

# CATS+ TORFP (Maryland-Time Clock Management System)

TORFP #060B3490021

PO Officer: LaShella Miller

## Question Submissions PART 1

Q1:	Does the State require a staffing solution to generate a specific number of personnel in order to create a list of required staffing?
A1:	<b>No, the State expects to procure a schedule Management option to manage Overtime.</b>
Q2:	Does the State require the solution to leverage patient census information in order to determine staffing?
A2:	<b>No, the State does not require the solution to leverage patient census information.</b>
Q3:	Does the State require the solution to leverage patient census information in order to determine staffing?
A3:	<b>Same as Q2; Please refer to A2 for the response.</b>
Q4:	Minimum Qualifications – Is the current installation of Time Clocks Plus at the Department of Justice and Public Safety hosted in the cloud and using a real-time integration using a Workday-delivered API?
A4:	<b>Yes, The current solution in Department of Public Safety and Corrections uses Workday delivered API and the data is transferred to Workday after obtaining requisite approvals in the Time Clock Plus system.</b>
Q5:	Does the current installation of Time Clocks Plus at the Department of Justice and Public Safety include the integrated schedule management functions necessary to meet the minimum qualifications as stated in the TORFP?
A5:	<b>No, the current installation of Time Clock Plus in DPSCS does not include schedule Management.</b>
Q6:	Did the current installation of Time Clocks Plus at the Department of Justice and Public Safety involve the full lifecycle of the implementation to include Requirements Elicitation, design/configuration planning, implementation, and furnishing post-implementation services
A6:	<b>Yes.</b>
Q7:	Will the state please reconsider this requirement and allow the subscription service billing to commence at the time the products provided are first used?
A7:	<b>Based on our past experience all SaaS vendors look for subscription service billing to commence at the beginning of the Contract, in this case, Work Order. Billing can be negotiated as quarterly, semi-annually or annually.</b>
Q8:	Amendment 1 TORFP section 2.3.3.H states: "Hardware and software costs procured as part of the TORFP cannot exceed 49 percent of the total Task Order value." What period of time is to be used to calculate the hardware and software costs to determine that they do not exceed 49% of the total task order?
A8:	<b>2.3.3.H is applicable to any one time purchase of Hardware and Software. So, there is no time period involved in arriving at this calculation. To further clarify the subscription service is not considered as part of the Hardware and Software cost.</b>
Q9:	Amendment 1 TORFP section 2.3.3.I states: "Material costs shall be passed through with no mark-up by the TO Contractor." Please define "Material costs" as used in this sentence.
A9:	<b>The Material cost refers to the cost of the Hardware, software and consumables/ accessories.</b>
Q10:	Amendment 1 TORFP section 2.3.4 Required Project Policies, Guidelines and Methodologies, has two A. subsections. Is this a typographical error, or is the TORFP missing some additional text at this location?
A10:	<b>See Amendment #2 with corrections.</b>
Q11:	Amendment 1 TORFP section 3.14 Work Orders, starts off with subsection J., followed by subsections A through G. Is this a typographical error, or is the TORFP missing some additional text

