This list of questions and answers is being issued to clarify certain information contained in the above-referenced RFP. The statements and interpretations contained in the following answers to questions by potential Offerors are not binding on the State. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

	Comment/Question	Response
1	Who is the incumbent on this work?	**There is no incumbent to this project.**
2	Is the subject opportunity is open to all vendors and not just Maryland Consulting and Technical (CATS) 2016 IDIQ contract holders. Can you verify?	**This solicitation is open to all vendors.**
3	Is it possible to dial in for the PreProposal meeting for Statewide Network Management Services (NMS) SOLICITATION NO. 060B6400008?	**There is no dial in for the Pre - Proposal Conference.**
4	In section 3.3.3.1 (pg. 43), will all subcontractors that are working on this contract be required to hold the ISO 20000-1:2011 certification 2 years after the NTP?	**The Offeror's organizational unit that performs services under this contract must maintain ISO 20000-1:2011 (or current) certification.**
5	In a case where an MBE subcontractor (woman owned) utilizes an approved 2nd tier subcontractor who is Hispanic-American (example) and the Woman-Owned business has a total of 10% work share but subs out 5% of that total. Does this apply to the percentage goal as 5% Woman-Owned and 5% Hispanic-American or only 10% Woman-Owned?	**The subgoals must meet the requirement of 2% Hispanic American and 8% woman-owned; they cannot divide the goal in half for each.**
6	Due to the volume of questions that were asked at the preproposal conference and considering that we have	**Yes, please refer to Amendment #1 issued on 11/15/2016.**

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	not visited the reading room as of yet; would the State consider extending the deadline for questions?	
7	Will DoIT allow a company dually certified as a MBE and VSBE fulfill both the MBE and VSBE requirements in the RFP?	**Yes.**
8	In regards to Section 4.2.4.1, Page 114, Is the State referring to software products that the offeror may sell to the State or is it referring to any COTS products that the offeror proposes or recommends as part of this response?	**The State requires a copy of any software licensing agreement for any software proposed to be licensed to the State under this Contract.**
9	In regards to Attachment T, General Experience requirement reads: The proposed candidate must have at least ten (10) years of experience in project management. May this be clarified to read: The proposed candidate must have at least ten (10) years of project management and/or program management experience?	**Please see Amendment #3 with changes to Attachment T "XXX) Program Manager".**
10	In regards to Section 4.2.2.7, Page 110, Experience and Qualifications of Proposed Staff , Each resume should include the amount of experience the individual has had relative to the Scope of Work set forth in this solicitation. Letters of intended commitment to work on the project, including letters from any proposed subcontractor(s), shall be included in this section. Please clarify if the letter of commitment is to be part of the resume, attached to the resume, or a completely separate document submitted under Tab F.?	**Letters of intended commitment to work on the project, including letters from any proposed subcontractor(s), shall be included in this section as a separate document under Tab F.**

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11	4.2.2 Table 7/Tab F provides resume guidance indicating that key personnel resumes may only be 2 pages per proposed individual, while 4.2.3 Additional Required Technical Submissions indicates that Attachment Q (Labor Classification Personnel Resume Summary) must be provided— a document that requires information and signatures greatly surpassing the 2-page limit.1. Please clarify if these are two separate documents.2. If not two separate documents request that the resume page limit and font size be changed to accommodate the required Attachment Q information.	**Yes, these are two (2) separate documents. For Section 4.2.2 Table 7/Tab F, key personnel resumes are limited to 2 pages in length and are intended to be brief summaries of individual experience and qualifications. Attachment Q is a required document that shall demonstrate how proposed personnel's experience maps to the identified labor category minimum requirements.**
12	Per section 4.2.2 the customer has indicated that Tab I, List of Current or Prior State Contracts, is limited to 2 pages. Can the customer confirm that the requirement is for 2 pages per contract?	**The 2 page limit is for TAB I in its entirety and not per contract.**
13	In regards to Section 4.2.2.10, Page 110-111, Can the customer confirm that the requirement only pertains to the Prime Offeror and not subcontractors?	**This requirement only pertains to the Prime.**
14	In regards to TAB E, Page 106, Can the State please clarify the definition of stock materials?	**Stock materials refers to pre-written, generic sales literature that is intended for public consumption such as fact sheets, brochures, white papers, line cards, etc. The State does not desire PR material, rather substantive narrative in contractor proposals specific to this SOW.**
15	In regards to Section 4, Page 105, Proposal Format, Will the government allow additional attachments/addendums/appendices to the proposal submission? For example, additional resumes for key	**No, the State would like only the information requested as described within Section 4 of the RFP.**

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	personnel, samples of the forms being proposed, or technical reference documentation, etc.?	
16	Once a vendor is selected and is awarded Task orders for Ondemand services, it is conceivable that the State willnot get the best value because the selected vendor can quote any number of hours that it would take to complete a taskand there would be no competition to the selected vendor. For example, if the selected vendor quotes 100 hours tocomplete an Ondemand service, there may be other vendors on the market who may be able to provide the same service and complete that task in 80 hours at the same hourly rate and labor category. But there is no way for the State to know about other vendors or compare the quote.Will the State consider breaking this RFP into two separate RFPs to foster competition and to obtain the best value for the State?	No.
17	Are the MBE Sub-contracting goals for both the Capacity Management Services and On-demand services or is the Prime allowed to make a choice on where they plan to utilize an MBE. If the selected vendor proposes to utilize MBEs only for On-demand services to meet the MBE goals, will that be acceptable to the State?	The State does not determine how the Prime meets the MBE goals; this is the responsibility of the Prime Contractor.

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18	As stated there are 2 primary contracts which provide services stated in this RFP. Please provide the nature of work, contractors name, duration, are they allowed to bid on this etc.	**The State has a multitude of contracts which provides services, and there is not a one-to-one correlation for the requirements expressed in this RFP. Offerors meeting the qualifications of this RFP are welcome to propose.**
19	Section 2.1.3 requires ISO 20000-1 : 2011 certification as part of minimum qualification. However, Section 3.3.3.1 states within 2 years of NTP ISO 20000-1:2011 to be achieved. Please explain/clarify.	**If the Offeror's program that delivers service to the State is not certified at the commencement of the contract (e.g. another program within Offeror's organization was used to qualify), then the Offeror must certify the program delivering service to the State in accordance with the requirements of the RFP.**
20	In our view and experience working with government and commercial organizations Network Management Services (NMS) do not require certifications of this nature. However, they do require network related certifications from the personnel rendering services and Service Level Agreements (SLA) from the contractor. Also, this RFP SOW section 3.3.2 covers a wide range of services which are well beyond the scope of ISO certifications and boils down to certifications in area of services and overall corporate demonstrated experience. Please explain/clarify.	**Section 3.3.2 sets forth the State's requirements.**
21	As discussed there is/are 1 or many NOC operations in state system. Is DoIT wants to consolidate in 1 NOC and be run from the contractor facility under this RFP?	**Offeror's solution should meet the requirements set forth in the RFP. No assumptions should be made regarding any other State operations.**
22	Who is the incumbent?	**Please refer to Question #1.**
23	Can this single company fulfils 15% Goal collectively (Adding 7% for African-American & 8% for WBE)? Or, shall we have to team-up separate companies fulfil each of these Goals?	**Yes, one MDOT-certified company can meet both the 7% African-American and 8% Woman-Owned subgoals for a total of 15%**

24	Is listing the Prior State contracts with State of MD, a Pass/Fail Qualification?	**No. Information obtained regarding the Offeror's level of performance on State contracts will be used by the Procurement Officer to determine the responsibility of the Offeror and considered as part of the experience and past performance evaluation criteria of the RFP.**
25	Shall we be qualifying to Bid for this?	**The State does not understand your question.**
26	Please confirm the Registration with SDAT is mandatory for Prime Contractor alone OR, does it require that ALL the Sub-Contractors are to register themselves?	**Please refer to Section 1.28 of the RFP.**
27	We understand the Performance Bond requirement arises only after the Contract is awarded to the successful Offeror. Is this correct?	**Please refer to Section 1.47 of the RFP.**
28	Could the State let us know who is the Incumbent company that is running the existing contract, and when does it expire?	**Please refer to Question #1.**
29	How many FTEs have been deployed to perform on this Project under the existing Contract, and what are their Labor Titles?	**Please refer to Question #1.**
30	Could we know the total Budget Set-Aside for the work under this Solicitation?	**No.**
31	Please confirm the Registration with SDAT is mandatory for Prime Contractor alone OR, does it require that ALL the Sub-Contractors are to register themselves?	**The Prime Contractor must be registered and in good standing with SDAT.**
32	What is the approved budget for this contract?	**Please refer to Question #30.**
33	Is there any incumbent of this RFP? If yes, can you provide their name?	**Please refer to Question #1.**

