



October 28, 2013

Questions/Responses #1

TORFP #F50B3400074

DoIT Service Desk Support Services

The following questions for the above referenced TORFP were received by e-mail, are answered and will be posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding to the State unless the TORFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Are you providing the workstations and help desk phone line or do you need call center services?

Response: DoIT will provide workstations and Help Desk phone lines. Call center services are not required.

2. Question: How many resumes do you expect us to include in the response, three or 23?

Response: Three (3)

3. Do you have any estimate of the level of effort needed for the as needed additional resources?

Response: No, not at this time. The level of effort will depend upon the successful expansion of services.

4. I was wondering if DoIT would consider changing the below requirement from 5 to 4 individuals.

At least one engagement of at least two (2) continuous years of demonstrated experience providing Service/Help Desk services to U.S. based commercial or government entities with at least 5,000 end-users. And through this engagement, Offeror shall have provided at least five (5) concurrent full-time IT Service Desk personnel. The Offeror is required to identify the five concurrent full-time Service Desk personnel.

Response: Not at this time, but it may be considered in the future.

5. Is it a new position or re-compete / incumbents ?

Response: The Service Desk currently exists. However, the contractor support is being obtained to handle an increase demand for services.

6. How many candidates can we submit for each position ?

Response: One (1)

7. Can a SBR prime have a subcontractor who meets requirements in section 2.9.1?

Response: Yes

8. In the section of the RFP, 2.9.1 under the Minimum Qualifications criterion, it is stated that the Master contractor who would also qualify as an SBR should have at least 2 years of experience providing Help Desk Support service for clients with at least 5000 users or more. Additionally, it is also stated that the SBR should have at least 5 Help Desk professionals working for the users. Can that term be removed so long as the master contractor can provide ample references for Help Desk support done in the past and at the present time?

Response: No

9. Can there be partnership relationships that can be brought on where the partners have the experience of putting 5 Help Desk professionals for one single client in the past 2 years?

Response: See response to Question 7. Please note that all minimum qualifications must be satisfied for consideration.



November 15, 2013

Questions/Responses #2

TORFP #F50B3400074

DoIT Service Desk Support Services

The following questions for the above referenced TORFP were received by e-mail, are answered and will be posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding to the State unless the TORFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

1. **Question:** As discussed in the Pre-Bid Meeting, the No Substitution clause makes it very difficult to commit resources from our company and MBE subcontractors. It is not likely that a team (Prime & Sub) can ensure that candidates will be available approximately 6 weeks later to start on the Task Order. We are a Small Business that does not have the capability to hold personnel on the bench and must be assigned projects ASAP. If we do not allocate resources in this way we cannot afford to keep them employed.

Please consider either allowing substitutions, or, extending the due date to the beginning of December to allow us to provide candidates with greater certainty of their availability.

Response: No pre-award substitutions will be permitted. See Amendment #1 regarding an extension of the due date.

2. **Question:** Could you please share the anticipated start date?

Response: The project will begin as soon as possible following the award of this TORFP.

3. **Question:** Now we have been told that we can partner up with another company that fulfills the credential of having supported 5000+ users in the last 2 years or so and have had 5 Help Desk Support individuals working for a client and any other minimum required qualification specified in the TORFP and that the subcontractor credential will qualify the team.

How does one such proposer rate against another company that may fulfill the required credentials on its own? Would DoIT favor the company that has its own credentials or would various other factors such as quality of candidates, technology, or pricing also contribute to deciding the award?

Response: DoIT will evaluate all qualified Offerors equally.

4. **Question:** Does the Attachment 4 – Labor Classification Personnel Resume Summary need the signature of the Proposed Individual at the time of our proposal submission or can it be signed at the time of interview?

Response: The Labor Classification Personnel Resume Summary is to be signed by the proposed personnel at the time the Technical Proposal is submitted.

5. **Question:** Please clarify which MBE forms are required to be completed and submitted with the proposal, if any.