	at this location?
<b>A11</b>	<b>See Amendment #2 with corrections.</b>
Q12	Amendment 1 TORFP section 3.15.1 TORFP Subject to CATS+ Master Contract, has subsections labeled J through N. Is this a typographical error, or is the TORFP missing some additional text at this location?
<b>A12</b>	<b>This is no error. Sections J through N are included in the proposal. Please see page 51.</b>
Q13	Amendment 1 TORFP section 3.15.4 Source Code Escrow, starts off with subsection A., followed by subsections O through Q. Is this a typographical error, or is the TORFP missing some additional text at this location?
<b>A13</b>	<b>See Amendment #2 with corrections.</b>
Q14	Amendment 1 TORFP section 4.14 Iranian Non-Investment, states that "All TO Proposals shall be accompanied by a completed Certification Regarding Investments in Iran, Attachment P of this TORFP.", but Attachment P was not provided with the TORFP. Would DoIT please provide Attachment P?
<b>A14</b>	<b>Please refer to the email attachment included with this Question and Answer response form.</b>
Q15	Amendment 1 TORFP Table 1: TORFP ATTACHMENTS AND APPENDICES, states that the "TO Financial Proposal Instructions and Form" (Attachment B) is to be submitted "Before TO Proposal", but Amendment 1 TORFP section 5 identifies this form as an element that is to be submitted with the TO Financial Proposal. Please clarify.
<b>A15</b>	<b>Please refer to and carefully review section 5 on page 42. Also refer to any instructions accompanied with Attachment B. Please adhere to the submissions deadline as stated on the Key Information Summary Sheet.</b>
Q16	Appendix – 3 TCMS Requirements Excel Spreadsheet Requirement 17 states: "The Solution shall be cloud based with zero State infrastructure equipment footprint except physical TCDs". Requirement 20 states: "The TCDs shall be configured for TCP/IP over Ethernet internet connectivity." Requirement 24 states "The TCDs shall support Power-over-Ethernet (PoE)." Requirement 51c states "all functionality is accessible via one primary TCD management screen". Is it correct to assume, based on the "zero State infrastructure equipment footprint" requirement that the State will provide all TCD "Ethernet internet connectivity" requirements, all PoE power sources/switches, and the one primary TCD management screen?
<b>A16</b>	<b>The State will provide all TCD "Ethernet internet connectivity" requirements, all power sources/switches and any PC's required to act as TCD management screen.</b>

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### Question Submissions PART 2

Q1:	We request DoIT to please send us all the attachments in word format so that it is easy to fill in and insert signatures.
<b>A1:</b>	<b>All documents and attachments related to a TORFP are forwarded as PDF documents to prevent altering of contract content. PDF is the only allowable format that will be forwarded.</b>
Q2:	Can DoIT please eliminate the requirement of submitting the redacted version of the Technical proposal as per section (5.3.5)?
<b>A2:</b>	<b>No. The State requires submission of a second copy of the TO Proposal, with information the offeror deems to be confidential and/or proprietary information redacted per section 5.3.5.</b>
Q3:	Can DoIT eliminate the requirement to submit Technical proposal in two different formats (MS Word and Adobe)?
<b>A3:</b>	<b>No. TORFP section 5.3.5 states that two formats are required—MS Word and Adobe. To avoid submissions being non-susceptible for award, all vendors must adhere to the requirements as</b>