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34	What is the annual spend amount for last contract?	**There is no prior contract.**
35	Will the State of Maryland consider Subcontractor experience and customer references (especially with the State of Maryland) in addition to the Prime Offeror's qualifications?	**No.**
36	ISO 20000 CERTIFICATION (2.1.3. and 3.3.3) Question: a) Please confirm that an Offeror has two (2) years from NTP date to obtain ISO 20000-1:2011 Certification, if it does not currently have such certification. b) Will the State of Maryland consider allowing this requirement be met by an Offeror's Subcontractor instead of the Prime Offeror.	**a) Correct. b) No.**
37	RFP Reference: The RFP states "Each section of the Technical Proposal shall be separated by a TAB as detailed below in Table 1 – Tab Structure Overview…" Since electronic delivery of this proposal is strongly desired by the State, how should TABS be utilized?	**It is at the Contractor's discretion for how electronic delivery will be formatted.**

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38	RFP Reference: The RFP states in Table 7 – Tab Structure Overview, Tab E "E Offeror Technical Response to RFP Requirements and Proposed Work Plan" is limited to 75 pages. Further, Section 4.2.2.6 states, "The Offeror shall address each Scope of Work requirement (Section 3) in its Technical Proposal and describe how its proposed products/services, including the products/services of any proposed subcontractor(s), will meet or exceed the requirement(s)." Additionally, we must also address the Work Plan, problem Escalation Procedure, TransitionIn, and Experience Table. To ensure Offerors are able to provide a comprehensive response to the SOW, which totals 63 pages of requirements, and appropriately address the other requirements within Tab E, will the State please remove or significantly increase the page count for Tab E?	**Please see Amendment #3 with changes to the page limits of Tab E from 75 pages to 150 pages.**

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39	RFP Reference: The RFP states "Sample documentation demonstrating policies, plans, and procedures for work to be performed. The documentation shall include, at a minimum, the following for an organization of approximately 12,000 employees…" Will the State please adjust the requirement to 10,000 employees to be consistent with the minimum requirements stated in the RFP.	**Yes. Please see Amendment #3 with changes to RFP Section 4.2.4.2.**
40	Can you provide a matrix of attendees to include their status as being a potential prime?	**The State does not have this information to provide.**
41	Can contractors looking to be subs be included on and with multiple proposals submitted?	**Yes.**
42	If subs are not included at the time of initial award, are we precluded from joining the winning prime later? What power/authority/influence will the prime have in selecting subs and allocating work or will this be controlled by DoIT/Acquisitions.	**See Section 1.22.1 of the RFP and Section 16.13 of Attachment A thereto.**
43	Will there be an off-ramp/on-ramp schedule?	**Offerors should document their transition plans in accordance with the RFP.**
44	Can you please clarify whether Server and Storage management are in scope	**For capacity management, server and storage management should be considered to the extent that it is required in order to deliver services required. For example, LanDesk which is covered in section 3.6.6.I.3, is a tool that requires server and storage system administration. For on-demand services, server and storage management are required to the extent that it is required.**

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45	If Server management is in scope, what operating systems (OS) are in use? How many instances/nodes per OS?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
46	If storage management is in scope, what are the technologies being utilized?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
47	Is the storage environment categorized into tiers?	**No.**
48	What is the total amount of storage in the environment per tier or per technology as applicable?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
49	Please describe DoIT's qualification process for compliance and security controls.	**Section 3.10 outlines all of the relevant information regarding security compliance and controls. No additional information will be forthcoming.**
50	Please describe any regulatory compliance that the systems will be subject to.	**See Question #49. Offeror must meet the compliance requirements set forth in the RFP.**
51	How many audits per year are the IT systems and Operational Services subject to?	**It is not possible to accurately assess this information because the State does not control whether it is subjected to an audit.**
52	Please share Maryland's standard procedures regarding regular reporting on service health, ticket volumes, root cause analysis outcomes and service utilization	**MDOT's reporting requirements are specified in the RFP. Your response should be based on those requirements.**
53	What is the percentage of virtualization of the current environment?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
54	What is the largest VM configuration (vCPU / vRAM)?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
55	What are the requirements for the vendor be able to move workloads to a public/shared cloud?	**Please refer to the RFP for MDOT's requirements. There are a number of sections that qualify requirements pertaining to cloud.**

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56	Is transformation of the environment in scope or would vendors be expected to manage the environment as-is?	**MDOT's environment is constantly in a state of improvement and evolution.**
57	If transformation is in scope, please provide inventory and age of in scope hardware.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
58	Will there be a data migration requirement? If so, how many images and how much data will be migrated?	**Offerors should assess the migration required in order to meet their proposed approach and develop solutions accordingly.**
59	Are there any restrictions around the connectivity used by the vendor to provide Operational Services?	**Offerors should refer to Section 3.10 which describes some of the requirements that pertain to connectivity used by a vendor to provide its services.**
60	Will DoIT be responsible for connectivity excluding the connectivity needed by the vendor to provide Operational Services?	**Offerors should refer to Section 3.10 which describes some of the requirements that pertain to connectivity used by a vendor to provide its services.**
61	What are DoIT's current ITSM tools?	**MDOT utilizes IBM Maximo Tivoli.**
62	Please describe DoIT's existing IT operational support service desk framework	**For general end user operational service desk inquiries, MDOT TBUs either maintain a service desk, or utilize a service desk hosted at TSO's facility. MDOT reminds bidders that, for most elements of the capacity management service catalog, direct support to end users is frequently limited or may be out of scope of the requirements of this RFP.**
63	What is the required lead time to apply Critical and Severe patches?	**SLAs set forth the time allowable to apply patches.**
64	What are DoIT's Capacity thresholds for Capacity Management of CPU, Memory, Storage and Network Utilization	**MDOT has not established uniform, formal capacity standards for CPU, memory, storage, and network utilization.**
65	Please share DoIT's standard procedures regarding direct root cause analysis	**MDOT refers bidders to the RFP for the specific requirements that must be met regarding root cause analysis. For example, an RCA is required when a failure**

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		occurs during a test restore from backup (sec 3.6.8.7), and when requested by MDOT (sec 3.8.1.1). Contractor is responsible for providing its RCA according to SLA 5 (sec 3.6.11.8.e).
66	Are there any SLAs around RCAs?	**Yes. Please refer to section 3.6.**
67	How often are qualified OS images updated and is the vendor expected to participate in this process?	**Offerors are required to participate in the updating of OS images to the extent that it is required in order to deliver Capacity Management services.**
68	Does the application design fascilitate zero down time for maintenance and patching?	**Generally, MDOT has standard maintenance windows and a process for planned maintenance events that may be utilized.**
69	Will DoIT retain all software licensing and procurement? If not, please list the software licenses that the vendor will need to provide.	**To the extent that MDOT decides to purchase software, it is generally expected that MDOT will purchase such software on its own behalf and Offeror will not be expected to purchase (e.g. resell) such software to MDOT.**
70	Will the vendor be required to manage the vRealize infrastructure or will DoIT retain this management?	**Contractor shall provide management of vRealize infrastructure to the extent that it is required in order to fulfill the duties set forth in the RFP.**
71	What is the requested RTO and RPO during a disaster?	**MDOT has many RTOs and RPOs and these are typically specific to an application, system, or service. Offerors should refer to the service levels set forth in this RFP in order to determine the level of responsiveness required.**
72	Please describe the data change rate for the IT environment.	**MDOT has not quantified its data change rate, however, MDOT is constantly in a process of evolving and modernizing its IT systems in order to maintain a state of the art environment.**
73	What is the retention policy for backups	**MDOT has not defined a retention policy.**
74	Please detail the deliverables in table 3.13.5 that are in existance and those that will need to be created	**These are all deliverables that the Offeror proposes.**

