

Questions and Answers #1

CATS+ TORFP for DoIT Service Desk Support Services F50B060008

Ladies and Gentlemen: This list of questions and responses is being issued to clarify certain information contained in the above referenced TORFP. The State's responses are italicized. The statements and interpretations contained in responses to any questions, whether responded to verbally or in writing, are not binding on the Department unless the TORFP is expressly amended. Nothing in any response to any questions is to be construed as agreement to or acceptance by the Department of any statement or interpretation on the part of the entity asking the question.

1. Question: When will the attendee list be released from the Pre-proposal conference?

Response: This information was emailed to all SBR Master Contractors for Functional Area 6 on October 21, 2019 and is posted on the DoIT webpage under CATS+ TORFP Status

<https://doit.maryland.gov/contracts/Pages/CATSPlusTORFPStatus.aspx>

2. Question: Is there an incumbent currently providing the services outlined in the RFP and if yes, who is it or is it a new initiative?

Response: The current contractor is Technical Specialties, Inc. (TSPEC). This is not a new initiative.

3. Question: Is there an incumbent contractor?

Response: Yes, please refer to the response to Question 2.

4. Question: Will the incumbent contractor have the ability to submit a proposal to this TORFP?

Response: Yes.

5. Question: Page 5 Section 3 Subsection 3.2 End of Task Order Transition. Does DoIT have an incoming transition plan in place or will the development of the incoming transition be the awarded Offeror's responsibility?

Response: The development of the transition in activities is the TO Contractor's responsibility. Please refer to Section 3.1 Task Order Initiation Requirements, which requires the TO Contractor to develop a Project Schedule that is due at the kickoff meeting.

6. Question: Our firm meets a lot of the requirements for this work ourselves but misses the mark on the past performance of 3 concurrent service desks with 10,000 concurrent users. However, a firm owned by our parent company does have the experience. Could we leverage the past performance from this sister as our own?

Response: No.

7. Question: If our firm primes this TORFP and we are an SBR, would we also be able to fulfill the ½ of the MBE requirement for this TORFP?

Response: Yes.

8. Question: If a firm is not an MBE with state of MD, can it still be the subcontractor for the TORFP?

Response: While the TORFP does not prohibit the use of non-MBE subcontractors, the work performed by those subcontractors would not count towards the TO Contractor's 20% MBE goal.

9. Question: Is this TORFP for staffing only or for staff and consultative services as well?

Response: Staffing only; however, DoIT will consider suggestions regarding staffing levels and efficiency from the TO Contractor.

10. Question: When does DoIT anticipate making a TO Agreement award?

Response: By February 2020.

11. Question: Did the last TORFP for these services contain an SBR designation?

Response: Yes.

12. Question: Did the incumbent TO Contractor agree to a non-compete clause prohibition similar to what is in this TORFP?

Response: No.

13. Question: Can the resources provided to DoIT work offsite (i.e., work at a location that is not owned by or associated with the State)?

Response: No.

14. Question: May Offerors provide their proposals in a zip file?

Response: Yes. However, please review the TO Proposal submission requirements in TORFP Section 5.3.

15. Question: What does DoIT expect of an Offeror's oral presentation?

Response: DoIT expects Offerors and their proposed personnel to be professional and have a good understanding of their TO Proposal contents. Please reference TORFP Section 4.5 for more detail.

Questions and Answers #2

CATS+ TORFP for DoIT Service Desk Support Services F50B0600008

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16. Question: Is there a Minimum Qualifications Documentation Applicable (see TORFP Section 5.4.2.C)? And if so please further define what specific documentation is needed for submission with our proposal?

Response: Offerors, and their proposed personnel, must meet the requirements in Section 1 Minimum Qualifications. In regards to TORFP Section 5.4.2.C, Offerors are not required to submit specific documentation for their firms; however, Offerors should follow the guidance outlined in Section 5.4.2.F (which asks for past performance examples) when writing their proposals.

Please note that TORFP Section 5.4.2.D, does require Offerors to identify the qualifications and experience of their proposed resources AND to submit a Labor Classification Personnel Resume Summary form (found at Appendix 4A) for each proposed resource.

17. Question: Will the TO Contractor receive the Transition-Out plan from the incumbent?

Response: The incumbent will not be providing a Transition-Out plan but does agree to assist in the TO Contractor's Transition-In activities.

18. Question: How long is a contract overlap planned to facilitate transitioning of events, staffing, training, orientation, and knowledge transfer?

Response: DoIT anticipates a potential overlap period of around one week. However, this is only an estimate and not a guarantee. Thus, there may be a greater or shorter overlap period (or none at all).