	<b>stated in the MD-TCMS CATS+ TORFP.</b>
Q4:	The RFP requests that Volume II Financial Proposal be submitted in PDF format and then requests 2 of the same thing in addition to a searchable PDF that is redacted. We kindly request the DoIT remove the requirement for redacted Volume II Financial Proposal and clarify the desired number of versions of Volume II along with preferred software type.
A4:	<b>Per section 5.3.5B of the MD-TCMS CATS+ TORFP the TO Financial Proposal and all supporting materials must be submitted in the PDF format. The State also requires submission of a second copy of the TO Financial Proposal with information the offeror deems to be confidential and/or proprietary information redacted. To avoid submissions being non-susceptible for award, all vendors must adhere to the requirements as stated in the MD-TCMS CATS+ TORFP</b>
Q5:	With regard to password protected documents, we kindly request the DoIT remove the requirement for submitting of password protected documents.
A5:	<b>It is a standard practice for all TORFP submissions to be password protected. To avoid submissions being non-susceptible for award, all vendors must adhere to the requirements which states both the Technical and Financial proposals must be password protected. No exceptions.</b>
Q6	The RFP requests forms and documents that are not easily transferable to MS Word, making transmission of submission more difficult, we kindly request the removal of MS Word as a method of submission and request only 1 PDF be required.
A6	<b>Please refer the response A3.</b>
Q7	2.3.6.1 Item C: Is it a firm requirement that the TO Contractor provide 24/7 support?
A7	<b>Per 2.3.6.1 C The State is requesting the TO Contractor to "furnish the option for the State" to consider.</b>
Q8	2.3.6.2 Item A Backup. Is it a requirement that the TO Contractor shall perform backup on a nightly basis? Is it a firm requirement that these nightly backups be maintained for duration of the agreement?
A8	<b>The State expects the TO Contractor to enumerate the standard backup policy and provide options, if any, for any deviation from standard backup policies.</b>
Q9	3.5.1 Item F: Is it a firm requirement that the TO Contractor furnish a DR Site that is at least 100 miles from the operation site? Or is it sufficient for the State to be aware that the TO Contractor utilizes a hosting agent such as AWS which provides for multi coast data centers in the event of a natural disaster?
A9	<b>The State expects the Offeror to enumerate their respective DR strategy and how the offeror adheres to the State's requirement.</b>
Q10	3.6.4 Cyber Security/Data Breach Insurance: Is it a firm requirement of the prime contractor as well as the subcontractor to maintain the cyber security insurance?
A10	<b>The State expects the provider of the SaaS service to maintain the cyber security insurance.</b>
Q11	3.9.2 Item B: How many trust principles are required in the SOC 2 Audit Report?
A11	<b>The State expects the five trust principles of SOC2 Type 2, namely Security, Availability, Processing Integrity, Confidentiality and Privacy, to be audited. The Offeror may submit their SOC 2 certificate with requisite justification.</b>
Q12	Who is responsible for the trust principles, the TO Contractor, the subcontractor, or the hosting agent?
A12	<b>The SaaS provider and any associated hosting agent is responsible for the SOC2 compliance.</b>
Q13	3.15.3 Item B: Contract management oversight activities. Please provide clarity on this process and who is responsible for these activities?
A13	<b>This is the responsibility of the TO Contractor per CATS+ Master Contract.</b>
Q14	3.15.4 Software Escrow: Is it a requirement as a part of the software escrow that the TO Contractor cover the costs of escrow deposit and beneficiary fees?
A14	<b>The SaaS provider shall have the software escrow already established and furnish the certificate as part of the proposal.</b>
Q15	Should the Implementation Plan, Draft Project, and Work Schedules be based on the employee and clock counts for DPSCS or the total numbers provided by the entire State?
A15	<b>Implementation Plan, Draft Project, and Work Schedules shall be based on the employee and</b>

	<b>clock counts per Work Order.</b>
Q16	Can you clarify the requirement for the Software and Hardware cost be no more than 49% of the total TO?
A16	<b>Same as Q8. Please see response A8.</b>
Q17	Should we assume, with such a recent and significant investment in time clock hardware for DPSCS, that it is a requirement of the respondent to be able to interface with the existing time clocks in place for DPSCS?
A17	<b>No, it is not a requirement but would be highly desirable.</b>
Q18	Page 51. Table 1: TORFP ATTACHMENTS AND APPENDICES, row 2: TO Financial Proposal Instructions and Form, the RFP states in the 'When to Submit' column that this form is to be submitted before TO proposal, can the DoIT please clarify the due date for this form or confirm this is to be submitted with the technical proposal due October 16, 2017.
A18	<b>Both the Technical and Financial TORFP submissions must adhere to the same deadline of October 16, 2017 at 2:00PM Local Time. No exceptions.</b>
Q19	Appendix 2. – Offeror Information Sheet. In the TO Contractor eMM ID number response column is the following statement: As of the date of Proposal submission, are you registered to do business with the state of Maryland? Is the Offeror to enter the word 'yes' here or put in a number? The instructions state that the forms are not to be modified, please clarify how to fill in this box properly.
A19	<b>Please respond with a YES or NO and list your e-Maryland Marketplace (eMM) number next to your response in parenthesis.</b>
Q20	Appendix 2. – Offeror Information Sheet. SBE / MBE/ VSBE Certification section. Please clarify if this information is required to be entered if there is no requirement for the identifications.
A20	<b>Please list "Not Applicable" since there is no SBE/MBE/VSBE goal associated with this MD-TCMS CATS+ TORFP</b>
Q21	Appendix 2. – Offeror Information Sheet. When is this form required to be submitted? Prior to proposal submission or with proposal submission? If prior, please provide due date and time.
A21	<b>Adhere to the submission deadline as listed on the Key Information Summary Sheet. Per TORFP section 5.4.2, the Offeror Information Sheet (see Appendix 2) and a Transmittal Letter shall accompany the TO Technical Proposal.</b>

