



MARYLAND DEPARTMENT OF GENERAL SERVICES

ADMINISTRATION • FACILITIES OPERATIONS & MAINTENANCE • FACILITIES PLANNING, DESIGN, CONSTRUCTION & ENERGY
PROCUREMENT & LOGISTICS • REAL ESTATE

Questions and Answers #1 CATS+ TORFP # F50B0600039 DELIVERY PROGRAM MANAGEMENT SERVICES May 15, 2020

Ladies and Gentlemen:

This partial 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

The full list of answers are still being drafted. An additional document will be forth coming the week of May 18th. In consideration for the late posing of questions, the due date for proposal has been extended by 1 week to June 3rd, per amendment #1.

1.1 W-2 Employees

The State received a lot of questions regarding the number of required employees in section 3.7.2.1 Category 1 Program/Project Management, 3.7.2.2 Business analysis, and 3.7.2.3 Technical Writing.

The State requires that at least the minimum number of employees are employed by the Offeror (Prime Contractor) directly. Additional personnel may be submitted by the Offeror or any Subcontractors. Offerors need only submit names and certifications of employees and only for categories which they are proposing.

Finally, the names and certifications of the employees are intended to give the State insight into the Offeror's organizational knowledge in these areas, not to list specific resources that the State may use in the short term. The employees listed during this solicitation are not expected to be idle and waiting for a Work Order from the State. The State does not expect to be the sole client of the offerors in these areas. When a Work Order is solicited, depending on the exact nature of the Work Order, the offeror will propose specific candidates for that Work Order. These may come from candidates with a contingent offer or candidates already internal to the offeror.

Offerors are reminded that, per section 2.1.3, award of a TORFP is not a guarantee of work. It may be several months before a Work Order is issued. Even then further competition will be required. As a result, offering employment to a candidate contingent on award of the overall TORFP may result in that employee sitting idle without having a Work Order to bill to. It is recommended that contingent offers to candidates be at the Work Order level only.

1.2 CMMI and ISO 9001 requirements

The State also received a number of questions in regards to the requirements in section 1.1.1 CMMI appraisal level 3 and 1.1.2 ISO 9001 certification. Both of these requirements must be met by the Offeror (Prime Contractor) directly if they are proposing for categories 1 and/or 2. The state is not accepting substitutions for these requirements.

1.3 Questions and Answers

- 1) Question: Is this a new opportunity if not, who is the incumbent?

Response: This is a new project. There is no incumbent.

- 2) Question: Can the offeror propose to provide services for one or two categories or do they have to propose services for all 3 categories?

Response: Offerors do not need to propose for all categories.

- 3) Question: This refers to section 3.7.2 about the minimum number of resources with required certifications; Do the least number of resources with the required minimum qualifications apply to the offeror only or can the resources be combined between the offeror and the subcontracting partner(s)?

Response: At least 10 employees must be from the offeror directly. Additional resources may be listed by the offeror or Subcontractors. See section 1.1 of this document.

- 4) Question: Section 5.3.4 states “All TO proposal emails must be sent with password protection” We will be protecting each document submitted with a password, will this suffice?

Response: Passwords should be withheld until requested. Each document should be sent separately, and have separate passwords.

- 5) Question: Section 1 Minimum Requirements, and understanding the state’s desire to receive proposals from offerors qualified to provide professional, certified services, I wanted to request that Offerors be required to meet either Minimum Qualification #1.1.1 or #1.1.2.

Response: The minimum qualifications remain. Offerors must meet the standard of both 1.1.1 and 1.1.2. See section 1.2 of this document.

- 6) Question: The solicitation requires TO Contractors to follow the State of Maryland SDLC methodology, the State of Maryland’s Information Technology Security Policy and Standards, the State of Maryland Information Technology Non-Visual Standards, and the State of Maryland Information Technology Project Oversight. They also require Category 1 and Category 2 offerors to have consultants with certifications from entities that educate professionals on best practices. With the addition of the CMMI and ISO minimum qualifications, what additional best practices or standards is DoIT looking to enforce by adding this requirement?

Response: PMI-PMBOK Guide and Standards

- 7) Question: By requiring offerors of Categories 1 and 2 to be appraised at CMMI level 3 and have an ISO 9001 certification, DoIT is severely limiting the pool of vendors who can prime

and provided qualified resources. Is DoIT amenable to changing these minimum qualifications to preferred?

Response: Both minimum qualifications will apply. See section 1.3 of this document.

- 8) Question: Will the length of an individual work order be determined when a work order is released for competition?

Response: Yes.

- 9) Question: Will it be determined if a resource is full time or part time at the work order level?

Response: Yes.

- 10) Question: Will an award under this contract result in preclusions from future solicitations released by other agencies or DoIT?

Response: Potentially, yes. In the event that the successful vendor aids in drafting the scope for a future solicitation, that vendor will be precluded from bidding on that solicitation. See section 2.1.4.

- 11) Question: The TORFP states that only two people from each company may attend the pre-bid. As this is a web meeting, we wanted to see if we are able to include additional attendees? Please let us know when you have a chance.

Response: Additional attendees are conditionally okay. The Meeting is limited to 250 attendees. If this number is approached, then the Procurement Officer will reach out to vendors who submitted more than two persons to reduce the number.

- 12) Question: On page 21 :Titled Offer Experience and Qualification : Can the agency confirm if these qualifications can be met by presenting the Team qualification (Prime + our Sub)

Response: This is not correct. At least 10 resources need to be provided by the Prime. Additional resources may be provided by sub-contractors. See section 1.1 of this document.

- 13) Question: For Category 1 – Program/Project Management, the Offeror must have at least 10 individuals (on W2) that holds at a minimum PMI-Project Management Professional (PMP) or relevant certifications listed in RFP.

For Category 2 – Business Analysis, the Offeror must have at least 5 individuals (on W2) that holds one or more of the following certifications:

- PMI-Professional in Business Analysis (PBA) Certification
- IIBA Certification of Competency in Business Analysis (CCBA)
- IIBA Certified Business Analysis Professional (CBAP)
- IIBA Agile Analysis Certification (AAC)

For Category 3 – Technical Writing, the Offeror must have at least 5 individuals (on W2) as technical writers.

Include the name for each individual.

We have to submit proof of employment for all these individuals we name on the Technical response.

Response: No proof of employment is required other than the assertion by the Offeror that the employee is of W-2 status.

- 14) Question: Historically, how much is spent on Contractor personnel annually?

Response: This is a new project and there is no historical data to provide.

- 15) Question: Historically, how many Contractor personnel are used annually for categories: Program/Project Management, Business Analysis and Technical Writing?

Response: This is a new project and there is no historical data to provide.