19. Question: Please confirm the incumbent contract for this work was awarded under TORFP F50B3400074.

Response: Correct.

20. Question: If incumbent contract was awarded under TORFP F50B3400074, it was awarded to Technical Specialties, Inc. (TSPEC) at an award value of \$13,000,000.00, what is the current spend on the TO?

Response: The current spend is \$5.6 million. However, the current TORFP differs from F50B3400074. Thus, DoIT's spend on the existing task order (TO) agreement may not be indicative of its spending level for the TO Agreement that will result from this TORFP.

21. Question: If incumbent contract was awarded under TORFP F50B340074, there were five (5) possible labor categories, Help Desk Specialist (Senior), Help Desk Specialist (Junior), Network Administrator, Network Technician (Senior), and Network Technician (Junior), please provide the current quantity of resources for each labor category under contract, or available as of today.

Response: DoIT does not believe that this information is relevant. However, here is the breakdown: Help Desk Specialist (Senior)- 1; Help Desk Specialist (Junior)- 9; Network Administrator- 1; Network Technician (Junior)- 7.

22. Question: Please provide the total number of resources, and or open positions, under contract today.

Response: 18.

23. Question: Will past performance from a subcontractor be evaluated the same as past performance from the prime?

Response: Yes. Please refer to TORFP Sections 5.4.2.F and 6.2.3.

24. Question: Is there a limit to the number of subcontractor past performance experiences submitted?

Response: See Section 5.4.2.F.1 which requires the Offeror 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.

25. Question: Will a past performance citation, from the prime contractor, performing work in a non-prime (subcontractor) role, be evaluated the same as a past performance citation from a prime contractor, in a prime role?

Response: Yes, so long as the provided engagement/example was of a similar scope to what is requested of this TORFP.

26. Question: Section 6.2.4 "Demonstration of how the Master Contractor plans to staff the task order at the levels set forth in the TORFP and for potential future resource requests." Please provide the State's plan/road map and schedule for adding resources over the initial three (3) requested in this TORFP.

Response: The initial staffing plan will be based on the existing resource levels at the time of the award. Future staffing will be based on the State's needs (which will not exceed 20 resources) and handled through the TORFP's work order process.

27. Question: Section 6.4.B Selection Procedures. "Oral Presentation and discussions may be held..." Please confirm if Oral presentations may or will be held, and provide and specific instructions or guidelines that must be followed for offerors selected to give oral presentations.

Response: Oral presentations will be held for Offerors determined to be reasonably susceptible for award. Presentations should be based on the Offeror's technical proposal and the requirements of Section 5.4.

28. Question: With regards to Section 3.8.1.D- TO Contractor Manager- a TO Contractor Manager is required and specific duties assigned to this position. The duties assigned to this individual are consistent with CATS+ 2016 labor category 2.10.95- Project Manager. Please confirm these hours are billable and that TO

Contractor should include hours in their proposal submission to meet this requirement.

Response: No. Offerors may not bill for the TO Contractor Manager.

29. Question: Section 3.8.6 Work Hours. TORFP states "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." and that personnel may be required to "support specific efforts and emergencies". Should this requirement result in non-exempt personnel working beyond 40 hours in a week (extended hours) should labor rates that include overtime be proposed in Attachment B?

Response: Please see Amendment 2. However, to answer this question, any payment for work performed outside of core hours will be at the Extended Hour Rate. As stated in Attachment B, the rates shall be fully loaded, all-inclusive, i.e. include all direct and indirect costs and profits for the Master Contractor to perform under the TO Agreement.

30. Question: What is the name of the incumbent contractor providing the resources?

Response: The current contractor is Technical Specialties, Inc. (TSPEC).

31. Question: How many resources does the contractor provide?

Response: See the response to Question 22.

32. Question: What is the breakdown of the resources by labor category?

Response: See the response to Question 21.

33. Question: What is the value of the contract?

Response: DoIT has provided the amount of the current TO Agreement in the response to Question 20. DoIT will not provide its estimated budget for the TO Agreement that results from this TORFP.

34. Question: What is the period of performance for the contract?

Response: The current TO Agreement expires on February 25, 2020. Please refer to the TORFP's Key Information Summary Sheet for the duration of the TO Agreement that results from this TORFP.

35. Question: Was there any change order issued to the original contract?

Response: Yes. The current TO Agreement was modified to extend the help desk hours to 10:00pm.

36. Question: If yes, what was the change order amount?

Response: There was no change in the dollar amount of the TO Agreement.

