



CATS + TORFP J01B9400035

MDTA IT ENTERPRISE BUSINESS SOLUTIONS AND PROJECT MANAGEMENT
SUPPORT

Amendment #3 Issued: June 20, 2019

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

Question 1: Please provide a description of the functionality being supported by the Salesforce platform.

ANSWER 1: MDTA uses Salesforce Service Cloud and Salesforce Lightning Platform to provide business functionality for tracking Customer Inquiries, tracking MISS Utility Tickets, and for our Human Resources organization. These systems use Salesforce feature and functionality along with customized Salesforce code and interfaces.

Question 2: In regards to **Section 3.8.2.B** 'Offeror shall demonstrate experience in providing ten (10) or more IT resources in a prior engagement within the last 5 years.' Please confirm that an offeror has to demonstrate experience in providing 10+ resources concurrently (e.g. staffing 10+ positions in the same time) in a **same** prior engagement (e.g. in a same project or a same contract) within the last 5 years.

ANSWER 2: Yes. That's correct.

Question 3: On page 39, Section 5.4.2 E1 under Master Contractor and Subcontractor Experience and Capabilities, it says: *"1) 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."* Please confirm that subcontractor experience in engagements similar to the scope of work can be submitted as part of the three examples, or in addition to the three examples.

ANSWER 3: Experience for 3 years should be for the Master Contractor OR Subcontractor, not together.