- 16) Question: Historically, what are the annual hours performed by categories: Program/Project Management, Business Analysis and Technical Writing?

Response: This is a new project and there is no historical data to provide.

- 17) Question: What is the forecasted amount of spending for Contractor personnel annually for categories: Program/Project Management, Business Analysis and Technical Writing?

Response: The state is not providing forecasts of these areas.

- 18) Question: Please provide a forecasted breakdown of resources required for categories: Program/Project Management, Business Analysis and Technical Writing?

Response: The state is not providing forecasts of these areas.

- 19) Question: Page 7,8 Section 2.1.3. Can you please confirm that the TORFP is for staff augmentation services only?

Response: Yes.

- 20) Question: Page 7,8 Section 2.1.3. Can you please confirm the resources procured under this TORFP will not be responsible, as part of the agency development team for implementation, user acceptance and signoff? (this is our understanding of the requirement to procure a 'pool' of resources)

Response: Resources may be used for user acceptance testing, but will not be required to sign off.

- 21) Question: Page 7,8 Section 2.1.3 If questions above are not correct assumptions, can the state please provide an explanation of what is understood to be 'deliverables' for this program

Response: Not Applicable.

- 22) Question: Page 7 Section 2.1.3 Can the state provide an example of what a dpmo implementation activity is, as indicated in this section?

Response: Successful implementation or closeout of a project.

- 23) Question: Page 8 Section 2.2.1 P Can the state please provide an example of a business discipline, as requested in this section?

Response: Experience in providing support for requested business disciplines (e.g. Education Systems, Grants Systems etc.)

- 24) Question: Page 12 Section 3.1 How would the state like vendors to answer this section in a TORFP response, since it is owned by the state?

Response: Vendors need not respond to Section 3.1 Task Order Initiation Requirements.

- 25) Question: Page 16 Section 3.6.5 The state is requesting DPMO resources across three categories- Project Manager, Business Analyst and Tech Writer. Can the state please provide clarification as to the responsibilities of these individuals pertaining to section 3.6.5 "The TO contractor must ensure a secure environment for all state data and any hardware and software, including but not limited to servers, network and data components) to be provided or used in connection with the performance of the TO Agreement and must apply or cause applications of appropriate controls so as to maintain such a secure environment. Is this clause required for this TORFP?

Response: Individuals and offerors will be required to adhere to section 3.6.5 to the extent that they are in possession of State data.

- 26) Question: Page 16 Section 3.6.5 Does the state anticipating providing TORFP's under this contract that require contractors to provide hardware, software and cloud solutions ? If so, where in the pricing model should that be included?

Response: The state does not anticipate this.

- 27) Question: Page 16 Section 3.6.5 This seems to be a staffing services support torfp. Why is the TO Contractor required to provide the services required in 3.6.5 as part of Delivery Program Management Office? Can this clause be removed? (ie 3.6.5.q--Contractor is required to conduct regular external vulnerability testing--the resources required as part of this TORFP don't perform this function.

Response: See question 25.

- 28) Question: Page 21 Section 3.7.2.1, 3.7.2.2, 3.7.2.3 Do you want the resume, the certificate and the name of the individual, or only the name and the certificate. How does the state want the W2 verification provided?

Response: The state requires the name and certificate. The state does not require proof of W-2 status other than the assertion by the offeror that such is the case.

- 29) Question: Does the state have an inventory of applications that the DPMO will be supporting? If so, can you provide that list to all vendors, by agency

Response: We do not have the inventory of applications. This will vary from Task Order to Task Order.

- 30) Question: Why is DOIT issuing this TORFP? (ie agencies are missing delivery dates, don't have enough resources to support, other, etc)

Response: See Section 2.1. The DPMO is established to assist State Agencies in IT project management as a service to support efficient, effective and innovative IT Projects and Program Management. It is not in place to cure a specific deficiency.

31) Question: Is there an incumbent for this TORFP, or is this new work?

Response: There is no incumbent for this project. It is a new requirement.

32) Question: Is this a combination of other TORFP's, consolidated into one general TORFP? If so, what are these?

Response: It is not a consolidation of other requirements.

33) Question: Is price, or technical competency more important on this TORFP?

Response: Per Section 6.4 E. Technical merit has greater weight.

34) Question: What is the difference between this TORFP request and the earlier DOIT Enterprise PMO TORFP?

Response: We are presuming this is a reference to TORFP 060B8400062. That TORFP was for professional support staff to assist DoIT in oversight of enterprise wide projects.

This TORFP is for a pool of resources to assist agencies in execution of projects.

There is little overlap in the scope of these Task Orders. Offerors who wish to know more about TORFP 060B8400062 Oversight Program Support Services can review the solicitation here <https://doit.maryland.gov/contracts/Pages/CATSPPlusTORFPStatus.aspx>

35) Question: Page 15: Criminal Background Check Affidavit is referenced in Appendix 3, however Appendix 3 refers to a Non-Disclosure Agreement.

Response: Section 3.6.2 d. Is included in error. It can be ignored.

36) Question: Section 7, Page 39 & Attachment D: Should the master contractor have proof of a partnering agreement in place with the MBE subcontractor prior to the submission of the TORFP response? If so, where does the master contractor provide the MBE information? Does the TORFP response require at least one past performance from the MBE subcontractor?

Response: No partnering agreement is required to be submitted by Offerors at this point. Verification of MBE subcontractors will be submitted and verified at the Work Order level.

37) Question: Is it too late to set aside a portion for VBE's?

Response: Yes. The goals are set in advance of publishing the solicitation.

38) Question: Page 6 – Minimum Qualifications: Are offerors required to possess CMMI Level 3 and ISO 9001 certifications if they are only planning to propose Category 3 Technical Writing resources?

Response: Per section 1.1, vendors are not required to have these minimum qualifications for Category 3, Technical Writing.

- 39) Question: Page 25 – Work Order Process: Section B bullet 4 states that the work location will be defined for each work order. Could you please provide the general areas where the work will be performed (Baltimore, Annapolis, Hanover, etc.)?

Response: The place of location will vary from Work Order to Work Order. This could mean at any number of state office locations or potentially a vendor location, should it be suitable to the Work Order.

- 40) Question: 21 Section Offeror Experience and Evaluation: Can the agency confirm if the qualifications listed In this section can be met by presenting the Team qualification (Prime + Subcontractors)

Response: This is not the case. The minimum experience must be provided by the prime contractor, and additional resources may be provided by a subcontractor. See section 1.1 of this document.

- 41) Question: 7 Section 2.1 Background Is this solicitation is part of MITDP?