37. Question: Is there a plan to extend the current contract?

Response: No.

38. Question: Section 1.1 TO Minimum Qualifications. Can this requirement be fulfilled by a subcontractor in the Master Contractor's team?

Response: Yes.

39. Question: Section 1.1 TO Minimum Qualifications. If the contractor does not meet the requirement, will it be a disqualifier? In other words, if the Contractor is not able to prove any of "two (2) continuous years" and "at least 10,000 end-users" criteria, will the proposal be deemed not susceptible for award?

Response: If neither the Offeror, nor its proposed subcontractor, can meet the qualifications in Section 1.1 (either jointly or individually), DoIT will consider that Offeror's proposal not reasonably susceptible for TO Agreement award and will remove that Offeror from further evaluation/consideration.

40. Question: Can DOIT remove or change the requirement of "10,000 end-users" since it is a restrictive requirement for a Small Business Reserve (SBR) TORFP?

Response: No.

41. Question: Section 1.2 of the TORFP talks about "TO Contractor Personnel Minimum Qualifications" which in turn refers to the Labor Category of the proposed key personnel. We wanted to confirm that there is no "minimum" or "mandatory" experience requirements for the personnel that is specific to the Scope of Work for this TORFP – is this understanding correct?

Response: As stated in TORFP Section 1.2 the personnel proposed under this TORFP must meet all minimum qualifications for the required labor category, as identified in the CATS+ RFP, Section 2.10. Offerors should review the weblinks provided to view the requirements for each labor category.

42. Question: Section 4.5 of the TORFP talks about Oral Presentations. Can DOIT confirm if the Oral Presentation will be: (a) *group* presentation with the Offeror and all three personnel proposed present; or (b) *individual* interviews of the proposed personnel; or (c) a group interview of all three personnel proposed *without* the Offeror present?

Response: The Oral Presentation will be a group presentation. As stated in TORFP Section 4.5 Oral Presentation, the Offeror and its proposed TO Contractor Personnel will be required to make an oral presentation to State representatives.

43. Question: What is the approximate timeframe for DOIT to conduct the oral presentation / interview the proposed personnel candidates?

Response: Oral presentations will be scheduled after the TO Technical Proposals have been reviewed to determine which Offerors are reasonably acceptable for award. DOIT cannot provide an estimated timeframe at this time.

44. Question: What is the approximate timeframe that DOIT intends to make an award?

Response: By February 2020.

45. Question: While the "Primary Place of Performance" mentioned is DOIT's location in Crownsville, MD, will DOIT allow occasional remote work (from Contractor's/Consultant's locations)?

Response: Please see the response to Question 13.

46. Question: Attachment B TO Financial Proposal Instructions & Form asks for the "Extended Hour Pricing" (which will not be part of the evaluation). For our understanding, can DOIT provide historical data on how many hours (on a per year average basis) were utilized for support which fell outside of core business hours?

Response: The majority of service calls come in between the hours of 8:00am to 5:00pm. The breakdown on a per year average basis is not readily available. However, extended hours work, under the current TO Agreement, has been rare.

47. Question: Can DOIT provide a Microsoft Word version of the TORFP? This will enable us to complete all the required Attachments and Forms.

Response: Yes.

48. Question: Since there is a possibility of follow-up questions after the question deadline (October 25th currently), we request DOIT to allow questions until one week or so before the proposal due date. Will DOIT agree to this request?

Response: Amendment 1 was issued on October 25, 2019 and extended the due date for questions until November 1, 2019 no later than 11:00am local time.

49. Question: The current due date for the proposal response is Friday, November 8, 2019. Considering that the answers to written questions might be released a week or so before the due date and also the fact that November 11th is a State holiday, we request an extension of the due date by at least one week – will DOIT grant this request?

Response: Amendment 1 was issued on October 25, 2019 and extended the due date for TO proposals to November 15, 2019 no later than 2:00pm local time.

50. Question: If submitting electronically, does DoIT want Technical Proposals submitted in both Microsoft Word and searchable Adobe PDF formats?

Response: Yes. Please refer to TORFP Section 5.3.5.

51. Question: If submitting electronically, does DoIT want Financial Proposals submitted in both Microsoft Word and Adobe PDF formats?

Response: Yes. Please refer to TORFP Section 5.3.5.

52. Question: In TORFP Section 5.4.2, the instructions state ".....include the following documents and information in the order specified....". The Transmittal Letter is listed after the Executive Summary, etc. Is this the actual order that DoIT wants the information presented?

