



CATS + TORFP J05B8400014

MTA Web Sites System Operations, Maintenance and Support

Amendment #1 Issued: May 3, 2019

This Amendment is being issued to provide Pre-Proposal Conference information which includes the meeting agenda, sign-in sheet for the above-named TORFP and to provide responses to questions from Proposers. All information contained herein is binding on all offerors who respond to this TORFP.

SEE ATTACHED INFORMATION:

- 1. Questions and Answers**
- 2. Meeting Agenda**
- 3. Sign-in Sheets**

Question 1: Is there an incumbent, currently providing the services found in this TORFP? If yes, are they eligible to re-bid?

ANSWER 1: Yes the incumbent is Deque Systems, Inc and they are permitted to propose on this TORFP.

Date Issued: May 3, 2019
By: Abby Alam, Procurement Officer

Pre-Proposal Conference Procurement Review

TORFP: J05B8400014

MTA Web Sites System Operations, Maintenance and Support

Friday, May 3, 2019 @ 10:00 a.m. (EST)

Welcome to the Pre-proposal conference for the Task Order Request For Proposals (TORFP) J05B8400014 for the MTA Web Sites System Operations, Maintenance Support. My name is Abby Alam and I am the Procurement Officer assigned to this TORFP.

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

I'll let my team introduce themselves first and then we can go around the room and have everyone else introduce themselves.

I will be going over the Procurement part of this project and will take any questions related to the procurement of this TORFP.

I will then turn the conference over to Ms. Leeper who will review the scope of work. We will do our best to answer all questions regarding the scope of work, but strongly suggest all questions requiring an official answer be submitted in writing.

No answers given at today's meeting will be considered binding or an amendment to the contract. Throughout this Pre-Proposal Conference, if you want a high-level response to any question you may have, I again ask that your questions be submitted to me, in writing via email.

Reminder to all Offerors:

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

- This TORFP was released via email to all Master Contractors under Functional Area 2 on Tuesday, April 23, 2019.
- This is a Small Business Reserve (SBR) procurement meaning that only SBR certified firms will be able to respond to this solicitation and award will only be made to an SBR firm.
- Offerors will have the opportunity to submit questions in writing; written **questions must be submitted to me at aalam2@mdot.maryland.gov**. The deadline for submission of questions is **Wednesday, May 8, 2019 at 2:00 pm (EST)**.
- The Questions and Answers will be released via Addendum as soon as possible after the Question due date.
- Pre-proposal minutes, sign in sheet(s) and all questions and responses will be published as an addendum and become part of this solicitation.
- Changes to the scope of work or any response requirements will be published as an addendum and supersede the original published documents per COMAR.
- The due date and time for proposal Submission is **Thursday, May 30, 2019 at 2:00 P.M. Local Time**. Please see Sections 1.1 and 5.4 for specific proposal submission information.
- As a reminder, the Technical Proposal submission along with all of the required Attachments (listed under Section 7 of the TORFP), are to be delivered together, but in a separate email from the Financial Proposal.
- BOTH THE TECHNICAL AND FINANCIAL PROPOSALS WILL NEED TO BE PASSWORD PROTECTED, WITH DIFFERENT PASSWORDS FOR EACH PROPOSAL TO (TECHNICAL AND FINANCIAL).
- Please submit your offer in the format listed in section 5.4 of the TORFP, as this will help to ensure that you have submitted all requested information as well as assist the evaluation team to determine that all information has been received.
- Please be sure to send your proposals early enough to allow sufficient time for your submission to arrive timely in the Procurement Officers inbox. "The date and time of an e-mail TORFP submission is determined by the date and time of arrival of all required files in the TO Procurement Officer's e-mail inbox."
- The State will award this project to One Master Contractor.

- You are required to provide the name/number of your point of contact to set up oral presentations or for correspondence.
- Please be sure to review Section 6 – Evaluation and Selection Process.

MBE Participation

- There is no Minority Business Enterprise (MBE) Goal for this project.

Friendly reminder:

- It is your responsibility to update your company's information/account as necessary with DoIT. MDOT Procurement does not have the capability of updating contractor's information.
- Any questions or concerns regarding your DoIT account should be directed to DoIT
- Only the information communicated by the Procurement officer in writing shall be the official position of the MDOT. MDOT assumes no responsibility for information communicated by any other source.