Response: No

- 42) Question: 7 Section 2.1 Background Purpose Can the agency let us know if there is an incumbent that is currently performing this work at present

Response: This is a new project and there is no incumbent.

- 43) Question:7 Section 2.1 Background Purpose Can the agency let us know when the DPMO was established and how long it has been active ?

Response: DPMO was established in September 2019.

- 44) Question:9 Section 2.2.1.1 Required Resources Can the agency confirm at the time of work order bid submission or execution , if the master contractor will be required to propose their own staffing plan or will they be required to submit only the required resource resumes from the list provided in this section ?

Response: This section states “Required resources may include:” hence, the roles provided in this section may vary, Offerors may propose additional roles in their staffing plan.

- 45) Question:10 Section 2.2.2.1 Required Resources Can the agency confirm at the time of work order bid submission or execution , if the master contractor will be required to propose their own staffing plan or will they be required to submit only the required resource resumes from the list provided in this section ?

Response: Roles provided in this section are not exhaustive. Offerors may propose additional roles.

- 46) Question:11 Section 2.2.2.3 Requires Resources Can the agency confirm at the time of work order bid submission or execution , if the master contractor will be required to propose their

own staffing plan or will they be required to submit only the required resource resumes from the list provided in this section ?

Response: Roles provided in this section are not exhaustive. Offerors may propose additional roles.

- 47) Question:16 Section 3.6.5 Data Protection Control Can the agency confirm if the agency will provide the TO personnel working on this contract will be provided with infrastructure such as laptop, desktop and other software required by the task or is it the responsibility of the Contractor to provide its personnel with those infrastructure?

Response: The State will provide personnel with infrastructure, such as the ones mentioned above.

- 48) Question:21 Section Section 3.7 Performance and Personnel In the item (I) – agency has mentioned the following : “Key Personnel may be identified after Task Order award “ . Can the agency confirm the term “Task Order they” is the same the term work order which will be issued exclusively to the selected Master Contractors to bid on and there is no requirement to submit key proposal at the TORFP proposal submission.

Response: The Task Order is the agreement which is being solicited right now. It is the overarching agreement for this project. Work Orders will be specific billable scopes. The offerors do not need to submit Key Personnel for proposal submission at the TORFP. This will be done at the Work Order Level.

- 49) Question:21 Section Section 3.7.3 – Offeror Experience and Qualification: We understand the agency will be evaluating vendors based on the mentioned offeror experience and qualification. But as a small business we feel that holding 10 Project managers as w2 , 5 Business Analyst as w2 and 3 Technical Writers as W2 and to list them all at the time of submission will be challenging not only for us but for any small businesses. Potentially many small businesses may not even have these many resources at a given time on W2 and we feel that this should not reflect up on their capability to support the agency and perform the task. We would like request agency to re-look into this requirement. We understand that the agency want to be sure of the key personnel’s commitment to the project and hence we would like to suggest an alternative where agency could ask the Contractor to prove their staffing capability on their technical proposal and could ask contractors to deploy only w2 resources post Task order award. This will encourage more participation from the Small businesses

Response: Offerors need only have minimum qualifications for the Categories they are proposing for. For instance, an offeror who is proposing to Category 3 only need 5 technical writers on staff. The State is also seeking to partner with firms who can provide organizational knowledge within their categories, not just provide resources. See section 1.1 of this document.

- 50) Question:2 Section Place of Performance: We understand that the place of performance is statewide. Can the agency clarify if the primary place of performance for the personnel on this project will be at the Vendor office location or any state office location . If State of office location can the agency provide the complete address for the same?

Response: The place of location will vary from Work Order to Work Order. This could mean at any number of state office locations or potentially a vendor location, should it be suitable to the Work Order.

51) Question: Can the State set-aside a VBE % requirement?

Response: No. The VBE requirement is set in advance.

52) Question: Offeror = Master Contractor?

Response: An Offeror is any vendor who submits a proposal in response to this TORFP. A Master Contractor is a vendor who is awarded and maintains a contract.

53) Question: Can you publish all the Q & A?

Response: Yes.

54) Question: Question - Will the state consider ISO 20000 certification in lieu of ISO 9001?

Response: No substitutions will be permitted. See section 1.2 of this document.

55) Question: 5.4.2.H.a (page 34) Master Contractor and Subcontractor Experience..." Can "(no more than one may come from a Subcontractor)" be removed?

Response: No. The requirement stands.

56) Question: How many awards do you anticipate?

Response: Per Section 2.1.3 The State Anticipates awarding up to three vendors per service category. This may mean anywhere from 3 to 9 vendors, depending on if vendors are awarded multiple categories.

57) Question: What is the funding mechanism for this TORFP? DOIT Budget? Charge back to agencies receiving support?

Response: There will be various funding sources. Specific funding sources will be determined on a Work Order basis.

58) Question: Does "Offeror" = Master Contractor or Team

Response: Offeror is any vendor who submits a proposal. A Master Contractor is the Prime Contract with a contract with the State. In this context, I believe "Team" to refer to both the Prime and sub-contractors. However, the subcontractor is not included in either "Offeror" or "Master Contractor".

59) Question: Is PMI-ACP certification acceptable in lieu of PMP for 10 required W2 personnel?

Response: No.

60) Question: Can a single Master Contractor be awarded more than one Category in the TORFP?

Response: Yes.

- 61) Question: Question: Do the minimum requirements (CMMI & ISO 9001) apply to the future MBE subcontractor as well? If so, when do we provide their compliance?

Response: No. It applies only to the Prime. See section 1.2 of this document.

- 62) Question: Can the CMMi and ISO be from Offer's team?

Response: No. These qualifications must come directly from the Offeror's organization. See section 1.2 of this document.

- 63) Question: Considering the current State economic conditions, in light of the COVID-19 pandemic, would the State consider giving "preference" to local Maryland-based companies in their award selection?

Response: The State has no basis for selecting Maryland Based Companies.

- 64) Question: Is it a requirement that anytime the Offer's team wants to respond to a work. Do we need to get a OCI clearance from this TORFP CO?

Response: The majority of work is anticipated to be performed in State Agency Offices throughout the state of Maryland. OCI clearance is not feasible.

- 65) Question: Can PMP and BA certificates be satisfied by the sub-contractors/MBE of the PRIME vendor?

Response: Minimum requirements for W2 Employees must be provided by the Offeror directly. Additional resources with the same qualifications can be provided by both the Offeror and the Sub-Contractor.

- 66) Question: Section 5.4.2 references the maximum page limit allowed for each category. Can diagrams and tables be included as an addendum?

Response: No.

- 67) Question: Is the MBE requirement based on each Task Order or the total value of the Contract?

Response: The MBE Goal is set on the Task Order level. Specific Goals may apply to individual Work Orders.