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75	Describe the major applications used by each organization. Are there network dependencies within the applications (e.g., hard coded IP addresses, Active Directory Connectivity, etc.)?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
76	Describe the current network environment by the various control planes (e.g., layer 2, layer 3, multicast, QoS, security boundaries, topologies, critical segments).	**Please refer to the materials found in the reading room for the data that is available on this topic.**
77	Describe network driven applications (e.g., VoIP, Video, contact centers, wireless, WAAS, etc.).	**Please refer to the materials found in the reading room for the data that is available on this topic.**
78	Please provide a list of locations and inventory in scope, with unique identifiers. Describe the CMDB´s involved and its contents. Determine network equipment involved, make and model and current OS levels.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
79	In the last section of the Attachment Q table—immediately preceding the signature page— there is cell in the right-hand column which requires "Candidate Relevant Experience *". Because of limited space, may the response in Section B be referenced, instead of rewriting the Relevant Work Experience a second time in Attachment Q?	**No, Attachment Q should be fully completed by the Offeror.**
80	Does Service Delivery need to be done in the United States? For example, if the NOC is physically based in the United States can some of the support (e.g. Staffing) be remotely provided from outside the U.S. or the State of Maryland?	**The RFP sets forth MDOT's requirements. As to the Offeror's example, 3.6.5.1.4, "The Contractor NOC shall be located within the continental United States. Contractor NOC personnel shall be located in the continental United States."**

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81	Are H1 Visa Employees allowed? If yes, then do they need to be working continuously in the United States for the past 3 years?	**H1B personnel may be proposed. This RFP does not identify time requirements for H1 Visa resources.**
82	Does the government require specific reference and responses to all sections and subsections of SOW 3.1 – 3.4? Some sections are general background information only, and do not appear to require a specific response.	**Offerors are responsible for responding fully to the RFP/SOW requirements. Please refer to RFP Section 4 for Format instructions.**
83	Is it mandatory for the Prime Vendor to provide the references or could they use the reference of their sub-contractors too?	**The Prime vendor should provide references. Please refer to Section 4.2.2.9 (TAB H)**
84	Is it mandatory that Prime Vendor should have the capability to perform all the tasks? If Prime Vendor is able to perform more than 50% of work, can they assign some of the work to their sub-contractor?	**It is at the Prime's discretion to propose subcontracting arrangements. Offerors are required to meet subcontracting goals as indicated on the Key Information Summary page.**
85	<Company X> would like to request that DoIT insert the following to Section 6.1, entitled Indemnification of Attachment A – Contract? "6.1 Contractor shall indemnify, defend, and hold the State, its directors, officers, employees and agents harmless from liability resulting from actual third party claims for (a) tangible…."	**Please see Amendment #3 for revisions to Attachment A Section 6.1.**

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86	Will DoIT insert the following to the end of Section 6.1, entitled Indemnification of Attachment A – Contract? "6.1 … The Contractor's defense and indemnification obligations set forth in this Section are contingent upon (1) the State providing the Contractor prompt, written, and reasonable notice of the claims, demands, and/or causes of action subject to indemnification, (2) the State granting the Contractor the right to control the defense of the same, and (3) the State's full cooperation with the Contractor in defense of the claim, including providing information and assistance in defending the claim. Nothing herein, however, will restrict the State from participating, on a non-interfering basis, in the defense of the claim, demand, and/or cause of action at its own cost and expense with counsel of its own choosing.	**No. Please see Amendment #3 for revisions to Attachment A Section 6.1**
87	Can DoIT provide the rationale of setting the "$65 Million amount for the base three and one half-year period and … twenty one ($21 Million) for each optional renewal one-year period…." Found in section 7.1.3 of Attachment A – Contract (i.e., is it based on the expected total amount billed under the contract, a multiple, etc.)?	**Please see Amendment #3 for revisions to Attachment A Section 7.1.3. The limitation of liability fairly allocates the level of risk incurred by the parties to the contract.**
88	Will DoIT extend the Questions deadline beyond 11/15/2016 in order to accommodate those Offerors who plan to review the documentation in the reading room, per RFP section 1.37, who need time to submit questions as a result of the visit?	**Please see Amendment #1.**

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89	Can DoIT explain why it has changed its normal approach setting the Contractor's liability "shall not exceed," found in section 7.1.3 of Attachment A – Contract, to a fixed amount as opposed to DoIT's normal one (1) times the total amount of the Contract out of which the claim arises?	**Please see Amendment #3 for revisions to Attachment A Section 7.1.3. The limitation of liability fairly allocates the level of risk incurred by the parties to the contract.**
90	Will DoIT make the following edits to the last sentence of Section 6.1, entitled Indemnification of Attachment A – Contract so that it isn't simply an insurance clause? "6.1 … arising from or relating to the actual fault performance of the Contractor or its Subcontractors under this Contract.	**No.**
91	Does setting the Contractor's liability not to exceed amount to $65 Million, found in section 7.1.3 of Attachment A – Contract, purposely eliminate some smaller, but capable, Offerors from bidding and thus restrict competition?	**No, the State does not believe the requirement if overly restrictive. Please see Amendment #3 for revisions to Attachment A Section 7.1.3. The limitation of liability fairly allocates the level of risk incurred by the parties to the contract.**

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92	Will DoIT make the following additions to the second paragraph of Section 11, entitled Loss of Data, in Attachment A – Contract or explain how Contractor is to back up all State data not in its possession? In the event of loss of any State data or records where such loss is due to the act, omission, or negligence of the Contractor or any of its Subcontractors or agents, the Contractor shall be responsible for restoring such lost data, that was in the Contractor's possession at the time of such loss, in the manner and on the schedule set by the Contract Manager. The Contractor shall ensure that all data, in Contractor's possession, is backed up and is recoverable by the Contractor. In accordance with prevailing federal or state law or regulations, the Contractor shall report the loss of non-public data as directed in Section 16.17.	**No. The Contractor is responsible for ensuring that all data is backed up and is recoverable by the Contractor.**
93	<Company X> would like to request a copy of the current MDOT Contract for similar services that is about to expire.	**See Question #1 response. In general, for copies of existing contract documents, companies must submit a Public Information Act (PIA) request to the issuing Agency's procurement office. Please see COMAR 36.01.02.01 for PIA procedure.**
94	With regards to expansion of other Requesting/Billing agencies, how many agencies/TBUs are expected to be added each year and what will be number of Task Orders expected in a year?	**MDOT will commence the agreement with all TBUs and is not able to estimate the number of on-demand task orders that will be expected in a year as this partially depends upon unplanned activities and incidents most of which are not under MDOT's control. Sections 3.14 - 3.16 outlines the manner in which DoIT MAY utilize this contract for On-Demand Services in support of other agencies. There are no specific projects or plans developed at this time and Offerors**