CATS + TORFP J05B8400014

MTA Web Sites System Operations, Maintenance and Support

Amendment #2 Issued: May 15, 2019

THIS AMENDMENT IS BEING ISSUED TO UPDATE AND CLARIFY CERTAIN INFORMATION CONTAINED IN THE ABOVE-REFERENCED TORFP. ALL INFORMATION CONTAINED HEREIN IS BINDING ON ALL WHO RESPOND TO THIS TORFP.

*For the following changes/additions, any new language has been underlined and marked in bold (i.e. **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).*

SECTION I

1. **Delete** in its entirety Section 3.13.2 Source Code Escrow.
2. Section 7 TORFP Attachments and Appendices Delete “~~Fully executed Escrow Agreement~~” on page 43.
3. Section 3.12.B. **Delete**
 - 6) ~~Technical requirements and description of the service or resources needed~~
 - 7) ~~Performance objectives and/or deliverables, as applicable~~
 - 8) ~~Due date and time for submitting a response to the request, and~~
 - 9) ~~Required place(s) where work must be performed~~

And **Replace** with

- 1) **Technical requirements and description of the service or resources needed**
- 2) **Performance objectives and/or deliverables, as applicable**
- 3) **Due date and time for submitting a response to the request, and**
- 4) **Required place(s) where work must be performed**

4. Section 3.12.C. **Delete**

- ~~10) A response that details the TO Contractor's understanding of the work;~~
- ~~11) A price to complete the Work Order Request using the format provided using the format provided (see online sample).~~
- ~~12) A description of proposed resources required to perform the requested tasks, with labor categories listed in accordance with Attachment B.~~
- ~~13) An explanation of how tasks shall be completed. This description shall include proposed subcontractors and related tasks.~~
- ~~14) State furnished information, work site, and/or access to equipment, facilities, or personnel~~
- ~~15) The proposed personnel resources, including any subcontractor personnel, to complete the task.~~

And **Replace** with

- 1) A response that details the TO Contractor's understanding of the work;**
- 2) A price to complete the Work Order Request using the format provided using the format provided (see online sample).**
- 3) A description of proposed resources required to perform the requested tasks, with labor categories listed in accordance with Attachment B.**
- 4) An explanation of how tasks shall be completed. This description shall include proposed subcontractors and related tasks.**
- 5) State-furnished information, work site, and/or access to equipment, facilities, or personnel**
- 6) The proposed personnel resources, including any subcontractor personnel, to complete the task.**

SEE ATTACHED:

Questions and Answers



SECTION II

Question 1: What is the total contract value of the expiring contract (J05B4400008) including all Work Orders and optional resources?

ANSWER 1: TORFP J05B4400008: \$3,044,800.00 + Work Order #1: 137,592.00

Total: \$ 3,182,392.00

Question 2: Is the Source Code Escrow (Section 3.13.2) required?

ANSWER 2: The Source Code Escrow has been removed. Please see Amendment #2 Section I.

Question 3: Section 3.13.2 – Source Code Escrow: Who is the current escrow vendor?

ANSWER 3: Source Code Escrow does not exist on the current contract.

Question 4: Amendment #1 to the TORFP mentions that the incumbent is Deque Systems, Inc. Can MTA provide the information below:

ANSWER 4:

- What is the current contract period of performance? **6/10/2014 – 6/09/2019**
- What is the value of the contract? **See response to Question #1**
- Was there any Change Order issued? **Yes – Change Order is referenced as Work Order #1, See response to Question #1**
 - If yes, what is the value of the Change Order? **Change Order is referenced as Work Order #1, See response to Question #1**
- How many billable resources are currently working on the contract?
Four (4) resources
 - What labor categories do they belong to?
One (1) Application Developer + three (3) Internet/Intranet Site Developers

-Are they full-time resources? **Yes**

- Is there a plan to extend the current contract? **Yes**

-If yes, until when? **Nine (9) month extension 6/10/2019 – 03/09/2020**

Question 5: Section 1 of the TORFP talks about “Offeror Personnel Minimum Qualifications” which in turn refers to the Labor Category that the Contractor would pick. Is there a “minimum” or “mandatory” experience requirement for the personnel that is specific to the Scope of Work for this TORFP?

ANSWER 5: The TO Contractor Personnel proposed from the Offeror, must meet all minimum qualifications for the CATS + Labor Category identified for the position.

Question 6: Section 4.5 of the TORFP talks about Oral Presentation. Can MTA confirm that the Oral Presentation will be *individual* interviews of the proposed key personnel (and not a group interview)?