- 68) Question: Can the w2 employees count be considered for the Master Contractor and the team in total

Response: They must be from the offeror directly. See section 1.1 of this document.

- 69) Question: Will work orders state which agency's resources will be supporting?

Response: Yes.

70) Question: What is the anticipated award date of the TORFP?

Response: Potentially September, but this is not firm. It will depend on a variety of factors such as the number of responses that are received and how the global pandemic affects the procurement process.

71) Question: How many vendors are to be awarded

Response: Per Section 2.1.3 The State Anticipates awarding up to three vendors per service category. This may mean anywhere from 3 to 9 vendors, depending on if vendors are awarded multiple categories.

72) Question: Can one W2 employee satisfy BOTH PM and BA certificate requirements? e.g. ONE person has 2 PM certificates AND the BA certificate

Response: Yes.

73) Question: Would you be publishing all Q&A to all attended companies?

Response: Yes.

74) Question: Do you anticipate long term or short term wo#'s

Response: It will vary. Some Work Orders may only be several weeks, others may last several years.

75) Question: PM America is a MBE / DBE / SBE, and has ISO 9001, ISO 20000, and ISO 27001. We are in the process of getting our CMMI Level3, but not yet. My question: Is the CMMI requirement for just the Master Contractor only or for both Master Contractor and Sub-Contractor?

Response: The requirement is for the Master Contractor. See section 1.2 of this document.

76) Question: We are global company. We have both onsite (US) and offshore resources (India). Can you count both personnel (onsite and offshore) for qualification purpose?

Response: No. The personnel must be able to complete work order tasks at State Agency Offices for the duration of Work Orders.

77) Question: Can offshore companies bid?

Response: Companies may be based outside of the US. However, they must be CATS+ vendors awarded FA 10 and have personnel in the US that can satisfy the requirements of Work Orders.

78) Question: Can a MBE vendor propose as a prime and be a sub for another prime offeror?

Response: Yes.

79) Question: Are the past performances and references required for the Prime only, or can subs provide more than 1, as currently stated

Response: Per Section 5.4.2 H a., no more than 1 reference may come from the Subcontractor.

- 80) Question: Can you please clarify what is meant by section 5.4.2 e (page 33) - "2. What the targets should be. 3. What incentives and disincentives should be."

Response: Purpose of this is to have offeror provide their view of targets like time to procure resource, on-board resource and their view of Incentives/Disincentives of achieving/missing targets.

- 81) Question: Who are key personnels? Do we need to submit their resumes?

Response: Key Personnel will be determined at the Work Order Level

- 82) Question: Will there be orals?

Response: Yes. The State Will Conduct Oral Presentations per section 6.4

- 83) Question: Will the contact information for the people who attended this meeting be released and will it state what companies are MBEs?

Response: The companies will be listed, see section 2 of this document. MBE status will not be noted.

- 84) Question: Is the CMMI and ISO requirement required from Prime, or can the subcontractor provide?

Response: This must come from the Offeror directly. See section 1.2 of this document.

- 85) Question: When do you anticipate awards?

Response: Potentially September, but this is not firm. It will depend on a variety of factors such as the number of responses that are received and how the global pandemic affects the procurement process.

- 86) Question: can a subcontracting partner provide the CMMI and the ISO requirement for the master contractor submitting?

Response: No. These requirements must come from the Offeror directly. See section 1.2 of this document.

- 87) Question: Would you be including the questions posted here in your compiled version of Q&A that you may be publishing

Response: Yes.

- 88) Question: Do you anticipate a ramp on period for new vendors

Response: Yes.

89) Question: Sorry, just to be clear: 1.1 Offeror Minimum Qualifications 1.1.1 and 1.1.2 (page 6). Does "Offeror" mean the entire team (group of contractors submitted by Primary Cats+ Contractor or does it mean the Primary Contractor (Cats+ contract holder) that must have CMMI Level 3 and ISO 9001.

Response: Offeror means the prime contractor. See section 1.2 of this document.

90) Question: Is there a preference to a Prime providing the required 10,5,5 W2's, or prime/sub, if the requirement is changed?

Response: The requirement has not changed. See section 1.1 of this document.

91) Question: Can you include the questions posted here in this chat in your Q&A

Response: Yes.

92) Question: Can offshore companies bid?

Response: Companies may be based outside of the US. However, they must be CATS+ vendors awarded FA 10 and have personnel in the US that can satisfy the requirements of Work Orders.

93) Question: can a subcontracting partner provide the CMMI and the ISO requirement for the master contractor submitting?

Response: No. These requirements must come from the Offeror directly. See section 1.2 of this document.

94) Question: will there be orals

Response: Yes, per section 6.4

95) Question: and the attendance sheets as well

Response: Yes. See section 2 of this document..

96) Question: who are the key personnel

Response: These will be determined at the Work Order Level.

97) Question: Since we have few mins. I may request if CMMi and ISO quals can me met by our Teaming partners

Response: No. These requirements must come from the Offeror directly. See section 1.2 of this document.

98) Question: Do we need 5 PMP certified on our payroll or combination between Prime & subs

Response: Section 3.7.2.1 has a requirement for 10 PMP Certified individuals. These must come from the Offeror directly. See section 1.1 of this document.

- 99) Question: As the state considers its requirements for proof of employment of proposed individuals, please consider that most companies do not maintain a bench of staff without billable work to perform. Staffing management best practice would be to hire the most qualified individuals for a specific task order based on the requirements of the task order. Therefore, we respectfully recommend that the proof of employment be required at the work order level.

Response: The requirement remains as is. The State does not expect to be the sole or client of the Offeror for these services. See section 1.1 of this document.

2.0 Pre Proposal Conference Attendance List

Attached are the registered attendees for the Pre-Proposal Conference.

	Company	Name	Email Address
1	Delta Mine	Jessica Mine	jmine@deltamine.com
2	Synergy Systems & Service	Laci Beall	laci@sss-inc.com
3	Synergy Systems & Service	Abhay Nigam	abhay@sss-inc.com
4	Momentum, Inc	Sherron Fulton	SherronFulton@m-inc.com
5	Momentum, Inc	Nicole Widger	nwidger@m-inc.com
6	Anthony Management Group LLC	Enyinna Anthony	enyinna.anthony@anthonymanagementgroup.com
7	Alliance Info Systems	Mike Tribbe,	mtribbe@ainfosys.com
8	Cyquent, Inc.	Sagar Sawant	ssawant@cyquent.com
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11	J29 Inc	Tracy Mills	tracy.mills@j29inc.com
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25	Navitas Business Consulting, Inc	Krishna Vemuri,	krishna.vemuri@navitas-tech.com

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MARYLAND DEPARTMENT OF GENERAL SERVICES

ADMINISTRATION • FACILITIES OPERATIONS & MAINTENANCE • FACILITIES PLANNING, DESIGN, CONSTRUCTION & ENERGY
PROCUREMENT & LOGISTICS • REAL ESTATE

Questions and Answers #2 CATS+ TORFP # F50B0600039 DELIVERY PROGRAM MANAGEMENT SERVICES May 22, 2020

Ladies and Gentlemen:

This partial 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

In consideration for the late posing of questions, the due date for proposal has been extended to June 8rd, per amendment #2.