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### Question Submissions PART 3

Q1:	With regard to Section 5.3.5 Two Part Submission: A. TO Technical Proposal consisting of: 3) a second searchable Adobe copy of the TO Technical Proposal, redacted in accordance with confidential and/or proprietary information removed (see Section 5.4.2.B, and B. TO Financial Proposal consisting of: 3) a second searchable Adobe copy of the TO Financial Proposal, redacted in accordance with confidential and/or proprietary information removed (see Section 5.4.2.B). The RFP refers to Section 5.4.2.B, however, the section refers to the B. Proposer Information Sheet and Transmittal Letter and provides no additional instruction. Will the DoIT please clarify this requirement?
A1:	<b>Please refer to and carefully read TORFP section 5.4. Instructions are provided for this requirement.</b>
Q2:	The minimum qualification, that for a company to qualify it must to have at least one Workday-delivered API in the last three years, appears to be so specific that it will eliminate competition in the main area of Time and Attendance and Scheduling - the core element of the RFP. As witnessed at the preproposal conference, there was at most one potential bidder in attendance, with both Time and Attendance/Scheduling AND one Workday-delivered API. As Workday refuses to admit partners

	<p>unless the client requires it, and we are dealing with another client who has agreed to bring Workday to the table, we cannot partner with Workday unless such a request is made by the state.</p> <p>We request that the State of Maryland allow the conditions below as a replacement or alternative for having implemented a project in the last three years with a real-time integration using a Workday-delivered API:</p> <p>That the following conditions hold as "AND" conditions;  the company has delivered interfaces with PeopleSoft, SAP, JD Edwards, Lawson, ADP etc.,  the client (MD) can ask Workday to work with your selected vendor.  the company has staff who have worked as principals on delivering a Workday integration.</p>
<b>A2:</b>	<b>The State has implemented Workday for Time, Absence and Payroll and requires the TCMS to integrate with Workday. The State will not alter or replace the minimum qualifications articulated in section 1 of the TORFP.</b>
Q3:	Is there a conference bridge/webex available for the pre-proposal conference?
<b>A3:</b>	<b>No. The Pre-Proposal Conference will not have audio visual or teleconference access. All vendors must appear in-person to participate in the Pre-Proposal conference.</b>
Q4	Amendment 1 TORFP section 2.3.3.H states: "Hardware and software costs procured as part of the TORFP cannot exceed 49 percent of the total Task Order value." What period of time is to be used to calculate the hardware and software costs to determine that they do not exceed 49% of the total task order?
<b>A4</b>	<b>Same as Q8</b>
Q5	Process Question relative to the closing time for questions – Once all questions are answered, will there be an opportunity to ask follow up questions to clarify concerns raised by the answers provided?
<b>A5</b>	<b>Yes.</b>
Q6	Relative to Amendment 1 TORFP section 2.2.7 – please provide the versions of Hardware and Software of the Stromberg timeclocks currently in use at DJS and the TimeClockPlus solution currently in place at DPSCS.
<b>A6</b>	<b>The State is currently using the following timeclocks and software versions:  TimeClockPlus Clock model: RDTg Series 300/400  TimeClockPlus Clock software version: 7.0.15.6  TimeClockPlus Application software version: 7.0.51.5  Stromberg software version for is 4.3.578  Stromberg Clock model K45E - Kronsos 4500 series and CSE - Cyber series.</b>
Q7	Amendment 1 TORFP section 2.3.1 E states that The TO Contractor shall furnish: "Any additional accessories necessary to allow existing State ID cards to utilize proximity scanning;" Question: What is the State using today for ID Cards? Are they HID, AWID, and what is the formatting?
<b>A7</b>	<b>The State ID cards are not standardized. Therefore, the Offeror shall assume the State ID cards have no intelligence.</b>
Q8	Amendment 1 TORFP section 2.3.6.C states: "The Offeror shall keep the State specific configuration current and updated with the Workday updates and releases." Question- In order to ensure that that the offeror meets the requirement for keeping the State configuration current and updated with Workday's regular updates and releases, should it not also be a minimum qualification that the solution that is being proposed by offeror be a certified Workday Partner so the offerors solution has access to Workday preview tenants as this is the only way to ensure that this requirement is met? If so, then as part of the minimum qualifications the State should add that the offeror provide both: 1. Proof of an existing formal partner relationship with Workday, e.g., as a Workday Connect Partner, and 2. Evidence of a track record of successful integration between offeror's proposed solution and Workday for organizations and deployments of similar size and scope
<b>A8</b>	<b>The State is not requiring the Offeror to be a certified Workday Partner.</b>
Q9	Relative to Amendment 1 TORFP section 3.6.4 Cyber Security / Data Breach Insurance – Is cybersecurity/Data Breach insurance required if the TO Contractor can NOT decrypt or otherwise