ANSWER 6: Yes – Individual interviews

Question 7: What is the approximate timeframe for MTA to interview the proposed key personnel candidates?

ANSWER 7: We anticipate interviews being conducted late Summer.

Question 8: Section 3.13.2 Source Code Escrow of the TORFP indicates that an “Escrow Agreement” will need to be put in place “within ten (10) days after NTP”. We are unsure how this will apply to a Time & Materials contract where the software is being developed using MTA hardware and software. Can MTA clarify if this applies to this contract? If not, can MTA remove this clause?

ANSWER 8: Please see the response to Question #2.

Question 9: While the “Primary Place of Performance” mentioned is MTA’s office in Baltimore, MD, will MTA allow occasional remote work (from Contractor’s/Consultant’s locations)?

ANSWER 9: Yes – Occasionally remote work is permitted, based on TO Manager’s discretion and needs of the business.

Question 10: MTA has listed the applications that the resources will be supporting in Section 2.2 E. of the TORFP:

- Access Control Monitoring System (ACM)
- Accident Reporting System (ARS)
- Family Medical Leave Tracking System (FMLTS)
- HR Position Control (HRPC)
- HR PIN Vacancy (HRPV)
- MARC related website (MCDEF)
- Mobility Incident Reporting System (MIRS)
- Automated Absenteeism Reports
- Safety Management System (SMS)
- Substance Abuse Testing System (SAS)
- Transit Information Services Division (TISD)
- Telecommunications Service Requests (TSRF)
- Telecommunication Wireless Device Inventory System (TWID)

Can MTA provide the underlying technologies which have been used for developing each of those and any other applications that is within the scope of work for this TORFP?

ANSWER 10: Please refer to section 2.2.A

Question 11: Section 3.8.3 “Preferred Personnel Experience” of the TORFP mentions various areas where experience is *preferred*. Is there a minimum number of years of experience that is required in one or more of those areas listed (under Section 3.8.3 A. thru J.)?

ANSWER 11: In Section 3.8.3 the Preferred Personnel Experience items listed A thru J has no minimum number of years required for the preferred experience.

Question 12: It is mentioned in Section 6.4.F of the TORFP that the “TO Technical Proposal will be given greater weight than the TO Financial Proposal”. Can MTA provide information on what is weightage factor for the Technical and Financial Proposals (example, 60% for Technical and 40% for Financial)?

ANSWER 12: The State cannot disclose this information.

Question 13: Appendix 4 of the TORFP as been divided into two (2) parts: Part 4A “Minimum Qualifications Summary” and Part 4B “Labor Classification Personnel Resume Summary”. However, we noticed that the Table in Part 4A which asks for “*how the proposed individual meets each requirement*”, of the Labor Category being proposed, is repeated at the end of Part 4B after “References”. Can MTA remove this from Part 4B since it is already being addressed in Part 4A?

ANSWER 13: No, the section will not be removed.

Question 14: Attachment B “TO Financial Proposal Instructions & Form” allows for the three (3) “Senior Web Developers (Key Personnel)” to be proposed under only one “Hourly Labor Rate” for each of the five years. We think the Offeror should have the ability to submit a *separate/distinct* “Hourly Labor Rate” for each of the three (3) key personnel. Will MDOT/MTA consider this suggestion and modify the Attachment B?

ANSWER 14: No, Attachment B will not be modified.

Question 15: Since there is a possibility of follow-up questions after the question deadline (May 8th currently), we request MTA to allow questions until one week or so before the proposal due date. Will MTA agree to this request?

ANSWER 15: No extension will be granted.

Question 16: Will MTA consider extending the due date (currently May 30)?

ANSWER 16: No extension will be granted.

Question 17: Section 2.1.6 says, “Master Contractors are advised that, should a solicitation or other competitive award be initiated as a result of activity or recommendations arising from this Task Order, the Offeror awarded this Task Order may not be eligible to compete if such activity constitutes assisting in the drafting of specifications, requirement, or design thereof.”

Are there any current contracts that would represent an apparent OCI?

ANSWER 17: At the time of issuance of this Amendment, there is no apparent OCI for this Task Order.