Questions and Answers

- 1) Question: regarding the incentive requirements, if this is a staff augmentation program, is the incentive required in the form of discounts? Can the provide further information on types of incentives they request for Service Level Agreements pertaining to staff augmentation and the current pricing response form? Generally, SLA's are associated with deliverable programs.

Response: Section 5.4.2 A. e. Is removed per Amendment #2.

- 2) Question: I have one question that - In this TORFP mentioned that "Offerors and proposed TO Contractor Personnel may be required to make an oral presentation to State representatives". Can you please clarify this? In oral presentation you need our existing employee or Project manager come for interview or we need to find Key personal for this.

Response: The format and representatives required for the Oral Presentation will be specified in the Oral Presentation invitation to selected vendors. However, key personnel are determined on a Work Order level. It is not expected that the individuals listed for section 3.7.2 will be required to be the same individuals present at the Oral Presentation.

- 3) Question: Section 4.5.1 states, "Offerors and proposed TO Contractor Personnel may be required to make an oral presentation to State representatives...." Please confirm that participation in orals is limited to offeror representatives who can speak to the offeror's capabilities/experience and the challenge question.

Response: Confirmed.

- 4) Question: We are a CMMi level 3 and ISO certified company. We have prime contracts doing similar work for other agencies. Prime contractors or master contractors as you know support government contracts by deploying their own resources plus subcontractor resources. We request the W-2 requirement be relaxed W-2 and/or 1099 resources with the required proof for evaluation. There are many instances where a 1099 or a subcontractor resource is supporting a long term government contract or even a commercial contract. This relaxation from W-2 to W-2 and/or 1099 will be beneficial to the state especially if an offeror is able to show a multi year contract providing just BA's and/or PM's and/or Tech writers.

Response: The requirement remains as is. Please refer to section 1.1 of Question and Answer Document #1.

- 5) Question: In Section 3.7.2.1 for Category 1-Program/Project Management , the Offeror must have at least 10 individuals (on W2) that holds at a minimum PMI-Project Management Professional (PMP) and one or more of the following certifications:

My question is, does it require an Offeror to have 10 certified PMP as FTE or W2 on payroll? If so, can a Prime have 5 certified PMP and a SUB 5 certified PMP, altogether 10 to fulfil the require W2.

Response: No. These must be employees of the Offeror directly. See Section 1.1 of Question and Answer Document #1.

- 6) Question: The solicitation requires CMMI and ISO 9001. These certifications are very similar if not the same in the area of identifying, implementing, and maintaining a repeatable process. Many large and small companies have made the decision to invest in one or the other based on the key products that they are delivering, the high initial cost, and recurring expenses. Will the State consider the contractor having one or the other rather than both?

Response: The Offeror must meet both requirements. See Section 1.2 of Question and Answer Document #1

- 7) Question: In the solicitation the State is requiring that the proposed personnel are current employees of the Prime. Being that this a blanket purchase agreement (BPA) contract there is no definite timeframe or quantity identified until the work order acquisition process. Therefore, by supplying this number of employees there is not a guarantee that these employees will be 1. Not working on another task, or 2. Still working for the company. This proposes a major challenge for both large and small companies because the concept of having employees sit on the bench is not something that is practiced because it only drives up overhead cost which also drives up rates. We understand that the State has this requirement to help with consistency and continuity of resources when required. The Offeror should be able to demonstrate in their proposal their corporate strengths in vetting and selecting the right resources to perform at the level that is acceptable for the corporation as well as meeting the requirements of the State. Will the State consider changing this requirement with the Prime to supply a Program Manager that is an employee that will be managing the contract and provide samples of resume's with commitment letters to show that when the tasks are identified we do have the ability to provide the right kind of resources and obtain commitments?

Response: No. The state does not expect that the referenced employees will be idle, and the state does not expect that we will be the offeror's only clients. See Section 1.1 of Question and Answer Document #1.

- 8) Question: Can the resources used for the labor categories be from the Prime and the Sub? Because you are asking for us to form a team, therefore the resources should be able to come from both the Prime and the Sub.

Response: The referenced resources are minimums that must be provided by the Offeror directly. The offeror and Sub contracts may provide additional resources with these qualifications. See Section 1.1 of Question and Answer Document #1.

- 9) Question: Page 8, Section 2.1.3: The TORFP states that DOIT intends to award this TORFP to up to three Master Contractors per service category for up to a total of nine awards. Does this mean that a Master Contractor will be selected for only one service category? Does this mean that the respondent should choose one of the three service categories the company intends to participate, or can the company participate in all three?

Response: Offerors may submit for multiple or all three categories and are eligible for award for multiple categories as well.

- 10) Question: Page 14, Section 3.3.3: The TORFP states that travel will not be reimbursed. Does the work involve travel? If yes, what is the approximate distance radius?

Response: Location of performance will vary from Work Order to Work Order, within Maryland. Giving an approximate distance is not possible ahead of time because of the varying nature of the work orders and the unknown location of offeror employees.

- 11) Question: Page 21, Section 3.7.1 I: Key Personnel – Can DGS please identify which positions come under Key Personnel?

Response: Key personnel will be determined on a Work Order Basis.

- 12) Question: Page 25, Section 3.11 : Can DGS please add “Likely Start Date” as one of the points? This will help us realign our personnel to projects, should ANGARAI be awarded the WO.

Response: Period of performance is included in section B.1. “Requirements and description of the service or resources needed”

- 13) Question: Page 21 and 22, Sections 3.7.2.1, 3.7.2.2 and 3.7.2.3 – specifies that Offeror to have at least specified number of individuals on W2. But the Technical Proposal Section makes no mention of where these details are to be provided.

Response: See amendment #2, Section 5.4.2 A g. Is added to this end.

- 14) Question: Would DGS require the Offeror to submit sample resumes along with the proposal? If yes, will the resumes be exempted from the page limits specified?

Response: No resume is required for the Task Order Submission.

