane to this solicitation.

Article - State Finance and Procurement

§12-111.

(a) (1) In this section the following words have the meanings indicated.

(2) "Public employer" means:

- (i) a unit;
- (ii) a county;
- (iii) a municipality;
- (iv) a county board of education; or
- (v) a special taxing district.

(3) (i) Except as provided in subparagraph (ii) of this paragraph, "services" has the meaning stated in § 11-101(t) of this article.

(ii) "Services" includes:

- 1. construction-related services;
- 2. architectural services;
- 3. engineering services; and
- 4. energy performance contract services.

(b) This section applies to a procurement contract with an estimated value of \$2,000,000 or more.

(c) In response to a solicitation for a procurement contract issued by a public employer, a bidder shall disclose to the public employer the following:

(1) whether the bidder or any contractor that the bidder will subcontract with to perform the contract has plans, at the time the bid is submitted, to perform any services required under the contract outside the United States; and

(2) if services required under the contract are anticipated to be performed outside the United States:

(i) where the services will be performed; and

(ii) the reasons why it is necessary or advantageous to perform the services outside the United States.

(d) (1) Except as provided in paragraph (2) of this subsection, a public employer may not knowingly contract for the following services unless the services are to be provided in the United States:

- (i) architectural services;
- (ii) construction services;
- (iii) engineering services; or
- (iv) energy performance contract services.

(2) A public employer may contract for services listed in paragraph (1) of this subsection that are provided outside the United States, if:

(i) the services are not available in the United States;

(ii) the price of the services in the United States exceeds by an unreasonable amount the price of services provided outside the United States; or

(iii) the quality of the services in the United States is substantially less than the quality of comparably priced services provided outside the United States.

(3) The Board shall adopt regulations defining the following terms for the purposes of this subsection:

- (i) "unreasonable amount"; and
- (ii) "substantially less".

ID #	Transition-In Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	<p>the Maryland SDLC; and</p> <p>c) Result in current references for system administration and operations, system design, database dictionary and structure, user manual.</p> <p>7) Other team policies and procedures that will support successful system management.</p> <p>B) MSDE approval of the Child Care System Management Procedures Manual is required to satisfactorily complete the Transition-In.</p>	
3.6.1.6	Implementation of the IVR system as described in Section 3.6.7 (priced separately) to be completed at NTP+4 months	

3.6.2 TRANSITION-OUT REQUIREMENTS

ID #	Transition-Out Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.2.1	<p>A) The TO Contractor shall support end-of-TO transition to a new provider with an End of TO Agreement Transition-Out Plan that includes the following:</p> <ol style="list-style-type: none"> 1) Report of any outstanding deliverables and mitigation, 2) List of defects and requested updates, identified by priority and which items will be incomplete at transition 3) Schedule for completing all services and /or deliverables 4) Arrangements to migrate state-owned equipment, licenses, configuration management and other processes to the new contractor or MSDE. 5) Knowledge transfer to support the new contractor in assuming responsibility for system maintenance and operation. 6) Arrangements to provide current, complete versions of all system artifacts in electronic form for use in future maintenance. <p>B) The Plan shall be provided 75 days prior to the end of this TO</p>	3.8.4.4

3.6.8.2 SLA Effective Date (SLA Activation Date)

SLAs set forth herein shall be in effect beginning with the commencement of monthly services as of the completion of the Transition-In Period or NTP+4 Months, whichever is later. The TO Contractor shall be responsible for complying with all performance measurements, and shall also ensure compliance by all Subcontractors.

Beginning on the SLA Activation Date, for any performance measurement not met during the monthly reporting period, the SLA credit for that individual measurement shall be applied to the Monthly Charges.

3.6.8.3 Service Level Reporting

The TO Contractor shall provide detailed monthly reports evidencing the attained level for each SLA set forth herein. See Section 3.6.11 Reports. The TO Manager or designee will monitor and review TO Contractor performance standards on a monthly basis, based on TO Contractor-provided reports for this Task Order. The TO Contractor shall provide a Monthly System Management Report summarizing SLA performance via e-mail to the TO Manager.

If any of the performance measurements are not met during the monthly reporting period, the TO Manager or designee will notify the TO Contractor of the standard that is not in compliance.