Question 18: Section 3.2.5 says, “A. Upon termination or the expiration of the TO Agreement term, the TO Contractor shall: (a) return to the State all State data in either the form it was provided to the TO Contractor or in a mutually agreed format along with the schema necessary to read such data; (b) preserve, maintain, and protect all State data until the earlier of a direction by the State to delete such data or the expiration of 90 days (“the retention period”) from the date of termination or expiration of the TO Agreement term; (c) after the retention period, the TO Contractor shall securely dispose of and permanently delete all State data in all of its forms, such as disk, CD/DVD, backup tape and paper such that it is not recoverable, according to National Institute of Standards and Technology (NIST)-approved methods with certificates of destruction to be provided to the State; and (d) prepare an accurate accounting from which the State may reconcile all outstanding accounts. The final monthly invoice for the services provided hereunder shall include all charges for the 90-day data retention period.”

What State Data is contemplated here? During the pre-proposal conference, the state noted that proposed FTE were required to work onsite and that remote access, if approved by the state, would be through VPN.

ANSWER 18: At the time of issuance of this Amendment, primarily Human Resource, Finance/Payroll, and Office of Compliance and Investigations data.

Question 19: Section 3.5.4 says, “The coverage must be valid for in at all locations where work is performed or data or other information concerning the State’s claimants and/or employers is processed or stored.”

Other than the primary place of performance, what other work locations are contemplated for work performance and/or data storage and processing?

ANSWER 19: At the time of issuance of this Amendment, no other work locations are contemplated for work performance and/or data storage and processing.

Question 20: Section 3.6.5.B.1 says, “1) Establish separate production, test, and training environments for systems supporting the services provided under this TO Agreement and ensure that production data is not replicated in test and/or training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements. The TO Contractor shall ensure the appropriate separation of production and non-production environments by applying the data protection and control requirements listed in Section 3.6.5.”

Is the expectation that the contractor should propose contractor site facilities in response to this requirement or will the contractor have access to State facilities for this requirement?

ANSWER 20: The TO Contractor will have access to State facilities for this requirement.

Question 21: Section 5.4.2.J.2 says, “2) Offerors shall furnish with their Technical TO Proposal any and all agreements the Offeror expects the State to sign or to be subject to in connection with or in order to use the Offeror’s services under this Task Order Agreement, including but not limited to software license agreement(s), end user license agreement(s), AUP. This includes the complete text of all agreements referenced or incorporated in primary documents (i.e., links to the relevant agreements are not allowed).”

What current agreements, including but not limited to software license agreement(s), end user license agreement(s), AUP are in use by the State and/or the incumbent contractor for the current iteration of this contract?

ANSWER 21: There are no additional agreements in use.

Question 22: Are fees for the Source Code Escrow and any proposed software license agreements, end user license agreement(s), AUP, and other agreements to which the State is a beneficiary directly reimbursable by the contract?

ANSWER 22: The State will not reimburse for any agreements.

Question 23: Is the expectation for Master Contractors to use one labor category for all 3 senior web developer positions?

ANSWER 23: Yes

Question 24: When will initial interviews with candidates begin?

ANSWER 24: See response to Question #7.

Question 25: How many years of experience are the proposed candidates required to have?

ANSWER 25: Must meet the minimum requirements for the years of experience for the CATS+ Labor Category proposed.

Question 26: Is it the expectation of MDOT MTA for the TO Contractor Personnel to act as Level 3 support in the Maximo Service Desk environment?

ANSWER 26: No, current personnel do not support Maximo. Maximo is the routing tool for all Service Requests for new/edits to applications.

Question 27: What is the anticipated date of award?

ANSWER 27: Anticipated date of award: January 2020

Question 28: Once awarded, when is the anticipated NTP?

ANSWER 28: Anticipated NTP date: March 2020

Question 29: Once NTP has been completed, when will the TO for the additional resource be released?

ANSWER 29: Additional resource will be added based on business needs.

Question 30: What was the previous/current TORFP's total numbers of resources utilized and actual payments start-to-date?

ANSWER 30: Two (2) Full-Time resources at NTP + two (2) additional resources added on March 25, 2019.

Question 31: What is the actual MD-CATS+ Labor Category titles you want us to propose for?

ANSWER 31: Offeror needs to review the CATS+ Labor Category list and make the determination for the Task Order proposal.

Question 32: If you are asking all Master Contractors to propose their own choice of the Labor Category; aren't you getting different proposals from each proposer?

ANSWER 32: Yes

Question 33: Can we use our partners company's past-performance to meet some of the requirements listed in section '3.8.2 - Preferred Offeror Experience'?

ANSWER 33: No

Question 34: When are you planning to start this TO?

ANSWER 34: Please see response to Question #28

Question 35: Where are the actual place of performances?