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		responses should make no such assumptions regarding future work orders or task orders.
95	Which ITAMS tool does MDOT use?	**IBM Maximo Tivoli.**
96	What ticketing tool is being used?	**IBM Maximo Tivoli.**
97	What are the infrastructure monitoring and management tools that are used?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
98	As part of the RFP document, MDOT has shared the network size detail by TBU as of Jan 1, 2016. A. Current count of physical and virtual servers in the environment along with the OS versions B. Split between Production v/s Non Production (Ex - 50 Windows 2003 servers, 30 Windows 2008 servers, etc.). Server inventory is preferred which includes details such as device make, model, Location and year of purchase.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
99	As part of the RFP document, MDOT has shared the network size detail by TBU as of Jan 1, 2016. Please share: 1. Telecom inventory as on date (PBX systems, Voicemail systems, VoIP servers, Voice gateways, ACDs, IVRs etc.) details for equipment in scope, which includes information on count by device type, manufacturer, model, software version, location and warranty status	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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100	It is assumed that for WAN management, provisioning of WAN services will be by MDOT WAN provider and only vendor coordination support is required from Contractor. Please confirm.	**Generally, MDOT will purchase all WAN circuits. Offeror should support MDOT to the extent it requires.**
101	Is UPS Support in scope? Does MDOT have an active contract with 3rd party for UPS maintenance and support and only wants Contractor to manage the UPS vendor and do coordination?	**UPS support is in scope. Generally, MDOT maintains manufacturer maintenance plans, where possible.**
102	Are the UPS devices being monitored through tools and do they generate auto-tickets or alerts?	**Generally, UPS devices are being monitored through tools and they create alerts.**
103	Please share details of the SAN, NAS and SAN Switch technologies, capacity (raw) and the device models in use (Storage Inventory preferred which includes details of device make, model & Location)	**Please refer to the materials found in the reading room for the data that is available on this topic.**
104	Please share the inventory details for Backup environment in terms of technologies (TSM, EMC Networker, etc.), Library type - Physical / Virtual, Disk, Tape drives used - LTO3,4, etc.,	**Please refer to the materials found in the reading room for the data that is available on this topic.**
105	What is the total Monthly backed up data size and number of clients being backed up?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
106	As part of the RFP document, MDOT has shared the network size detail by TBU as of Jan 1, 2016. Please share the # of Network devices by type, as on date (Switches, Routers, Wireless Access Points, WAN Accelerators, etc.). Detailed Inventory is preferred which also includes information on manufacturer, model, software version & device location	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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107	Please provide the database types (Oracle, SQL, etc), versions and instance counts for each type	**Please refer to the materials found in the reading room for the data that is available on this topic.**
108	Please provide the last six month ticket volumes (as listed below) for each technology / tower - # of incidents (with breakup by severity) - # of Problem tickets - # of Service Requests - # of Change requests (with breakup by classification, Ex - Normal, Standard, Emergency)	**Please refer to the materials found in the reading room for the data that is available on this topic.**
109	Please provide last six months ticket dump (Incidents, Problems, Service Requests and Change Requests)	**Please refer to the materials found in the reading room for the data that is available on this topic.**
110	What is the tool used for inventory and spares management?	**IBM Maximo Tivoli.**
111	Please provide last 6 months ACD data and ticket dump for Service Desk	**Please refer to the materials found in the reading room for the data that is available on this topic.**
112	What is the overall solution rate (First Call Resolution) currently? What is the solution rate for in-scope activities (resolvable at Service desk)?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
113	How many users and languages are required to be supported by Service Desk?	**Offerors are not required to establish a service desk in this RFP, and the RFP does not set forth a language requirement. MDOT already maintains service desks which are intended as a first point of contact from end users. As set forth in section 3.6.5.8, the NOC shall perform those service desk activities that are required in order to fulfill the duties of the NOC.**
114	Please share the monthly call volumes by Category (Ex - Chat support, Emails, Web tickets, etc.)	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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115	What are the current ITIL-aligned services being delivered? Are all the tools required available?	**MDOT has implemented all of the ITIL processes to varying degrees, and this implementation is in a process of constant improvement. Please refer to the capacity management service catalog in Section 3.6.1 Table 3 for the services that are required. Please refer to the reading room for a current list of tools that are available.**
116	Please provide details on Storage Infrastructure and tools used to manage them	**Please refer to the materials found in the reading room for the data that is available on this topic.**
117	We understand that End User & Desktop support (Desktop, laptop and printer services) is out of scope. Does MDOT still require MDM support services for end user mobile and tablets OR support for MDM platform only?	**Offeror's service desk will be generally contacted by MDOT IT personnel.**
118	1. Please provide details of the CMDB used by MDOT today 2. Is the CMDB update process automated and integrated with other tools like ITAMS?	**1. MDOT uses IBM Maximo Tivoli.** **2. The CMDB update process is not automated at this time.**
119	Is there any Auto-Discovery tool in place & integrated with ITAMS tool? If yes, kindly share the details of tool like name, version, etc.	**Yes. Please refer to the materials found in the reading room for the data that is available on this topic.**
120	Would Contractor be required to leverage the existing MDOT-provided Toll free numbers for Service Desk Operations? If not, we assume that Contractor is expected to provide the same.	**MDOT does not have a toll free telephone number for service desk operations at this time. The service desk is presently a local call for virtually all MDOT staff. The NOC presently has a toll free telephone number which is provided by MDOT.**
121	We understand that all tools required for delivering services will be provided by MDOT and the Contractor is expected to only use those. Please confirm our understanding. We also assume that these tools have	**The State encourages bidders to review the RFP carefully. A representative sample of tools requirements follows: Contractor shall provide its own tools required in order to fulfill Network Infrastructure Services in accordance with section 3.6.4.27; NOC tools will be provided by MDOT in**

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	the capability to deliver all requirements that are listed. Please confirm.	accordance with section 3.6.5.1.5; certain security tools in accordance with sections 3.6.7.4 and 3.6.7.14 will be provided by MDOT; backup tools in accordance with section 3.6.8.2 will be provided by MDOT; and, various labor categories in Attachment T set forth tools requirements.
122	Backup & Restore: a. What are the backup software, backup monitoring tool and media currently used? What is the backup policy, schedule and Retention policy? b. Is offsite vaulting used currently? c. Also please provide details on the total monthly volume of backed-up data and number of backup jobs?	Please refer to the materials found in the reading room for the data that is available on this topic.
123	Is the current Patching process manual or automated? If automated, please share the tools details (Ex Bigfix, BMC Bladelogic, etc.)	Patching is automated. MDOT uses LANDESK for patch management. Additional information may be available in the reading room on this topic.
124	Are server builds manual or automated? If automated, please share the details of the tools used (Ex - HPSA, BMC Bladelogic, Bigfix, etc.)	Server builds are not presently automated. Please refer to the reading room for a list of tools available.
125	Please share the # of Active Directory Users and number of Domain controllers location-wise. If possible, please share the AD Architecture diagram.	As per Table 1 in section 3.4.3.8, MDOT had 10,775 active directory users as of January 1, 2016.
126	Is there any tool used for capacity planning?	There are no IT tools that support capacity planning presently in place.
127	What are the tools used for monitoring QoS of Network voice and video?	MDOT utilizes the SolarWinds Orion suite for this purpose.

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128	Is the order of priority for SLA definitions correctly defined in the RFP? Normal industry standards is to rate P1 as highest priority and P5 lowest.	**The order of priority for SLA definitions is correctly defined. MDOT acknowledges and is aware that it has diverged from industry standard on this matter, and has reasons to maintain this divergence.**
129	Are all the Priority Definitions for Elapsed hours or Business Hours?	**References explicitly to business hours refers to business hours support as set forth in section 3.11.2. A reference that is made only to hours implies elapsed hours.**
130	Is there a specific requirement for Contractor to place Contractor staff at each of the TBU locations?	**This is not a requirement set forth in the RFP.**
131	o. Network Test Lab - Will MDOT lay down any specifications for lab set up or is it up to the Contractor to build suitable infrastructure?	**Lab requirements are set forth in 3.6.4.36 and in accordance with section 3.13.5.8 must be set up within 180 days after NTP sufficient to perform the services described in this RFP.**
132	As part of ITIL Service desk activities, does MDOT expect Contractor to setup a Voice based Service desk to receive call & log tickets in ITAMS or will MDOT continue with the existing service desk and is expecting Contractor NOC personnel to manually log tickets.	**See Question # 113.**
133	If Voice based service desk is required, then please provide the following information : 1. Average Handling Time (AHT) for inbound calls 2. Average Handling Time (AHT) for outbound calls 3. Average Speed to Answer (ASA)	**This is not a requirement set forth in the RFP.**
134	Contractor assumes that MDOT will procure and supply all IT equipment and software licenses pertaining to the in-scope services of the RFP. Please confirm.	**See Question # 121.**

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135	Does MDOT have any preference for location of Warehouse? Please confirm that MDOT will procure and ship spares to the Warehouse and will bear the cost of shipping to various locations as per requirement?	**Please see section 3.6.9.3. MDOT may ship newly acquired equipment into the warehouse. Offeror will be required to deliver spare parts or retrieve spare parts from MDOT when required at Contractor's expense. While there is no location requirement except that the location may not be on MDOT property, Offerors are reminded of the service level requirements set forth in this RFP and specifically that an emergency may require that spare parts are available for quick retrieval.**
136	Does MDOT have documented processes for business continuity and IT disaster recovery? Please provide details, test frequency/calendar and expected RPO/RTO.	**MDOT is in the process of modernizing its DR standards. Currently available information pertaining to DR standards may be found at http://doit.maryland.gov/Publications/stateofmarylanddisasterplanning.pdf and in the reading room.**
137	There are many roles such as Desktop Engineer, Sharepoint Programmer `which are not part of services that are in scope of the RFP. Is the Contractor expected to provide rates for all the roles mentioned? Please confirm.	**Attachment F, the revised price sheet, must be fully completed.**
138	Is there a requirement to rebadge incumbent Contractor employees or MDOT employees? If yes, Please advise the number of employees by incumbent suppliers who are in scope of this RFP	**Retaining current contractor personnel is not a requirement set forth in the RFP.**
139	Contractor would like to understand MDOT's roadmap of Cloud (Private / Public) adoption. Are there any deployments of Private / Public Cloud already in place? Is there any assessment performed to identify the applications/infrastructure which can be moved on Private / Public Cloud?	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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140	Who is currently providing smart hands-n-feet support in Data Center locations? How many DC locations are in scope for RFP?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
141	As per our understanding, the Contractor should perform assessment and recommendations on all ITIL processes that are applicable as part of Capacity Management service? Is our understanding correct?	**Confirmed.**
142	Is Process definition also part of the scope for Contractor in terms of designing/Reengineering existing processes as per ITIL standards? As per our understanding below ITSM Processes that would be applicable as part of capacity management service are as follows: 1. Incident Management 2. Request Fulfilment 3. Problem Management 4. Change/Release Management 5. Service Catalogue Management 7. Configuration Management 8. Asset Management 9. Capacity Management 10. Service Level Management 11. Information Security Management 12. Availability Management 13. IT Service Continuity Management Apart from above mentioned processes, are there any other ITSM modules In-scope for Process Definition/Process Reengineering ?	**MDOT set forth in section 3.5.4.11 a requirement pertaining to ITIL procedures globally. Contractor should be prepared to support any ITIL process required.**