3.6.8.4 Credit for failure to meet SLA

TO Contractor's failure to meet an SLA will result in a credit, as liquidated damages and not as a penalty, to the Monthly System Management Payment payable by the State during the month of the breach. The reductions will be cumulative for each missed service requirement. The State, at its option for amount due the State as liquidated damages, may deduct such from any money payable to the TO Contractor or may bill the TO Contractor as a separate item. The reductions will be cumulative for each missed service requirement. In the result of a catastrophic failure affecting the entire Child Care Systems, all affected SLAs shall be credited to the State. In no event shall the aggregate of all SLA credits paid to the State in any calendar month exceed 15% of the Monthly System Management Payment.

Example: If the Monthly System Management Payment was \$100,000 and one SLA were missed, with an applicable 4% credit, the credit to the monthly invoice would be \$4,000, and the State would pay a net Monthly Charge of \$96,000.

From time to time, MSDE may establish critical priorities for compelling reasons such as essential customer service, child welfare, compliance with new legal and regulatory mandates or other reasons. If these priorities are determined to divert resources from compliance with an SLA, the MSDE TO Manager may waive the SLA requirement for a limited period of time. Such waivers must be in writing and document the timeframe and the reasons for the waiver of the SLA requirement.

3.6.8.5 Root Cause Analysis

If the same SLA measurement yields an SLA credit more than once, the TO Contractor shall conduct a root cause analysis. Such root cause analysis shall be provided within 30 days of the second breach, and every breach thereafter.

3.6.8.6 Service Level Measurements Table (System performance)

The TO Contractor shall comply with the service level measurements in the following table:

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
		C) Code is maintained in the TFS version control system and delivered via approved deployment procedures D) Code is annotated appropriately to inform future programming E) Modification is tested against requirements F) Modification is regression tested for related functions G) Documentation is updated as appropriate H) Modifications are only deployed following MSDE approval	
3.8.4.17	SDLC Deliverables	A) SDLC Deliverables are provided for Major Service Requests, which may be Fixed Price and Time and Materials. Deliverables are consistent with the SDLC templates and process described in the TO Contractor's Child Care Systems Management Procedures Manual as approved by MSDE. B) DPAF is required for each deliverable.	Variable
3.8.4.18	Deliverable Presentation	Deliverable presentations must: A) Specify the requirements to be satisfied by the work being demonstrated, including any changes recommended or approved. B) Be organized to give MSDE a clear understanding of the work that has been completed or is proposed. C) Be supported with relevant handouts or documentation. D) Be recorded in a meeting report that identifies decisions made and assigned tasks.	Upon request by MSDE
3.8.4.19	IVR Development (IVR Development Fixed Price Payment)	A) IVR Design document describes the architecture of the TO Contractor system, interface with the CCP, and Backup and Disaster Recovery procedures. B) IVR messages and flow conform to the approved IVR script C) Recordings are distinct and clear, with appropriate pauses.	March 31, 2017 or NTP+4 months, whichever is later.



Karen B. Salmon, Ph.D.
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TO: Potential Offerors

FROM: *June Dwyer*
Procurement Officer

RE: **ADDENDUM 3**
TORFP R00B7400027 CCATS Maintenance and Enhancements

DATE: January 9, 2017

This addendum contains:

Question and Answer
Correction to a previous answer

Please take this information into consideration and acknowledge all addenda with your submission.

1. Kindly confirm if the department is looking for a pure tester or something else under the position of Testing Specialist mentioned in this TO? Please share the software testing languages over which the tester will work on?

MSDE has found that business or system analysis is useful as an adjunct skill for testers. In addition, the ability to query data in complex databases (DB2 and SQL Server) is useful to identify and evaluate test data. These skills are not required, but would certainly allow more efficient scheduling and use of resources.

Automated testing is not currently used for the system. MSDE is interested in developing this capacity where it will improve test efficiency. MSDE's preference will be to use the Microsoft Team Foundation Server Visual Studio Test Professional tool set if possible, however this is not currently in use on these systems.

CORRECTION TO Questions submitted 12/12/16

13. Which MS SQL Server is currently being used for CCP? If not the latest release, are you planning to upgrade?

MSDE is planning to upgrade to SQL Server 2014 concurrent with the operating system upgrade. A date has not been scheduled.

Thank you.

ADDENDUM 3
TORFP R00B7400027 CCATS Maintenance and Enhancements
Acknowledgement

Received By _____
(Print Name)

Signature _____ Date _____

Vendor _____

Telephone No. _____ Email: _____