Response: Yes, TO Proposals should follow the sequence as stated in Section 5.4 subsections A through I.

53. Question: Section 5.4.2.D.2 Complete and provide for each proposed resource Appendix A Personnel Resume Form. Appendix A is not a part of the Solicitation. Can DoIT provide a copy of Amendment A Personnel Resume Form?

Response: The solicitation should have stated Appendix 4A Labor Classification Personnel Resume Summary Form. See TORFP page 100 for the form.

54. Question: TORFP Section 5.4.2.D.4 asks for three (3) references per proposed resource containing the information listed in Appendix A Personnel Resume Form. Appendix A is not a part of the Solicitation. Can DoIT provide a copy of Amendment A Personnel Resume Form?

Response: Please see the response to Question 53.

55. Question: TORFP Section 5.4.2.G. State Assistance asks for an estimate of expectation concerning participation by State personnel. What does DoIT mean when it says an "...estimate of expectation..."

Response: This is an area in an Offeror's TO Proposal where it can list, if applicable, its expectations of State assistance or involvement on the work required under the TO Agreement.

56. Question: Is the Network Technician (Junior) required to travel with a State Employee to and from service calls?

Response: At the present time, DoIT does not expect resources provided under the TO Agreement to travel between locations or for service calls.

57. Question: Would contractors be eligible for credits due to the State's inability to provide efficient transport to/from service calls for the Network Technicians?

Response: No, see the response to Question 57. In addition, Section 3.3.6, Travel Reimbursement, states that there is no travel reimbursement authorized under this TORFP.

58. Question: Page 1 Section 1 Subsection 1.1 TO Contractor Minimum Qualifications. Can the TO Contractor Minimum Qualifications be met and exceeded by the response team?

Response: An Offeror is required to meet the minimum qualifications listed in Section 1.1 (either individually, through a subcontractor, or through combining its qualifications with a subcontractor).

59. Question: Page 1 Section 1 Subsection 1.1 TO Contractor Minimum Qualifications. Please confirm that the minimum qualifications may be met by the Master Contractor team, including subcontractors?

Response: Yes. Please see the response to Question 38.

60. Question: Will a single work order be issued for all 20 resources or will multiple work orders be issued?

Response: The State may issue one or more work orders to obtain additional resources.

61. Question: How many resources are currently staffing the DoIT IT Service Desk and are they DoIT employees or contractors?

Response: Currently there is 1 DoIT employee and 18 contractual resources.

62. Question: We are interested to bid on the TORFP however we are not SBR or MBE with the state of Maryland. Please advise if we can team up with eligible SBR firm to bid on the TORFP?

Response: Yes. Such a firm can work as a subcontractor to an SBR prime contractor.

63. Question: We would like to know if we can bid as joint proposal or teaming up with them?

Response: See response to Question 62.

64. Question: Will DoIT make a Knowledge Base available to the incoming TO Contractor's staff?

Response: Yes, DoIT will grant the TO Contractor access to a Knowledge Base on an ITSM suite and will grant the TO Contractor's staff access to Bomgar.

65. Question: How will DoIT assign the resources provided under the Network Technician (Junior) labor category?

Response: Please see Amendment 2. DoIT will, based on the needs of the agencies DoIT supports, determine the work location of these resources following TO Agreement award.

66. Question: How many Network Technician positions are included in the resources count listed in Section 2.1?

Response: DoIT anticipates that the Network Technician (Junior) labor category will make up 25-30% of the requested resources.

67. Question: Does the incumbent TO Contractor currently staff the exact labor categories listed in this TORFP?

Response: Please see the response to Question 21.

68. Question: For Question 7, a vendor asked "If our firm primes this TORFP and we are an SBR, would we also be able to fulfill the ½ of the MBE requirement for this TORFP?" and DoIT answered "Yes." Does this mean a non-MBE SBR can certify the MBE requirement?

Response: No, only certified MBEs can meet the TO Agreement's MBE goal. Thus, in the situation provided in Question 7, the SBR prime could only fulfill ½ of the TO Agreement's MBE goal if it was, in addition to being an SBR, a certified MBE.

Questions and Answers #3

CATS+ TORFP for DoIT Service Desk Support Services F50B060008

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69. Question: Could you advise if the technical response of the vendor, is that they are providing resources to support the service desk and are not providing any type of solution to how to manage/run the service desk?

Response: Please see the response to Question 9. At this time, DoIT is only interested in resources- not solutions or suggestions regarding the management or staffing of its Service Desk. However, should the TO Contractor have such suggestions during the term of the TO Agreement, DoIT will consider them.