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143	How many ITIL processes are currently defined and followed in MDOT? If yes, can you please list the ITIL processes available at MDOT.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
144	Does existing CMDB show relationships between each Configuration Items & other dependent CIs for any impact assessment and relationship mapping?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
145	What are the services expected under Quality Assurance Activities? For e.g.: Process Health check, Quality Audits as per ISO 20000,etc.?	**Presuming that this question pertains to section 3.7.1.I, MDOT requires a broad base of activities relating to process review and improvement, strategic and tactical planning, standards and regulatory compliance, life cycle management, and any other topic that could be construed to quality management in an IT environment.**
146	What are the monitoring tools that are being used to monitor & report capacity & availability status in MDOT?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
147	Kindly provide total number VPN and Remote access details which are part of the scope.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
148	Kindly provide total number of Devices and appliance includes Make, model and Volumetric details which are part of the scope of this RFP to provide managed services activities for 3 years	**Please refer to the materials found in the reading room for the data that is available on this topic.**
149	Are MDOT expecting network security scan, if yes, please provide following details a. Total number of Internal and External Ips b. Scanning frequency c. Current Vulnerability Management tool details (make, model and version)	**MDOT requires vulnerability scans in accordance with section 3.6.7.12. Please refer to the materials found in the reading room for further information in inventory.**

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150	Kindly provide total number of Intrusion prevention and detection appliance details includes Make, model and Volumetric which are part of the scope to provide managed services activities for 3 years	**Please refer to the materials found in the reading room for the data that is available on this topic.**
151	We understand that Security information & Event Management is part of this RFP scope, please clarify our understanding and provide following details. A. Please provide current Security Information & Event Management (SIEM) tool details (Make, Model and version) b. Kindly provide number of Events details to monitor or b (a) kindly provide devices details which are integrated with current SIEM tool	**Please refer to the materials found in the reading room for the data that is available on this topic.**
152	We understand that Endpoint security (Antivirus, HIPS, encryption and Data loss preventions) monitoring is not part of the this RFP scope, please clarify understanding	**Offerors are reminded to review the RFP carefully, including sections 3.6.7.9, 3.6.7.14, and section 3.10.12.2.**
153	We understand that web security (URL filtering) monitoring is not part of the this RFP scope, please clarify understanding	**MDOT maintains web security appliances, and section 3.6.7.17 sets forth a requirement that all security devices are in scope.**
154	We understand that Email security monitoring is not part of the this RFP scope, please clarify understanding	**MDOT maintains email security tools, and section 3.6.7.17 sets forth a requirement that all security devices are in scope.**
155	We understand that web application firewalls is not part of the this RFP scope, please clarify understanding	**MDOT maintains web application firewalls, and section 3.6.7.17 sets forth a requirement that all security devices are in scope.**
156	Please confirm if Static application security testing and Dynamic application security testing both are in scope for application security testing?	**Presently, MDOT conducts dynamic application security testing through its contractor personnel, and certain limited static application security testing is presently provided**

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		internally by MDOT staff and not contractor personnel. It should be noted, however, that Contractor shall be required to perform any and all application security testing that is required by MDOT.
157	Please confirm that there are only web applications in scope for Security Testing. How many such applications are in scope? Kindly mention the no of pages and lines of codes for these applications. Are there any webservices to be security tested?	All applications are in scope for security testing. MDOT is unable to provide a full listing of applications at this time.
158	What are the different languages used for application development? (eg- Java, .net, PHP). Provide the technology stack behind these applications.	Please refer to the materials found in the reading room for the data that is available on this topic.
159	Does client provide the security scanning tools to perform the security assessment for application and infrastructure VA? If not can we propose our standard tool?	MDOT maintains its own toolset for performing vulnerability scans, and Contractor should use the MDOT provided toolset.
160	What is the scanning frequency required by the client for applications and infrastructure?	Frequency varies depending upon the type of scan being performed.
161	List of In-scope devices or assets for vulnerability management / VA Scanning.	Please refer to the materials found in the reading room for the data that is available on this topic.
162	External and internal IP's in scope for penetration testing	Please refer to the materials found in the reading room for the data that is available on this topic.
163	Does the MDOT expect the Vendor to review all its existing IT Security Policies and procedures for MDOT IT Network?	Yes. Please refer to section 3.6.7.15 for additional information.
164	Will MDOT define the criteria for each security audit? Or will the Contractor perform these audits based on State IT & Security Policies	Audits may be initiated by a variety of internal and external sources. Contractor will be required to comply.

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165	please indicate the applicable	Incomplete question.
166	Does MDOT expect the Contractor to conduct a security risk assessment on the existing applications in line with any regulatory requirements? If yes, what are the current applications in scope?	Yes, scans must be performed within certain regulatory guidelines. MDOT further notes that regulatory requirements may apply to some or all of MDOT systems, depending upon the regulation. MDOT does not have a listing of applications available at this time.
167	How many applications are critical and require security assessment? Are any of the primary systems custom/inhouse developed applications?	All applications are in scope for security testing. MDOT is unable to provide a full listing of applications at this time.
168	Does MDOT have its own Security Risk Assessment methodology and tools for applications assessing applications? Or is Contractor expected to design the methodology and bring tools to carry out Security Risk Assessment?	MDOT provides some of the tools required in order to provide security risk assessments. Please refer to the reading room for a listing of the tools available. Offerors should propose a complete solution.
169	In the IT Security domain has the State identified areas of improvement where it will require the Contractor services/guidance?	MDOT is constantly in a process of improvement and Contractor shall support this objective.
170	Request MDOT to share applications and Network inventory with RTO & RPO details	Please refer to the materials found in the reading room for the data that is available on this topic.

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171	Does MDOT and its entity(s) maintain an updated, approved and annually tested IT Service Continuity plans for all critical components of IT infrastructure including applications, servers, Network and Security components? - Does MDOT maintain an updated, approved and annually tested DR plans for all its applications and infrastructure devices? - List of Security, Business continuity & Disaster Recovery - tools used by MDOT - list of external security, business continuity / Disaster recovery services provided by MDOT's existing service providers"	**See Questions # 71 and # 136.**
172	What is the current compliance levels for - Availability of IT Service Continuity plans, Testing of Plans and Test Success & Failure levels	**See Question # 136.**
173	Does the scope of work include Contractor to manage systems storing data governed by PCI-DSS? Can MDOT share the PCI-DSS reports as part of due-diligence / transition?	**MDOT maintains systems which are governed by PCI-DSS. Please refer to sections 3.10.3 through 3.10.5. Also, please refer to the materials found in the reading room for the data that is available on this topic.**
174	Does MDOT maintain an up-to-date architecture and security framework for managing systems under PCI-DSS scope?	**MDOT continuously seeks to maintain compliance with PCI-DSS.**
175	Request State to elaborate on the IT security consulting services required from the Contractor as part of On-Demand services	**Section 3.7.1.H. provides the ability for MDOT to access any additional IT forensic and security services that may be required but happen to not be covered by the contract.**
176	Is Contractor expected to provide actual sample deliverables or only screenshots of the critical sections of the sample deliverables?	**Offerors will be ranked on the strength of their proposals, among other things. Offerors should seek to deliver a concise, but complete description of their solution.**