	access clear text biometric codes at any point during execution of the TO Agreement?
<b>A9</b>	<b>Cyber Security/ Data Breach insurance is required.</b>
Q10	Amendment 1 TORFP section 5.4.2.G.1 states that Offerors are to: "Provide up to three examples of engagements or contracts the Master Contractor or Subcontractor, if applicable, has completed that were similar to the requested scope of work." The last two subsections to TORFP section 5.4.2.G.1 read as follows: 5.4.2.G.1)e) Current Master Contractor team personnel who participated on the engagement; and 5.4.2.G.1)f) If the Master Contractor is no longer providing the services, explain why not. In keeping with the spirit of the section 5.4.2.G.1 guidance that allows for engagements or contracts performed by either the Master Contractor or a team Subcontractor, would DoIT consider rewording these two subsections to read (inserted words in bold): 5.4.2.G.1)e) Current Master Contractor or subcontractor team personnel who participated on the engagement; and 5.4.2.G.1)f) If the Master Contractor or subcontractor is no longer providing the services, explain why not.
<b>A10</b>	<b>Current section 5.4.2.G.1 will not be reworded and will remain as stated with the published format.</b>
Q11	Appendix - 3 TCMS Requirements 9_7 V2 Requirement 20 states: "The TCDs shall be configured for TCP/IP over Ethernet internet connectivity." Will the state or agency provide a Time clock only network segment throughout the State or agency facilities that is ultimately connected to the internet and the TCDs live on?
<b>A11</b>	<b>The Recipient Agency shall provide network connectivity.</b>
Q12	Amendment 1 TORFP section 3.7.5.B.8) states: "Ensure system and network environments are separated by properly configured and updated firewalls." Will the state install and manage a central firewall at the state or agency datacenter to protect the TDCs and Time clock network segments from the internet ?
<b>A12</b>	<b>Yes.</b>
Q13	Appendix - 3 TCMS Requirements 9_7 V2 Requirement 24 states: "The TCDs shall support Power-over-Ethernet (PoE)." Will the state or agency supply PoE Ethernet interfaces with a minimum of 15.4 watts to the attached TDC(s)? If not what will be supplied to connect and power the TDC?
<b>A13</b>	<b>The Recipient Agency shall provide internet connectivity and power for the TCD's. Offeror is expected to enumerate the specific requirements for their respective offering.</b>
Q14	Amendment 1 TORFP section 3.7.5.B.8) states: "Ensure system and network environments are separated by properly configured and updated firewalls." If the vender is required to supply and manage a firewall for the TDC(s) attached to the state or agencies networks: Will the state supply internet service? Will the state supply Ethernet connection to internal networks that TDC(s) will be attached to? Will the state supply and maintain facilities space, power (street, UPS, Generator) and cooling for the device once installed?
<b>A14</b>	<b>Yes.</b>
Q15	Amendment 1 TORFP section 3.7.5.B.8) states: "Ensure system and network environments are separated by properly configured and updated firewalls." Is vender to supply internet circuits and services with firewalls to each location for the TDC(s) to connect to?
<b>A15</b>	<b>No.</b>