- 15) Question: During the Pre-Bid, was there a mention that the Technical Proposal need not have to identify the MBE at this stage but is required only at the Task Order level? Please confirm

Response: For MBE subcontracting goal requirements, all that is required at the time of TORFP proposal is Attachment D-TORFP. Form D-1A is not required until the work order level, which is when MBE firms are verified.

However, Section 5.4.2 G asks that all subcontractors be identified with their roles in the scope of work. This applies if the subcontractors are MBEs or not.

16) Question: From pre bid yesterday - It is our understanding that the contractor need not submit proposal for all three categories but can choose any 1 or more than 1 category for which they could submit the proposal. Can the agency kindly confirm the same.

Response: This is the case. Offerors may submit for one, two, or three categories.

17) Question: In order to make the RFP more Small Business friendly, do the minimum qualifications listed in Section 1.1 (ISO and CMMI) need to be met by the prime or can we use the entire team's qualifications on the proposal?

Response: They must be made by the offeror directly. See Section 1.1 of Question and Answer Document #1.

18) Question: In order to make the RFP more Small Business friendly, can we use the teams counts for the number of W2 PMs, Business Analysts and Technical Writers (Section 3.7.2.1, .2 and .3) or must the prime meet these counts?

Response: No. The employees must be maintained by the Offeror directly. See Section 1.1 of Question and Answer Document #1.

19) Question: Section 2.1.3 Cross Referenced Numbering in solicitation: Please Clarify: "After award of the TORFP, the State will conduct a secondary level of competition through a Work Order process to procure resources for specific projects as outlined in Section 3.8." Section 3.8 concerns Substitution of Personnel Did the State mean to reference Section 3.11?

Response: Yes, the correct reference is Section 3.11.

20) Question: Section 3.5 Insurance Requirements: Insurance Requirements Section 3.5 - The section states "Offeror must confirm that, as the date of its proposal the insurance policies incorporated into its Master Contract are still current and effective at the required levels". While the Attachments Instructions, page 40, states "Evidence of Insurance Requirements to be submitted 5 business days after award" Is the confirmation of insurance a statement within the proposal or is a copy of the Insurance Coverage to be submitted within 5 business days of award? Please clarify.

Response: At the time of proposal and during the course of the Task Order, the Offeror must confirm that it is maintaining the required insurance. The evidence of this needs to be submitted once just after award. Additional evidence may be further requested by the state during the course of the Task Order, but generally, the vendors assertion that it is current will suffice.

21) Question: Section 3.7.2.1 Offeror Experience and Qualification: Should the named resources be provided in 5.4.2.D Capabilities Statement, 5.4.2.C Staffing Management Plan, or elsewhere?

Response: See question 13.

22) Question: Section 3.7.2.1 Personnel and Certifications: What proof of certification does the State require for each named individual?

Response: Copies of Certificates should be included as attachments. See question 13

23) Question: Section 5.4.2 TO Technical Proposal: Please confirm the state requires the 5.4.2.B Information Sheet and Transmittal Letter to follow contents of section 5.4.2.A Proposed Services.

Response: The information Sheet and transmittal letter needs to be included in the Technical Proposal, but placement among the other documents is not prescribed.

- 24) Question: Section 5.4.2.H. TO Technical Proposal: Please clarify the reference to "Section 3.10.2" in 5.4.2.H. There does not appear to be a "Section 3.10.2" in the solicitation

Response: This should be a reference to section 3.7.2.

- 25) Question: Section 5.4.2.H. TO Technical Proposal: Please clarify whether the three references required in 5.4.2.H are to be the same contracts and contacts as the past performances submitted using Appendix 4.

Response: Correct.

- 26) Question: General: Will the government please allow 10 point font for tables, graphics, captions, and headers/footers?

Response: Formatting should follow requirements outlined in the TORFP.

- 27) Question: General - NDR: Attachment I-2 – shall the contractor provide an initial list of names to accompany this form?

Response: The vendors should supply the initial list at the same time as the NDA. The list may be updated periodically.

- 28) Question: General Attachment M: Attachment M is not addressed in the Attachment Matrix – is this solely for reference?

Response: Attachment M will be requested from apparent awardees just prior to the state submitting the procurement to the Board of Public Works for approval.

- 29) Question: Appendix 4, Reference Form: Does the state want references to be for staff augmentation , or references for delivery projects involving the three requested positions to support a Prime Offeror's delivery ability? (re -tracing back to the earlier requirement for W2 employees)

Response: "Similar" scope is intended to be scope that is similar to the categorical areas for which the Offeror is applying. These references may either be staff augmentation or delivery based.

- 30) Question: In Section 5.4.1 the following statement is found: TO Technical Proposal shall reference the organization and numbering of Sections in the TORFP (e.g., "Section 2.2.1 Response . . . ; "Section 2.2.2 Response . . . ,")

Could you please elaborate on specifically which sections you would like addressed and what is expected of those in the proposal. Section 2 is on the scope of work and section 3 is on contractor requirements. So, it is unclear what the expectations are, as the section 5.4.2 the RFP already has clearly laid out the expectations of the technical proposal.

Response: Offerors should respond to each item in Section 2 and 3. Many items will simply need to be confirmed.

- 31) Question: In addition to the qualifications listed in section 1, the RFP also lists additional requirements in section 3.7.2, where the offeror is required to have on staff 10 W2s for category 1, 5 W2s on categories 2 and 3. This particular requirement pretty much eliminates the capability for many a small company to make

an offer on this TORFP, even though they may very well be able to do a great job in staffing the requirements. Is it possible to reconsider the on-staff requirements?

Response: These requirements will remain in place. See Section 1.1 of Question and Answer Document #1.

32) Question: In section 7, Attachment 4 – past performance rating is a requirement. There are other agencies within this state that will only acknowledge that we have worked with them, but will not provide any rating. Given the situation, we request that there kindly be some flexibility in this requirement.

Response: The state can be flexible in this regard. Reference can acknowledge the contract rather than provide rating. The state will still conduct reference checks as applicable.

33) Question: On page 6 section 1.1 Offeror Minimum Qualifications

The following minimum qualifications are required for both Category 1 Program/Project Management and Category 2 Business Analysis, there are no minimum qualifications for Category 3 Technical Writing.

1.1.1 The Offeror must be appraised at CMMI level 3 in either development or services or both. Provide proof of certification with the Technical Proposal

Will the state consider a minimum requirement of ISSO or CMMI Level-3? As a small business it is extremely costly to obtain both of these certs. These certification overlap in their methodology of repeatable processes and therefore demonstrating possession of either would be assuring the vendor practices repeatable processes that are well documented.

Response: Offerors must meet both requirements. See Section 1.2 of Question and Answer Document #1.

34) Question: During the conference call it was mentioned the state will only consider candidates that are currently employed by the offeror and the offeror must submit proof of employment. It was further stated that resumes are not required.

