Maryland
DEPARTMENT OF
INFORMATION TECHNOLOGY

Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Michael G. Leahy | Secretary
Lance Schine | Deputy Secretary

Amendment #1
Task Order Request for Proposals
DoIT Service Desk Support Services
F50B0600008
October 25, 2019

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced Task Order Request for Proposals (TORFP). All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).

1. **Revise the TO Procurement Officer information on the Key Information Summary Sheet as follows:**

TO Procurement Officer:	John Walker 45 Calvert Street Annapolis, MD 21401
e-mail:	John.walker1@maryland.gov
Office Phone:	~~410-697-9682~~ **410-697-9688**

2. **Revise the TO Proposals Due Date and Time as follows:**

TO Proposals Due (Closing) Date and Time	~~November 8, 2019 2:00pm Local Time~~ **November 15, 2019 2:00pm Local Time** Offerors are reminded that a completed Feedback Form is required if a no-bid decision is made (see **Section 5**)

3. **Revise the Questions Due Date and Time as follows:**

Questions Due Date and Time	~~October 25, 2019 11:00am Local Time~~ **November 1, 2019 11:00am Local Time**

4. **Revise TORFP Section 2.2, Background and Purpose, as follows:**

   DoIT supports agency IT operations and statewide applications through an existing IT Service Desk in Crownsville, MD and is issuing this TORFP in order to staff this Service Desk. This Service Desk handles ~~over 30,000 calls/emails per year~~ **between 2,000 and 2,500 calls a week** and its duties are continually expanding. The Service Desk receives incidents, problems, and service requests surrounding management of commodity hardware (desktops, laptops, monitors, printers, etc.), productivity applications (i.e. Microsoft Office), wide-area network services delivered by the State's high-speed network, and statewide applications (e.g. Google Apps for Government, Financial Management Information Systems (FMIS), and SharePoint). The IT Service Desk uses the service desk management (SDM) software application ServiceNow to manage incidents, problems, and service requests using processes aligned with ITIL.

5. **Revise Section 3.1, Task Order Initiation Requirements, as follows:**

   TO Contractor shall schedule and hold a kickoff meeting within 10 Business Days of NTP Date. At the kickoff, the TO Contractor shall furnish ~~an updated~~ **a** Project Schedule describing the activities for the TO Contractor, the State, and any third parties for fully transitioning to the Contractor's Solution.

John Walker, Procurement Officer

October 25, 2019

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Amendment #2
Task Order Request for Proposals
DoIT Service Desk Support Services
F50B0600008
October 30, 2019

Ladies/Gentlemen:

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced Task Order Request for Proposals (TORFP). All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).

1. **Revise TORFP Section 2.1.2, Summary Statement, as follows:**

   2.1.2 The intention of this TORFP is to obtain at least three (3) personnel resources: Help Desk Specialist (Senior), Help Desk Specialist (Junior) and Network Technician (Junior) who will be available as of the Notice to Proceed (NTP) Date. DoIT anticipates issuing ~~a Work Order~~ **one or more work orders** for up to an additional twenty (20) resources (all of which will fall into one of the three labor categories above). This will be completed according to the Work Order Process in Section 3.12.

2. **Revise TORFP Section 2.2, Background and Purpose, as follows:**

   DoIT supports agency IT operations and statewide applications through an existing IT Service Desk in Crownsville, MD and is issuing this TORFP in order to staff this Service Desk. This Service Desk handles between 2,000 and 2,500 calls a week and its duties are continually expanding. The Service Desk receives incidents, problems, and service requests surrounding management of commodity hardware (desktops, laptops, monitors, printers, etc.), productivity applications (i.e. Microsoft Office), wide-area network services delivered by the State's high-speed network, and statewide applications (e.g. Google Apps for Government, Financial Management Information Systems (FMIS), and SharePoint). The IT Service Desk uses the service desk management (SDM) software application ServiceNow to manage incidents, problems, and service requests using processes aligned with ITIL.

In addition, DoIT is issuing this TORFP to obtain Network Technicians who will assist End User Services teams in Baltimore City and Anne Arundel and Baltimore Counties. Locations may include, but are not limited to: the State Center Complex on Preston Street in Baltimore; the Maryland State Department of Education's Division of Rehabilitative Services; the Maryland Department of the Environment; multiple locations in downtown Annapolis; the Maryland Department of Agriculture; the Maryland Department of Natural Resources; and DoIT's Crownsville office. However, DoIT supports other locations in these areas as well that do not currently have network technicians.

3. **Revise TORFP Section 2.3.1, Requirements, as follows:**

2.3.1 The TO Contractor shall ~~provide full-time dedicated personnel on-site at DoIT's Crownsville, MD office.~~**:**

A. **Provide full-time dedicated resources in the Help Desk Specialist (Senior) and Help Desk Specialist (Junior) labor categories on-site at DoIT's Crownsville, MD office.**

B. **Provide full-time, dedicated resources in the Network Technician (Junior) labor category who will assist DoIT-supported agencies in Baltimore City, Baltimore County and Anne Arundel County.**

1. DoIT will assign a work location for the initial Network Technician resource following TO Agreement award and any subsequent resources in this labor category in a work order.