## AMENDMENT #2

### CATS+ TORFP 060B3490021 MARYLAND-TIME CLOCK MANAGEMENT SYSTEM Release Date: 9/15/2017

*Today's Date: 10/6/2017*

*Ladies/Gentlemen:*

*This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced CATS+ TORFP. All information contained herein is binding on all Master Contractors responding 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~~).*

*Corrections for Q10 from Part One*

~~A.~~ The State of Maryland System Development Life Cycle (SDLC) methodology at:  
[www.DoIT.maryland.gov](http://www.DoIT.maryland.gov) - keyword: SDLC;

~~A.~~ The State of Maryland Information Technology Security Policy and Standards at:  
[www.DoIT.maryland.gov](http://www.DoIT.maryland.gov) - keyword: Security Policy;

**A. The State of Maryland System Development Life Cycle (SDLC) methodology at:  
[www.DoIT.maryland.gov](http://www.DoIT.maryland.gov) - keyword: SDLC;**

**B. The State of Maryland Information Technology Security Policy and Standards at:  
[www.DoIT.maryland.gov](http://www.DoIT.maryland.gov) - keyword: Security Policy;**

*Corrections for Q11 from Part One*

#### **3.14 WORK ORDERS**

~~J.~~ Additional services may be provided via a Work Order process. Specific Work Orders may be issued on behalf of or by a Recipient Agency (if authorized by the Department) to obtain services described in this TORFP. Work shall not begin in advance of a fully executed Work Order. A Work Order may be



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Deputy Secretary

issued for fixed prices.

A. The TO Manager shall e-mail a Work Order Request (See sample at <http://doit.maryland.gov/contracts/Documents/CATSPPlus/CATS+WorkOrderSample.pdf>) to the TO Contractor to provide services or resources that are within the scope of this TORFP. The Work Order Request will include:

- 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

B. The TO Contractor shall e-mail a response to the TO Manager within the specified time and include at a minimum:

- 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 (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.

C. For a fixed price Work Order, the TO Manager will review the response and will confirm the proposed prices are acceptable.

D. The TO Manager may contact the TO Contractor to obtain additional information, clarification or revision to the Work Order, and will provide the Work Order to the TO Procurement Officer for a determination of compliance with the TO Agreement and a determination whether a change order is appropriate. **Written TO Procurement Officer approval is required before Work Order execution by the State.**

E. Proposed personnel on any type of Work Order shall be subject to Recipient Agency approval. The TO Contractor shall furnish resumes of proposed personnel specifying the labor category(ies) proposed. The TO Manager shall have the option to interview the proposed personnel and, in the event of an interview or not, shall notify the TO Contractor of acceptance or denial of the personnel.

F. Performance of services under a Work Order shall commence consistent with an NTP issued by the TO Manager for such Work Order.