Will the state please reverse this requirement. This requirement assumes small and mid-size businesses have staff on the bench awaiting their next assignment. This may have been true 20 years ago, however most small businesses cannot afford to carry unbillable staff while waiting for the next contract. Conversely there are a lot of qualified individuals looking for employment who very well may fit the subject line requirements. I would like to request the state consider resumes and contingency letters of the proposed candidate as an alternative to the current requirement

Response: The state does not expect to be the offerors sole client, and it is not expected that the referenced employees are idle. See Section 1.1 of Question and Answer Document #1.

35) Question: 2.2.1 Category 1 - Program / Project Management page 8: What will be the scope of agile coaching (Team / Program / Enterprise)?

Response: This was an example of the type of work we might expect. The specific nature and scope of the work will vary from work order to work order.

36) Question: 2.2.1 Category 1 - Program / Project Management page 8: What number of Scrum Masters and Agile Coaches required for the pool?

Response: There are no specific number of resources expected for these roles. These are examples of types of roles, and the exact nature and mix may vary.

37) Question: Key Information Summary Sheet page 2: What is the typical duration of deployment of Scrum Masters and Agile Coaches?

Response: That will vary from Work Order to Work Order.

38) Question: 2.2.1 Category 1 - Program / Project Management page 8: Roadmap on Key programs and Technologies involved

Response: There is not a specific roadmap as the scope and nature of the key programs and technologies will vary from Work Order to Work Order.

39) Question: 5.4.2.I Page 35 Would the state provide additional details on the number of applications expected to be supported in order to provide an estimate of the expectation concerning participation by State personnel?

Response: This will vary from Work Order to Work Order. To this end, Section 5.4.2 I is removed from the TORFP, per Amendment #2

40) Question: 5.4.2.I page 35 Would the state provide additional details on the number of expected major and minor releases a year in order to provide an estimate of the expectation concerning participation by State personnel?

Response: This will vary from Work Order to Work Order. To this end, Section 5.4.2 I is removed from the TORFP, per Amendment #2.

41) Question: 3.7.2.1 page 21 Would the government be willing to accept Professional Scrum Master 1 (PSM1) as a substitute for Certified Scrum Master (CSM) requirements?

Response: The CSM certificate cannot be substituted for PSM1.

42) Question: KEY INFORMATION SUMMARY SHEET page 2: Would the state consider vendors on other relevant CATS+ functional areas (such as functional area 5) while the Offeror is awaiting approval for inclusion of Functional Area 10?

Response: No. Susceptibility for award for FA10 for master contract holders will be verified when proposals are opened.

43) Question: 5.4.2.H Page 34: Would the state be willing to consider prime and subcontractor experience in order to get a qualified proposals from MD based companies?

Response: Per section 5.4.2 H. no more than one reference may be for a sub contractor.

44) Question: KEY INFORMATION SUMMARY SHEET page 2: Would the state be willing to consider an extension given the criticality of this opportunity and to provide bidders with reasonable time to put together a quality proposal?

Response: Yes. The date will be extended to June 8th per Amendment #2.

45) Question: KEY INFORMATION SUMMARY SHEET page 2: Would the state be willing to expand required functional areas to include functional area 5 in addition to 10? Since Functional Area 5 also covers project/program management services, as well as requirements management which is the scope of this TORFP.

Response: No. This solicitation is limited to Functional Area 10.

- 46) Question: KEY INFORMATION SUMMARY SHEET 2: Would the state consider bids from offerors that are currently applying for functional area 10 if they are approved prior to this TORFP award?

Response: No. Susceptibility for award for FA10 for master contract holders will be verified when proposals are opened.

- 47) Question: Would DPMO waive certifications requirement for our proposed candidates. For ex: If our proposed Program/Project Manager has over 20 years of experience who is a PMP with a bachelor's degree, would state waive off the 2nd certification requirements?

Response: Experience may not be substituted for certification requirements.

- 48) Question: Our proposed key personnel may leave the company by the time DPMO schedule any orals, in such case, are we allowed to substitute our key personnel for the orals?

Response: Please see question 2. Key personnel are established at the Work Order level. Requirements of the Oral Presentation will be described when selected offerors are invited to oral presentations.

- 49) Question: Kindly request your team reconsider requirements of 10 W2s with certifications, to include the requirement of 10 PMPs, 5 BAs, & 5 Technical Writers. For us, this is the first time we've seen such stringent W2 requirements for a prime proposal submission. We hope you agree that such requirements are more in line with a kind of wired for large businesses, eliminating almost all small or medium sized businesses. We see you want competent FTEs in place for program success, but we believe removing or lessening (i.e., recognizing sub W2/FTEs) such requirements levels the competitive playing field.

Yesterday's pre-bid showed there are many other companies sharing the same concerns. Our current Governor and Comptroller are pro-small business champions and this toughest FTE/W2 requirements counter their collective visions (in particular during this COVID-19 period). Therefore, request you reconsider removing this requirement OR allow prime bidders to leverage their teaming partners W2 employees and reduce the overall FTE counts as currently specified.

A vast majority of small/medium sized businesses don't have 10 PMP certified FTEs, to include many large businesses. In addition, due to current stringent immigration and visa stipulations, it is very hard for any small to medium sized company to hire and keep 10 W2 PMP employees on their payrolls. It would be immensely beneficial to the State, if you could reconsider these minimum requirements in order to get many more quality competitive proposals for your review.

Response: The requirements remain firm. Please see Section 1.1 of Question and Answer Document #1.

- 50) Question: Will the MBE subcontractor be required to hold Cyber Security\Data Breach insurance?

Response: The Offeror is responsible to make sure the work is covered at the required level, and the state requires proof of insurance from the Offeror only. However, the Offeror may cover the subcontractor or the subcontractor may cover themselves.

- 51) Question: Can substitutions for Professional certification for experience be validated prior to the bid submission?

Response: No. The state is not able to evaluate aspects of the technical proposal prior to submission. In addition, the substitution described in section 3.7.3 is a relatively minor factor. Years of experience is not at the forefront of the evaluation process, as all we are requesting are names and certifications at this point. Years of experience is not addressed. In addition, please note that the language of this substitution is not reversible. Candidates certifications can be used in lieu of years of experience; years of experience cannot be use in lieu of certifications.

52) Question: Must PMP status be active for a candidate if additional certifications are valid?

Response: Yes.

53) Question: If currently working for the state at another agency providing project management services, are there any exceptions to WO issued to that agency in the future?

Response: This solicitation does not affect any current contracts in place. For future Work Orders, exceptions are determined based on the nature of the exemption sought. For instance, determining if a specific scope of work is solicited as a Work Order under this TO or procured independently, would be determined when the agency was ready to procure that scope.