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177	Is masking of sensitive data being carried out in the current set up for testing applications with masked data? Please confirm if data masking is in scope for this RFP response.	**While data masking is not called out as a specific requirement in the RFP, Offerors should keep in mind that data masking could be a requirement in order to deliver other services that are in-scope. Offerors should review their solution and determine those elements of their solution that would require data masking in order to comply.**
178	Is there an existing tool already available and implemented for masking sensitive data in the non-production environment? If yes, please share more details as follows: 1) Product name 2) Modules implemented 3) No. of instance installation and location b. If not, can Contractor propose its own data masking tool if required to protect production data in the testing and development environment?	**Presently, there is no tool in use to automate data masking. Contractor is encouraged to recommend solutions that would improve the IT operations for MDOT.**
179	If data masking is required, please provide additional details on the following: a. Data stores type and no. (E.g. Oracle, SQL Server, flat files, DB2 etc.) b. No. and type of Applications processing sensitive data c. No. of non-production environments (E.g. Dev-1, Test-1, UAT-1, etc.) d. Volume of sensitive data to be masked (E.g. 5 million records)	**Please refer to the materials found in the reading room for the data that is available on this topic.**
180	Does the data protection scope involves structured (Databases, Flat Files) and unstructured data (Ex. Word, PDF, Images)?	**The scope of the RFP covers all types of data.**

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181	Please share more details on the sensitive data like Personally Identifiable Information (PII) that needs to be masked. (e.g. SSN, DOB, Name, Address)	**Code of Maryland State Government article, paragraph 10-1301(c) defines PII as follows:** **(c) "Personal information" means an individual's first name or first initial and last name, personal mark, or unique biometric or genetic print or image, in combination with one or more of the following data elements:** **(1) a Social Security number;** **(2) a driver's license number, state identification card number, or other individual identification number issued by a unit;** **(3) a passport number or other identification number issued by the United States government;** **(4) an Individual Taxpayer Identification Number; or** **(5) a financial or other account number, a credit card number, or a debit card number that, in combination with any required security code, access code, or password, would permit access to an individual's account.** **http://mgaleg.maryland.gov/webmga/frmStatutesText.aspx?article=gsg&section=10-1301&ext=html&session=2016RS&tab=subject5**
182	Is there a requirement for encrypting sensitive data-at-rest in the database? If yes, is there an existing encryption solution in place which can be leveraged for this response? Please provide details	**Please refer to DoIT security standards located at http://doit.maryland.gov/support/pages/securitypolicies.aspx, MDOT security standards located in the reading room, and section 3.10.12.2.4 of the RFP.**
183	If encryption of sensitive data (at rest) is in scope, is it required to be performed at Disk level, File level or individual column level? Please clarify.	**See Question # 182.**

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184	Please share us the list of Security solutions hosted in Public/Private cloud environment.	**Please refer to the materials found in the reading room for the data that is available on this topic.**
185	Is digital signature allowed on Pricing sheet and any other documents which require signature?	**Yes. Digital signature is acceptable for the submission of all documents with the Offeror's Proposal.**
186	We have a VSBE fully capable to support this effort, located in commonwealth of Virginia. Do the VSBEs have to be headquartered in state of Maryland?	**The VSBE does not have to be headquartered in the State of Maryland.**
187	Will the state allow personnel with H1Bs / Green cards / Permanent Residency to support this effort?	**H1B personnel may be proposed.**
188	For economies of scale, will the state allow some staff to support this effort from remote US locations?	**Offerors should review the RFP carefully and propose a solution that maximizes value to the State.**
189	For 24/7 help desk support, will the government permit staff to be located in one of our international help desk locations such as in India?	**24x7 NOC personnel must be located within the United States, in accordance with section 3.6.5.1.4.**
190	My business is expressing an interest as a subcontractor on the RFP 060B6400008, by way of offering business administrative and office support services. Is it to late to be added to the RFP list?	**Please visit eMaryland Marketplace or the DoIT website for current and future notifications related to this solicitation including a list of attendees from the pre-proposal conference that may be possible teaming partners for your firm.**
190	Service Desk Operations
Is there any specific technical requirement w.r.t Service Desk infrastructure like:
1) Computer Telephony Integration (CTI)
2) Toll free number
3) Interactive voice response system (IVR)
4) Data and Voice connectivity (What exists today, What shall be leveraged, what is expected from the vendor) etc.
5) Is the Service desk expected to make outbound	**Please see Amendment #3 for changes to Section 3.6.5.8. MDOT's intent is to maintain a NOC. While service desk operations are part of the function of the NOC, it should be noted that the NOC service desk is generally not intended for end user support. The NOC shall act as a first point of contact for in-scope activities pertinent to the Contract, and shall generally receive contact from and make contact with MDOT IT personnel. There are presently no call metrics or technical specifications available with regard to the items**

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	calls? Please share the existing call flow diagram.	**raised in the question, except that the NOC is expected to make outbound calls.**
191	Service Desk Operations What are the different service desk support tools used as part of Service Desk operations?	**IBM Maximo Tivoli.**
192	Service Desk Operations Is there a knowledge repository available for known issues faced, in-scope and general support activities performed by Service Desk? (KEDB)	**Yes. IBM Maximo Tivoli has a knowledgebase feature.**
193	Service Desk Operations Do you monitor calls or have the ability to record calls to monitor the quality of service? Do you want vendor to provide such service?	**This is not a requirement set forth in the RFP.**
194	Tools We understand that DoIT or MDOT team will provide Technical Support for all the Tools that will be extended to Contractor for providing the services in scope. Please confirm that this understanding is correct	**MDOT generally uses tools which are commonly available in the marketplace. Contractor should recruit personnel who are proficient in the use of the tools that are deployed at MDOT. Contractor is expected to maintain proficiency with the use of MDOT tools throughout the contract.**
195	Network Test Lab Please provide the data center architecture where production devices are hosted , this will help us better understand their integration with new LAB setup?	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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196	Network Test Lab Does LAB network architecture should be the replica of Datacenter segmentations?	**The lab should be representative of the systems that are found in production, sufficient to perform testing. Please refer to section 3.6.4.36.3 for additional information.**
197	Network Test Lab Please confirm that the required connectivity and links (MPLS, Internet etc.) for the Lab will be provided by MDOT?	**Contractor shall be responsible for providing access. Please refer to section 3.6.4.36.1 for additional information.**
198	Network Test Lab Please provide the model type of devices hosted in production environment ? Or models that must be installed in the Network Test lab	**Please refer to the materials found in the reading room for the data that is available on this topic.**
199	Network Test Lab Do we have any requirement of concurrent users those will be accessing the LAB, if yes then what is the expected count of concurrent sessions?	**MDOT is unable to estimate the amount of concurrent sessions that will be required.**
200	Network Test Lab What are the expected number of end points in test LAB , this will help us to calculate the switch ports required for connecting these end points?	**MDOT is unable to estimate the amount of end points that will be found in the lab.**
201	Network Test Lab Will MDOT users/TBU/contractors require physical access to the Network Test Lab?	**Yes, MDOT shall have physical access to the lab.**
202	Network Test Lab Does MDOT have existing Lab procedures that can be shared?	**Existing lab procedures are not available, except that the current lab environment is positioned in close geographic proximity to MDOT headquarters in Hanover, MD.**
203	MDOT Capacity management Service Catalog - Cross Functional/General Capacity Management Requirement	**As per 3.1.2 the State is interested in Contractor's expertise and guidance to implement mature ITIL processes. Contractor should be prepared to assist MDOT in**

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	Does the scope also include process implementation in your existing ITSM tool? Do you need Process Consulting support (coordinate with your tools team) post redesigning ITIL processes?	**its ongoing efforts to consistently evolve and improve its IT operations.**
204	MDOT Capacity Management Transition-In Requirements Are there any in-flight projects/ transformation (DC consolidation/migration) projects planned to be implemented during transition period? Please provide details on the inflight projects and their current status. Also specify the expectation from vendor for these on-going projects.	**MDOT has a number of projects that are ongoing at any time. Because the award and NTP date are not certain, MDOT is unable to specify the exact projects that will be active at the time of transition.**
205	MDOT Capacity Management Transition-In Requirements Are there any freeze or black-out periods to be considered during transition? e.g.: limited SME (Subject Matter Expert) availability during month-end/ quarter-end periods.	**No.**
206	MDOT Capacity Management Transition-In Requirements Please provide the list of SME locations where knowledge transfer will be need to be done during transition-in	**Contractor shall be required to travel to any MDOT location necessary in order to effect a successful transition. Generally, these locations are concentrated in the central Maryland area.**
207	MDOT Capacity Management Transition-In Requirements Will the supplier get access to all available documentation during Knowledge Transfer? What is	**MDOT's goal is to effect the best transition possible, and therefore will provide such documentation that is possible to provide and relevant in support of that goal.**