G. A Work Order may not in any way conflict with or supersede the Master Contract.





State of Maryland  
Department of Information Technology

LARRY HOGAN  
Governor  
BOYD K. RUTHERFORD  
Lieutenant Governor

MICHAEL G. LEAHY  
Acting Secretary  
LANCE SCHINE  
Deputy Secretary

**3.14 WORK ORDERS**

- A. **Additional services may be provided via a Work Order process. Specific Work Orders may be issued on behalf of or by a Recipient Agency (if authorized by the Department) to obtain services described in this TORFP. Work shall not begin in advance of a fully executed Work Order. A Work Order may be issued for fixed prices.**
- B. **The TO Manager shall e-mail a Work Order Request (See sample at <http://doit.maryland.gov/contracts/Documents/CATSPPlus/CATS+WorkOrderSample.pdf>) to the TO Contractor to provide services or resources that are within the scope of this TORFP. The Work Order Request will include:**
- 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**
- C. **The TO Contractor shall e-mail a response to the TO Manager within the specified time and include at a minimum:**
- 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 (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.**
- D. **For a fixed price Work Order, the TO Manager will review the response and will confirm the proposed prices are acceptable.**
- E. **The TO Manager may contact the TO Contractor to obtain additional information, clarification or revision to the Work Order, and will provide the Work Order to the TO Procurement Officer for a determination of compliance with the TO Agreement and a determination whether a change order is appropriate. Written TO Procurement Officer approval is required before Work Order execution by the State.**
- F. **Proposed personnel on any type of Work Order shall be subject to Recipient Agency approval. The TO Contractor shall furnish resumes of proposed personnel specifying the labor category(ies) proposed. The TO Manager shall have the option to interview the**



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**proposed personnel and, in the event of an interview or not, shall notify the TO Contractor of acceptance or denial of the personnel.**

- G. Performance of services under a Work Order shall commence consistent with an NTP issued by the TO Manager for such Work Order.**
- H. A Work Order may not in any way conflict with or supersede the Master Contract.**

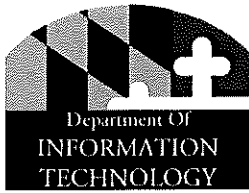
*Corrections for question Q13 from Part One*

- ~~J. Custom Software, Custom Source Code, Data;~~
- ~~K. Hardware and software costs procured as part of the TORFP cannot exceed 49 percent of the total Task Order value;~~
- ~~L. Material costs shall be passed through with no mark-up by the TO Contractor;~~
- ~~M. Non-Visual Access;~~
- ~~N. By responding to this TORFP and accepting a Task Order award, an Offeror specifically agrees that for any software, hardware or hosting service that it proposes for use by the State in response to this TORFP, the State will have the right to purchase from another source, instead of from the selected Offeror.~~

- A. Custom Software, Custom Source Code, Data;**
- B. Hardware and software costs procured as part of the TORFP cannot exceed 49 percent of the total Task Order value;**
- C. Material costs shall be passed through with no mark-up by the TO Contractor;**
- D. Non-Visual Access;**
- E. By responding to this TORFP and accepting a Task Order award, an Offeror specifically agrees that for any software, hardware or hosting service that it proposes for use by the State in response to this TORFP, the State will have the right to purchase from another source, instead of from the selected Offeror.**

Issued by:

LaShella Miller, MSHRM  
Procurement Officer II



# AMENDMENT #3

## CATS+ TORFP 060B3490021 MARYLAND-TIME CLOCK MANAGEMENT SYSTEM Release Date: 9/15/2017

Today's Date: 10/6/2017

Ladies/Gentlemen:

*This Amendment #3 is being issued to amend and clarify certain information contained in the above referenced CATS+ TORFP. All information contained herein is binding on all Master Contractors responding 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 strikethrough (i.e., ~~deleted~~).*

*Please see corrections to PART ONE of the Question and Answer Responses*

Q7	Will the state please reconsider this requirement and allow the subscription service billing to commence at the time the products provided are first used?
A7	<del>Based on our past experience all SaaS vendors look for subscription service billing to commence at the beginning of the Contract, in this case, Workorder. It can be negotiated as quarterly, semi-annually or annually.</del>

Q7	Will the state please reconsider this requirement and allow the subscription service billing to commence at the time the products provided are first used?
A7	<b><u>The requirement will remain as it is with regard to billing. Therefore, no change will be made with this requirement.</u></b>

Issued by:

LaShella Miller, MSHRM  
Procurement Officer II