**ANSWER 35: Maryland Department of Transportation/Maryland Transit Administration
6 St. Paul Street Baltimore, MD 21202**

Question 36: Are you very satisfied about the performances of the current incumbent?

ANSWER 36: Yes

Date Issued: May 15, 2019

By: Abby Alam, Procurement Officer



CATS + TORFP J05B8400014

MTA Web Sites System Operations, Maintenance and Support

Amendment #3 Issued: May 21, 2019

THIS AMENDMENT IS BEING ISSUED TO UPDATE AND CLARIFY CERTAIN INFORMATION CONTAINED IN THE ABOVE-REFERENCED TORFP. ALL INFORMATION CONTAINED HEREIN IS BINDING ON ALL WHO RESPOND TO THIS TORFP.

*For the following changes/additions, any new language has been underlined and marked in bold (i.e. **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).*

SECTION I

1. ~~Delete Appendix 4A Minimum Qualifications Summary~~ issued with the solicitation in its entirety and **Replace** with the revised **Appendix 4A Minimum Qualifications Summary** issued with Amendment #3.
2. **The TO Proposal due date has been amended to Thursday, June 6, 2019 at 2:00 pm (EST).**

SEE ATTACHED:

Questions and Answers



SECTION II

Question 1: TORFP Additional Requirements under 4A Minimum Qualifications Summary states, "TORFP Additional Requirements Minimum qualifications and required certifications as defined in Section 2.1 of this TORFP."

Could you clarify where the additional requirements are located as Section 2.1 of the TORFP details the Scope of Work and not the additional requirements?

ANSWER 1: Please see Amendment #3 Section I.

Question 2: Given the planned extension for the existing contract for this work, along with the upcoming holiday weekend, is there a possibility of extending the deadline for this proposal?

ANSWER 2: Please see Amendment #3 Section I.

Date Issued: May 21, 2019

By: Abby Alam, Procurement Officer

4A MINIMUM QUALIFICATIONS SUMMARY

CATS+ TORFP # J05B8400014

All content on this form must also be on the Personnel Resume Form.

ONLY include information on this summary that supports meeting a minimum qualification.

Proposed Individual's Name and Company/SubContractor:	List how the proposed individual meets each requirement by including a reference to relevant entries in Form Appendix 4B									
LABOR CATEGORY TITLE – (INSERT CATS+ LABOR CATEGORY NAME)										
Education: Insert the education description from the CATS+ RFP from Section 2.10 for the applicable labor category	(Identify school or institution Name; Address; Degree obtained, and dates attended.)									
Generalized Experience: Insert the generalized experience description from the CATS+ RFP from Section 2.10 for the applicable labor category Provide dates in the format of MM/YY to MM/YY	(Identify specific work experiences from the resume that illustrate compliance with the Master Contract RFP Labor Category requirements for Generalized Experience.) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">FROM</td> <td style="width: 15%;">TO</td> <td style="width: 70%;">Job Title and Company</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td colspan="2">Match to Form Appendix 4B:</td> <td><insert cross-reference(s) to the full description on Form 4B></td> </tr> </table>	FROM	TO	Job Title and Company				Match to Form Appendix 4B:		<insert cross-reference(s) to the full description on Form 4B>
FROM	TO	Job Title and Company								
Match to Form Appendix 4B:		<insert cross-reference(s) to the full description on Form 4B>								
Specialized Experience: Insert the specialized experience description from the CATS+ RFP from Section 2.10 for the applicable labor category Provide dates in the format of MM/YY to MM/YY	(Identify specific work experiences from the resume that illustrate compliance with the Master Contract RFP Labor Category requirements for Specialized Experience.) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">FROM</td> <td style="width: 15%;">TO</td> <td style="width: 70%;">Job Title and Company</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td colspan="2">Match to Form Appendix 4B</td> <td><insert cross-reference to the full description on Form 4B></td> </tr> </table>	FROM	TO	Job Title and Company				Match to Form Appendix 4B		<insert cross-reference to the full description on Form 4B>
FROM	TO	Job Title and Company								
Match to Form Appendix 4B		<insert cross-reference to the full description on Form 4B>								
TORFP Additional Requirements Minimum qualifications and required certifications as defined in Section 1.1 of this TORFP. Provide dates in the format of MM/YY to MM/YY										

The information provided on this form for this labor class is true and correct to the best of my knowledge (Signatures must be included):

**Master Contractor
Representative:**

Proposed Individual:

Signature
[signatoryFirstName] [signatoryLastName]

Printed Name:

Date

Signature

Printed Name

Date