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	the level of documentation available for the services in-scope?	
208	RFP Reference: The RFP states "The response shall address each requirement in Section 3 of this RFP in order, and shall contain a cross reference to the RFP requirement". Question: To what heading level should the technical response cross reference ex. 3.6.4 or 3.6.4.12? For readability purposes is it acceptable to address all requirements within a third level heading?	**This is at the Offeror's discretion; however responses should be mapped back to the respective section of the Scope of Work in accordance with Section 4's format requirements. Please see Question #210.**
209	RFP Reference: The RFP states in 4.2.2.6 Offeror Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E), "If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement". Further Section 5.2, Technical Proposal Evaluation Criteria, states, "The State prefers an Offeror's response to work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them".	**No question has been stated for response.**
210	Section 5.2, the Technical Proposal Evaluation Criteria states, "The State prefers an Offeror's response to	**Please see Amendment #3 with updates to Section 4 Format Requirements.**

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work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them." Additionally, in Section 4.2.2.6 the State indicates, "If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement. "

Question: It appears that section 4.2.2.6 and 5.2 of the RFP could create an unintentional lower ranking should the offeror not be clear if the "State is seeking Offeror agreement" or a "response to work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed." Would the State clearly designate or provide guidance on which requirements are satisfied with "Offeror agreement or disagreement?

Question: Will the State please provide specific guidance on what portions of Section 3 are required for acknowledgement so we are not deemed non-

	responsiveness based on Section 5.2 of the Evaluation criteria?	
211	Section 4.2.2.6 states, "If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement." Section 5.2, the Technical Proposal Evaluation Criteria states, "The State prefers an Offeror's response to work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them."	**Please see Amendment #3 with updates to Section 4 Format Requirements.**
212	Based on the statements from the RFP Sections 4.2.2.6 and 5.2 appear to be in conflict with one another. Will the State please designate, section by section, which requirements are satisfied with "Offeror agreement or disagreement?"	**Please see Amendment #3 with updates to Section 4 Format Requirements.**
213	Will the State please provide guidance on what sections of Section 3 we are required to acknowledge and provide agreements to requirements so we may maintain our responsiveness to Section 5.2 of the Evaluation criteria which states, "Proposals which include limited responses to work requirements such	**Please see Amendment #3 with updates to Section 4 Format Requirements.**

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	as "concur" or "will comply" will receive a lower ranking than those proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them.	
214	RFP Pages 89, MDOT Network Program Deliverables There are several deliverables noted in this table that are due at NTP +30 days and then every subsequent month. These are – Stale Computers Report, Stale Users Report, TBU Patching Report, and Backup Success Report. As the new contractor will not have responsibility for these systems until NTP +90 and may not have access to all tools by NTP +30, recommend that the initial delivery of these reports is at NTP +90, with monthly updates thereafter.	**Please see Amendment #3 with updates to Section 3.5.13 that revises the due date for these reports from NTP +30 days to NTP +100 days.**
215	RFP Table 1, p. 46 – 47 Would the state provide a specific breakdown of ENT vs non-ENT servers?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
216	RFP Table 2, p. 49 The table states that Assumptions need to be submitted NTP + 10. Page 90 under deliverables says that it's 5 days. Please clarify.	**Please see Amendment #3 with updates to Section 3.13.5.2 which corrects this discrepancy.**
217	RFP Section 3.5.3, p. 48 Would the state provide an estimate as to the annual number of office location changes, adds, removals?	**MDOT is unable to estimate the number of office location changes, adds, and removals.**
218	RFP Section 3.5.4.9, p. 49 Would the state provide an estimate for the time required to establish connectivity from MDOT to the contractor's NOC?	**Contractor should take steps to ensure that connectivity is successfully completed within the timeframes required in the RFP.**
219	RFP Table 4, p. 56 Would the state provide specific numbers relative to the number of clients affected? As currently written, it is difficult to understand the differences between Priority 5 and Priority 4.	**The service levels are correctly defined in Table 4. MDOT is unable to provide further clarification.**

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220	RFP Table 4, p. 56 Would the state specify the page size, font(s) used and acceptable margins for each page?	**RFP Table 4 , p. 56 "MDOT Service Level Definitions" does not define formatting requirements. Contractors shall reference Section 4 of the RFP for submission instructions.**
221	RFP Table 4, p. 56 Would the state confirm that TOCs, Glossaries, Appendices and Volume Covers do not count toward overall page count?	**Please see Section 4 Table 7 for page limitation information.**
222	RFP Table 4, p. 56 How many monthly trouble tickets are generated in total and how are they broken out according to the three categories (systems, security, and infrastructure)?	**In the preceding twenty four months, MDOT delegated to a contractor 165 systems tickets, 554 security tickets, and 255 WAN tickets. Offerors should take note that the data requested by this questioner may not accurately reflect the demand that would be generated by MDOT under the scope of work as defined in this RFP.**
223	RFP Table 4, p. 56 What is the priority level for tickets generated in the environment today? Who determines this and what is the criteria used for determination?	**The priority levels are currently the same as what is described in Table 4. Contractor NOC logs tickets in accordance with section 3.6.5.8, and must obtain MDOT NOC Manager approval prior to designating a ticket as Priority 4 or 5 in accordance with section 3.6.11.7.**
224	RFP Table 4, p. 56 Can the mobility call center take Tier 1 calls? What are their capabilities and limitations? Can we add staffing? This would be based on Call volume info?	**MDOT does not understand the question.**
225	RFP 3.4.3.8 Can MDOT advise what version of code / IOS that Cisco and Juniper routers and switches running on currently?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
226	What is the anticipated start date of this contract?	**The State anticipates estimates that this contract will commence in the 1st quarter of Maryland's FY 18.**
227	The RFP states that this procurement is "Approximately three and one-half (3.5) year base period with two (2) one-year option periods;" however, Attachment F – Price Sheet only allows for a	**Attachment F - Price Sheet has been revised and posted with Amendment #3.**

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	3-year base period and two one –year option. If the base period is three and one-half (3.5) years, will the State of Maryland provide and updated Attachment F to reflect this?	
228	RFP Pages 72 - 75 Currently, for each service, how many tickets are attributed to each priority levels?	**Please see Attachment #2 provided. Offerors should take note that the data requested by the questioner may not accurately reflect the demand that would be generated by MDOT under the scope of work as defined in this RFP.**
229	Attachment F – Price Sheet, F-2 Labor tab The State of Maryland does not indicate where work is to be performed, please confirm that the rates are for government site only.	**Contractors shall assume work is off-site unless otherwise defined in a specific Task Order/Work Order's scope of work.**
230	Attachment F – Price Sheet, F-2 Labor tab Please provide clarification on who spares will be handled statewide to support other state-billed agencies.	**MDOT Capacity Management services do not include any service provided to an agency other than MDOT or one of its TBUs.**
231	In section 4.2.2.6 which relates to the Offeror's Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E) there is a requirement that says "The response shall address each requirement in Section 3 of this RFP in order, and shall contain a cross reference to the RFP requirement." Question: Based on the different elements of the Scope of Work will the State please provide guidance on what sections of Section 3 we are required to acknowledge and provide agreements to requirements so Offerors can offer a more detailed response to sections that require it?	**Please see Amendment #3 with updates to Section 4 Format Requirements.**