54) Question: For Category 1 – Program/Project Management, the Offeror must have at least 10 individuals (on W2) that holds at a minimum PMI-Project Management Professional (PMP) and one or more of the following certifications.

Q 1. If an offeror does not have ten individuals on W-2 at the time of submission but have had in the previous projects within five years. So can an offeror response to few resources under Category 1 instead of all resources

Q 2. Can an offeror also response to other categories in the same way in question 1.

Response: No. The minimum requirement for employees applies to current employees only.

55) Question: Section 5.4.2, Page 34: Section 5.4.2- Point H states that we need to reference Section 3.10.2 for Master Contractor and Subcontractor Experience and Capabilities. However there is no Section 3.10.2 within the document. Can you please confirm this?

Response: This should reference section 3.7.2

56) Question: Section 5.5.1, Page 35: Attachment B- Financial Proposal Form is not provided. Can you please provide this?

Response: The attachment is sent as an excel spreadsheet. It is a separate document than the TORFP. It is included with the other TORFP documents via the CATS+ TORFP website located at <https://doit.maryland.gov/contracts/Pages/CATSPplusTORFPStatus.aspx>

57) Question: Appendix 4, Page 68: Appendix 4- Past Performance Rating Form. This section in the RFP says See separate Word file. Can you please provide the word file?

Response: This is included in the CATS+ TORFP website located at <https://doit.maryland.gov/contracts/Pages/CATSPplusTORFPStatus.aspx>

58) Question: Section 7, Page 40: As per Section 7 of the RFP, Appendix 3 Non Disclosure Agreement (Offeror) and Attachment I Non Disclosure Agreement (TO Contractor) need to be submitted with the

proposal. Can you please confirm if this is correct. If yes, can you please confirm the order for Appendix 3 as the table in Section 7 says "Before Proposal"?

Response: Submitting with the proposal is correct.

59) Question: Section 3.7.1, Page 20: Section 3.7.1, Point I (Key Personnel). The statement says "Key Personnel proposed as part of the TO Proposal". There is a brief mention in Section 5 Proposal format, Point 3. Can you please confirm if this is where we mention all key personnel?

Response: Key Personnel are determined at the work order level.

60) Question: General: In the proposal, are we supposed to provide details/ resumes of actual staff who will perform the task if awarded or these are just indicative/ sample resumes?

Response: No resumes are required for this proposal. Names and certifications will suffice.

61) Question: General: Are we required to submit resumes for key personnel. If yes, will that be counted against any section's page limit?

Response: No resumes are required for this proposal. Names and certifications will suffice.

62) Question: Section 5.4.2, Page 34: Is there a page limit for Point H in the Proposal Format - Master Contractor and Subcontractor Experience and Capabilities?

Response: These must be submitted on the referenced forms. There is no specific page limit.

63) Question: Section 5.4.2, Page 34: Can the references submitted be from ongoing contracts or they have to be from completed ones?

Response: See amendment #2. References may be either from ongoing or completed contracts.

64) Question: General: Will there be any deliverable based projects awarded or the award will be only for resources?

Response: Work Orders are expected to be for staff augmentation resources.

65) Question: Does a prospective Offeror need to be approved as a CATS+ master contractor in order to qualify for an award under this TORFP?

Response: Yes. Specifically, in Functional Area 10.

66) Question: If yes to the above question, can a Offeror be in the application process as a CATS+ master contractor while the proposal for F50B0600039 is being evaluated and before awarded?

Response: No.

67) Question: Given the economic hardship to the State of Maryland resulting from COVID-19, will you consider utilizing the "economic benefit" provision within COMAR 21.05.03.03(A), that is allowable as an option on state procurements to award extra points in the evaluation of proposals that demonstrate an economic benefit to the state through local workforce hiring, payroll taxes, local sourcing and other value added factors? For the sake of clarity, we are not referring to a "local bid preference" for a resident

Maryland company, rather referring to the “economic benefit” provision that is in the State’s procurement article which allows for this on certain procurements.

Response: No. The evaluation criteria is established in Section 6.2.

- 68) Question: Section 5.4.2e asks for “2. What the targets should be” and “3. What incentives and disincentives should be” Please provide additional detail on what is meant by targets in this context. Do targets imply SLAs for vendor responsiveness to work orders and resume submission? Please also elaborate on incentives and disincentives. If incentives imply pricing discounts, then shouldn’t that be addressed in the pricing proposal as we are not supposed to include any financial information in the technical proposal?

Response: Section 5.4.2 A e. is removed per Amendment #2

- 69) Question: Section 5.4.2: Can you increase the page limit for “C. Staffing Management Plan” from 3 to 5 pages? A strong staffing management plan is key to a staff augmentation contract, and having a 3 page limit would constrain a vendor’s ability to explain their staffing management plan.

Response: The page limit remains at 3 pages.

- 70) Question: Section H of the Technical response asks for three references and three past performances. A form has been provided in appendix 4 for the references. Are the references requested in appendix 4 required to be the same as our past performances or can the references be from different clients?

Response: The references and past performance information may either be the same or different clients.

- 71) Question: Section 3.7.2 Most of our resources work for us as consultants on Corp-to-Corp basis. Does the State consider offerors and teaming partners who can get commitment (Right to Represent) from certified resources for future employment on W2? We will submit the proof of commitment as part of the proposal response.

Response: No. The referenced personnel must be current employees. See Section 1.1 of Question and Answer Document #1.

- 72) Question: Section 1.1.2 Our current ISO 9001 certification is expired and we are in the process of renewal. Does the State accept proposal responses if we can get certification renewed by the time of proposal award?

Response: No. Per Section 1.1.2 ISO 9001 certification is required to be provided with the Technical Proposal.

- 73) Question: Section 3.7.2 Can some of the resources be on teaming partner's W2 or are all certified resources have to be from Prime Contractor’s W2?

Response: No. See section 1.1 of Q&A document #1

- 74) Question: Section 1.1.2 Is it acceptable if one of the teaming partner is ISO 9001 certified instead of the Prime at the time of submission?

Response: No. ISO 9001 certification must come from the offeror directly. See Section 1.2 of Q&A document #1.

- 75) Question: Section 3.7.2.3 Can we submit Technical Writers with commitment letter for future employment on W2?

Response: No. See section 1.1 of Q&A document #1

76) Question: Section 1.1.2 Can the State relax ISO 9001 certification requirement if we have both CMMI Dev and Services ML3 Certification?

Response: No. ISO Certification 9001 is required for proposals for Functional Areas 1 and 2. See Section 1.2 of Q & A #1.