4. **Revise TORFP Section 3.8.6.A, Work Hours, as follows:**

A. Business Hours Support: The TO Contractor's personnel shall support core business hours**. For Network Technician (Junior) resources, these hours are 8:00 AM to 5:00 PM. Core hours for both Help Desk Specialist labor categories are 7:00 AM to 7:00 PM (although resources in these categories will only work an 8-hour shift). These core hours are Monday through Friday except for State holidays (which can be found at: www.dbm.maryland.gov – keyword: State Holidays.** ~~(8:00 AM to 5:00 PM), Monday through Friday except for State holidays (which can be found at: www.dbm.maryland.gov – keyword: State Holidays.~~ These core business hours will be for normal support end-user staff. Personnel ~~will~~ **may** be assigned to work extended hours (~~7:00 am to 7:00 pm,~~ time before or after core business hours)

~~each~~ **on any given** day but will not **typically** exceed an eight (8) hour work day. **Additional costs for extended hours shall be provided in Attachment B Price Proposal. Although part of an Offeror's proposal, the cost for support outside of core business hours will not be evaluated.**

5. **Revise TORFP Section 5.4.2.D, Volume 1- TO Technical Proposal, as follows:**

D. Proposed Personnel and TORFP Staffing

Offeror shall propose exactly three (3) resources: Help Desk Specialist (Senior), Help Desk Specialist (Junior), and Network Technician (Junior) in response to this TORFP. Offeror shall:
1) Identify the qualifications and types of staff proposed to be utilized under the Task Order. The Offeror shall describe in detail how the proposed staff's experience and qualifications relate to their specific responsibilities, including any staff of proposed subcontractor(s), as detailed in the Work Plan.
2) Complete and provide for each proposed resource **Appendix 4A** Personnel Resume **Summary** Form.

3) Provide evidence proposed personnel possess the required certifications in accordance with Section 1.2 TO Contractor Personnel Minimum Qualifications.

4) Provide three (3) references per proposed resource containing the information listed in **Appendix 4A**.

5) Provide a Staffing Management Plan that demonstrates how the Offeror will provide resources in addition to the personnel requested in this TORFP, and how the TO Contractor Personnel shall be managed. Include:

a) Planned team composition by role **IMPORTANT: Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP**.

b) Process and proposed lead time for locating and bringing on board resources that meet the Task Order needs.

c) Description of approach for quickly substituting qualified personnel after start of the Task Order.

6) Provide the names and titles of the Offeror's management staff who are responsible for the services rendered under this TO Agreement.

6. **Revise TORFP Section 6.2.3, TO Proposal Evaluation Criteria, as follows:**

   6.2.3 Offeror Qualifications and Capabilities, including proposed subcontractors (See TORFP § ~~**5.4.2.D**~~ **5.4.2.E-F**)

   Past performance will be evaluated for relevancy (similar size and scope), recency (within the past five (5) years), and performance feedback (reference checks).

7. **Revise TORFP Section 6.4.B, Selection Procedures, as follows:**

   B. TO Technical Proposals will be evaluated for technical merit and ranked. Oral presentations and discussions ~~may~~ **will** be held to assure full understanding of the State's requirements and of the qualified Offeror's proposals and abilities to perform, and to facilitate arrival at a TO Agreement that is most advantageous to the State.

John Walker, Procurement Officer

October 30, 2019

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Amendment #3
Task Order Request for Proposals
DoIT Service Desk Support Services
F50B0600008
November 1, 2019

Ladies/Gentlemen:

This Amendment #3 is being issued to amend and clarify certain information contained in the above referenced Task Order Request for Proposals (TORFP). All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).

1. **Revise TORFP Section 2.3.5.1 as follows:**

   2.3.5.1 Responding to end-user request for services:

   1. On a daily basis, answer telephone calls/emails placed/sent to the Service Desk by State of Maryland employees/contractors, FMIS users, and any other persons who need to obtain information or assistance from the Service Desk facility (including, but not limited to, the general public).

   2. Provide a customer friendly environment, giving end-users utmost respect. Maintain positive attitude while assisting customers.

   3. Provide end user IT support for desktops, laptops, and software applications.

   4. Provide excellent listening skills, allowing customer to provide their information without interruptions or preconceived conclusions.

   5. Regularly monitor incident reports and service requests sent to the Service Desk via email, fax, phone calls, or voice mail messages.

   6. Respond to customers with both ticket number and appropriate department the issue was forwarded to, or contact them with the necessary information for problem resolution. Track all requests through the proper coding of ticket in the SDM. Attach or copy request email into tickets..

7. Use the provided automated SDM software to record, distribute, monitor, report, respond, and document instances of incidents, problems, request or questions as they are reported to the Service Desk.

8. Ensure data integrity and accuracy for all information entered into the SDM database.

9. Document all work and instances of customer callbacks.

10. Ensure proper coding of tickets to guarantee proper delivery of ticket to appropriate group or person and to accurately record how request/problem was received.

11. Where possible, perform first call resolution by researching and utilizing knowledge base systems to provide technical assistance to customers regarding hardware and software support.

12. If necessary, coordinate fixes with department responsible for application.

13. Send customer necessary easy step information via knowledge base system. DoIT Service Desk Support Services Solicitation #:F50B0600008 CATS+ TORFP TORFP for Department of Information Technology 4

14. Control end-user access and maintain quality assurance of audit logs for the granting and removal of all security access for State end users who DoIT supports, the Department of Budget & Management (DBM), and statewide software applications.

15. Process security access requests from State agencies in a timely manner and verify appropriate signatures.

16. Process emergency access requests in an accurate and accelerated manner;

17. Maintain security files of completed access requests.

18. Respond to user problems either through resolution or escalation.

19. Copy completed access requests and emails to originating agency.

20. Create/update accounts in the SDM.

21. ~~Other IT end-user Service Desk-related activities as requested by the TO Manager.~~ **In the case of resources assigned to the Network Technician (Junior) labor**

category- Troubleshoot Windows Operating Systems, application software and connectivity issues.

22. Other IT end user Service Desk related activities as requested by the TO Manager.

John Walker, Procurement Officer

November 1, 2019