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232	4.2.2.6 Offeror Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E) "The response shall address each requirement in Section 3 of this RFP in order, and shall contain a cross reference to the RFP requirement." Question: Section 3 Scope of Work contains a mix of Descriptions (e.g. 3.1 Background and Scope, 3.4 MDOT Network Program), requirements (e.g. 3.3.1 Required Project Policies, Guidelines and Methodologies) and Services (e.g. 3.6.4 Network Infrastructure Services) and the technical response of Tab E is limited to 75 pages. Would the State provide guidance on what sections of Section 3 the offeror may acknowledge descriptions and provide agreements to requirements so that limited page count could be applied to areas that allow for offeror detailed response?	**Please see Amendment #3 with updates to Section 4 Format Requirements.**
233	In order to provide a fixed-price MRC to include all ITIL-based activities and services required to execute and deliver the requirements as defined in this RFP (see Section 3.6 Capacity Management Service Catalog) and meet the SLAs as defined in Section 3.4.3.8, a complete and accurate inventory with the following details for each and every device that is to be managed is necessary: 1.a Make	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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	1.b Model 1.c Software level	
234	Per the RFP, endpoints are defined as MDOT owned assets. However Section 3.4.8 notes that endpoints are not in scope for all services. Are endpoint devices to be included in the MDOT Capacity Management scope of work? If so, what specific services are they in scope for?	**There is no RFP Section 3.4.8. The State assumes this question refers to RFP Section 3.4.3.8 Table 1, at the bottom of which it says "**Endpoints are not in scope for certain services". MDOT has specified requirements where endpoint support is required as part of Capacity Management. MDOT reminds Offerors to review the RFP carefully. Additionally, Offerors are reminded that, while some exceptions may exist, support to end users is generally not in the scope of this RFP.**
235	Is the Security Policy document that was made available in the reading room to become part of the contract that results from the RFP?	**Under the RFP, the contractor will be required to comply with the policies and standards per Section 3.3.1.**
236	Per the reading room materials Section 7.3 makes reference to Appendix 8, which was not part of the materials. Can Appendix 8 be provided?	**The MDOT Security Plan contains a Section 7.3 and the Appendix 8 mentioned in this Section 7.3 is an error. There is no Appendix 8. Section 7.3 should have referenced Appendix D, "MDOT Breach Follow-up Policy".**
237	What is your current daily move, add and change volume for network and security devices (i.e.. Firewalls, IPS, servers, routers & switches)	**MDOT is unable to provide this data.**
238	Please provide physical location of security devices	**Please refer to the materials found in the reading room for the data that is available on this topic.**
239	What type of Configuration Management Database does DoIT utilize today?	**MDOT uses IBM Maximo Tivoli**
240	What type of DHCP, DNS, IPAM platform does DoIT utilize today?	**Please refer to the materials found in the reading room for the data that is available on this topic.**

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241	Does DoIT have an existing QoS strategy? If so, can this be shared?	**MDOT has implemented QoS throughout its network. Specific details on the QoS implementation are not available at this time.**
242	Per Section 3.6.4.39, Can DoIT Expand the plan for migrating to IP Telephony?	**MDOT presently has implemented IP telephony at SHA sites, and certain MVA and MTA sites. MDOT plans to grow this implementation as part of a transformation strategy away from traditional PBX telephone systems.**
243	What are the State's plans for PSTN Access in a converged network, via a centralized PSTN via SIP or distributed model?	**Presently MDOT uses PSTN and does not use SIP, but may begin to roll out SIP in the future.**
244	Can DoIT explain the connectivity over the backbone? Is routing enabled? If so, what protocol is used? Are there any Layer 2 LAN extensions?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
245	Are there standards developed or documented for agencies when they connect to networkMaryland? If so, can these be shared?	**For MDOT, please refer to the materials found in the reading room for the data that is available on this topic. Specific requirements related to networkMaryland shall be provided in subsequent Task Orders or Work Orders, as applicable.**
246	Does DoIT or the agencies have Out of Band (OOB) capabilities currently?	**No.**
247	What is the current standard for hypervisor within the DC?	**MDOT generally uses VMware. Please refer to the materials found in the reading room for additional data that may be available on this topic.**
248	Is the current DoIT network VRF enabled?	**Yes.**
249	Are there any current plans to segment the agencies traffic from other agencies?	**MDOT is interested in increasing and strengthening its network segmentation.**
250	Does DOIT automate any network functions today and if so, what functions and by what tools?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
251	Does DoIT require that all state agency wireless networks be converged onto a single platform?	**MDOT is currently standardized on Aruba Networks wireless devices.**

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252	Can DoIT provide more information regarding the current Disaster Recovery plan?	**DoIT disaster recovery may be found here: http://doit.maryland.gov/support/Pages/SecurityDisasterReco very.aspx** **MDOT Disaster Recovery plans exist and are agency and application specific.**
253	Can DoIT provide current design of Windows Active Directory?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
254	What is the basis for 512Kbps required for each call (Sec. 3.6.2.39)? How many concurrent voice calls should be planned for during peak utilization?	**There is no Section 3.6.2.39. If the questioner is referencing Section 3.6.4.39, this number is an estimate of the total bandwidth required for voice and video over IP. MDOT is unable to estimate the number of concurrent calls during peak utilization.**
255	What is the current network management platform?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
256	Can you provide the standard operating procedures (i. e. run-book/play book) for the network infrastructure?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
257	Who are the current Wireless controller manufacturer?	**Please see Question # 251.**
258	Are any Wireless security tools currently in place? If so, which ones?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
259	What class is the state's IP address space in? How much of this address space is utilized?	**Please refer to the materials found in the reading room for the data that is available on this topic.**
260	Has the state performed any vulnerability tests in the last 6 months? 12 months?	**Yes to both. MDOT has performed vulnerability tests in the last six months, and MDOT has performed vulnerability tests in the last twelve months.**
261	How does/will MDOTs voice and video architecture integrate with DoIT's NwMD infrastructure?	**That information is unavailable at this time, and is to be determined.**

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262	What degree of standardization exists between the agency networks and NwMD? (example reference architectures, designs, configurations and product selection.)	**For MDOT, please refer to the materials found in the reading room for the data that is available on this topic. Specific requirements related to networkMaryland shall be provided in subsequent Task Orders or Work Orders, as applicable.**
263	Per F-2 Labor: What is the minimum length of time a contingency role will be required for? What is the maximum length of time a role will be required for?	**Specific requirements shall be provided in subsequent Task Orders or Work Orders, as applicable.**
264	DoIT and MDOT have a number of vehicles from which to procure contingent staff. What will determine procurement of staff off this contract?	**MDOT may procure on-demand services in accordance with the Contract.**
265	Will vendors have to meet minimum qualifications on a per task-order basis or will minimum qualifications be based off this RFP?	**Offerors must meet minimum qualifications of this RFP in order to be considered for award of a master contract. Subsequent task orders are not anticipated to require additional minimum qualifications.**
266	Currently, how many full time equivalent, whether State or Third Party, are dedicated to supporting MDOT's Network Program today?	**MDOT is unable to provide this information.**
268	Is the State of Maryland interested in developing a shared service model for Managed Security Services accessible by agencies across the State?	**Offerors are asked to respond to the specific scope outlined in the RFP and should make no assumptions regarding consolidation/centralization of services in support of other agencies aside from MDOT.**
269	Is the State of Maryland interested in having the respondant propose a Security Operations Center build as part of this proposal?	**Offerors are asked to respond to the specific scope outlined in the RFP and should make no assumptions regarding consolidation/centralization of services in support of other agencies aside from MDOT.**
270	With regards to security scans and audits, what is the periodic timeline expected by the State, 90 days, 120 days??	**Section 3.10 outlines all security requirements which should be considered in responding to this RFP.**

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271	With regard to Security Incident management and Response, is the State of MD willing to consider a retainer based response service that includes a set number of hours and a range of consultative services included?	**No. Offerors should respond to the requirements set forth in the RFP.**
272	Is the State of Maryland willing to have respondant put a set number of Professional Services hours in it's proposal to assist with Security Consulting, architecture recommendations, and general consultative hours to be used ad hoc?	**No. Offerors should respond to the requirements set forth in the RFP.**
273	Does a rate card with set rates and not exceed threshold costs for out-years make sense for certain components of this project offer the best approach?	**No. Offerors should respond to the requirements set forth in the RFP.**
274	Does the State of MD have requirements around respondant resources having Private Investigations licenses for Computer Forensics projects?	**No.**
275	What are the required NAICS codes for the MBE participants?	**There are no required NAICS codes.**
276	In section 4.2.2.6 which relates to the Offeror's Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E) there is a requirement that says "The response shall address each requirement in Section 3 of this RFP in order, and shall contain a cross reference to the RFP requirement." Question: Based on the different elements of the Scope of Work will the State please provide guidance on what sections of Section 3 we are required to	**Please see Amendment #3 with updates to Section 4 Format Requirements.**

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	acknowledge and provide agreements to requirements so Offerors can offer a more detailed response to sections that require it?	