70. Question: Can you clarify what is required in the technical response, we don't see where a solution or technical approach is required?

Response: The Technical Proposal contents/requirements can be found in TORFP Section 5.4. Please note, however, that DoIT is not seeking an IT-based solution. Rather, it is seeking the Offeror's approach to providing the required resources who meet the qualifications/requirements of their respective labor category.

71. Question: Is it expected that the vendor provide the skill set of the candidates and perhaps how we have provided related support in the past?

Response: Please review TORFP Section 5.4.D which requires Offerors to complete Appendix 4A Labor Classification Personnel Resume Summary form for each proposed resource.

With regards to showing how its firm provided related support in the past, an Offeror can provide this information in either or both of the Minimum Qualifications Documentation section of its proposal (see TORFP Section 5.4.C) or the Master Contractor and Subcontractor Experience section (see TORFP Section 5.4.2.F).

72. Question: Will the weight of the evaluation be more towards the candidate resume/experience than the vendor's technical response?

Response: Please see TORFP Section 6.2 TO Technical Proposal Evaluation Criteria. The criteria to be used to evaluate each TO Technical Proposal are listed in descending order of importance.

73. Question: Could you list the order of hierarchy for the evaluation?

Response: Please refer to TORFP Section 6.2.

74. Question: How does the State plan to handle candidates who may have committed (Commitment Letter) to coming on board in support of this opportunity, but notified the vendor say, mid-January that they found another position. Can we in turn submit a substitute candidate, upon notification to the State?

Response: Please refer to TORFP Section 3.9.2 Substitution Prior to and 30 Days After Task Order Execution.

75. Question: Section 5.4.2.D.1 states, "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." What specific responsibilities and Work Plan is DOIT referring to?

Response: DoIT is referring to the resources' work responsibilities. Specific responsibilities for the work required under the TO Agreement are listed in TORFP Section 2.3. These responsibilities are in addition to those duties listed for the required resources in Section 2.10 of the CATS+ RFP. The Work Plan is the Offeror's understanding of the TORFP Scope of Work (Sections 2-3) and their proposed solution.

76. Question: Section 5.4.2.D.3. Provide evidence proposed personnel possess the required certifications in accordance with Section 1.2 TO Contractor Personnel Minimum Qualifications. There are no specific certifications listed in Section 1.2 of

the TORFP or the MD CATS+ RFP for the Help Desk Specialist (Junior), Help Desk Specialist (Senior) and Network Technician (Junior) labor categories. What certifications is DoIT referring to?

Response: There are no additional certifications required for these 3 positions, Help Desk Specialist (Junior), Help Desk Specialist (Senior) and Network Technician (Junior). Offerors should complete Appendix 4A Labor Classification Personnel Resume Summary form for each position.

77. Question: For Question 16, DoIT stated that it was not looking for specific documentation for Offerors with regards to Minimum Qualifications/TORFP Section 5.4.2.C. Does this mean that Offerors do not have to specifically state that they meet the TORFP's minimum qualifications?

Response: No and DoIT apologizes for any confusion around this point. While DoIT is not looking for specific forms or certifications in regards to TORFP Section 5.4.2.C, it does expect Offerors to submit information showing how it (or its subcontractor) meets the TORFP's Minimum Qualifications. Offerors can use this information again when providing information regarding their experience and capabilities (as required by TORFP Section 5.4.2.F).

78. Question: We understand that ServiceNow offers certain upgrades. Can the Maryland DoIT provide the list of existing ServiceNow tools that are currently in use to assist with help desk operations?

Response: This information will be made available at the time of TO Agreement award.

79. Question: Our company has past performance for Service/Help Desk services (a total of more than 3 concurrent Tier 2 engineers) on multiple software applications which simultaneously support the same large federal agency which serves 10,000 + users. Is this past performance sufficient for us to Prime this contract?

Response: This should be clarified in your Technical Proposal. It is unclear from the question if your past performance was for one engagement of at least two (2) continuous years of demonstrated experience of providing Service/Help Desk services with at least three (3) concurrent IT Service Desk personnel to U.S.-based commercial or government entities with at least 10,000 end-users.

80. Question: Can we use a sub-contractor who has the exact required past performance (At least one engagement of at least two (2) continuous years of demonstrated experience providing Service/Help Desk services with at least three (3) concurrent IT Service Desk personnel to U.S.-based commercial or government entities with at least 10,000 end-users)? Can we Prime the contract using this sub-contractor's past performance, because they would be part of our team?

Response: Please see the responses to Questions 38 and 58.