Response: MBE Forms D-1 and D-2 are required to be completed, signed and submitted with the proposal. Failure to do so may result in the State's rejection of the proposal.

6. **Question:** Which three (3) of the five (5) labor categories resumes you require to be submitted with the proposal?

Response: See Amendment #1.

7. **Question:** During the pre-bid conference, it was mentioned that DoIT will only interview one (1) proposed resource (Help Desk Specialist – Senior) as part of the proposal evaluation. Please confirm this.

Response: Yes. DoIT will only interview the proposed Help Desk Specialist - Senior.

8. **Question:** During the Pre-bid conference, a question was asked in reference to three (3) examples of past performance. As indicated in Section 3.4.1.F.1 of the TORFP, DoIT indicated that only one past performance example shall be verifiable and that DoIT will only contact the POC provided for such past performance to verify the minimum qualifications described in Section 2.9.1. Please confirm this.

Response: No, this is not confirmed. DoIT reserves the right to verify any and all previous engagements identified. DoIT requires that at least one of those engagements satisfies the minimum qualifications requirements.

9. **Question:** Please confirm whether the POC's for remaining Past Performance examples are still required to be submitted in the proposal, and what if the company for which the services were provided has been sold or the contacts familiar with the past performance are no longer with the company?

Response: The POCs for remaining past performance examples are still required to be submitted in the proposal. It is incumbent on the Offerors to provide verifiable examples of past performance.

10. **Question:** Please clarify the relevance of the "Tools the TO Contractor own of possesses....." mentioned in Section 3.4.1.A.5 of the TORFP for an essentially a Staff Augmentation requirement.

Response: See Amendment #1

11. **Question:** Will DoIT be accepting replacement candidates aside from the initial 3 candidate submissions?

Response: Pre-award substitutions are not permitted. To the extent future substitutions are requested, please see Section 2.6.4 of the TORFP.

12. **Question:** Are candidate submissions capped at 3?

Response: DoIT requires only three (3) proposed personnel initially.

13. **Question:** Are all 3 candidate submissions deemed "key personnel" and unable to be replaced following award?

Response: See response to Question #11.

14. **Question:** Is a single MBE firm able to submit a Proposal as Prime-contractor; as well as a Proposal as Sub-contractor?

Response: Yes, a single MBE firm is able to submit a proposal as a prime contractor and as a subcontractor as well.

15. **Question:** Will there be service desk locations aside from Annapolis and Baltimore?

Response: At this time, the service desk locations are Annapolis and Baltimore only.

16. **Question:** Does the Contractor/ personnel have the option to choose their place of performance (Baltimore or Annapolis)?

Response: No, the original three (3) proposed personnel will be located in Annapolis. Future work orders will determine the work location.

17. **Question:** Will there be future needs for project management attached to this single TORFP?

Response: DoIT will not comment on future needs outside the scope of this particular TORFP.

18. **Question:** What version of BMC Remedy is being used?

Response: DoIT utilizes BMC Remedy (Version 7.6.4).

19. **Question:** When does DoIT project a migration to the cloud?

Response: DoIT does not currently have a schedule for migration to the cloud.

20. **Question:** Has there been any consideration focused on multiple awards of this contract?

Response: This is a single award TORFP.



November 26, 2013

Questions/Responses #3

TORFP #F50B3400074

DoIT Service Desk Support Services

The following questions for the above referenced TORFP were received by e-mail, are answered and will be posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding to the State unless the TORFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

1. **Question:** Regarding past performance: Does the Prime Contractor have to solely provide *“three examples of engagements or contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work”* or can this be a combination of Prime Contractor and Subcontractor past performance?
 - A) Master Contractor and Subcontractor Experience and Capabilities
 - 1) Provide up to three examples of engagements or contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work. At least one example shall be verifiable. Include contact information for each client organization complete with the following:
 - a) Name of organization.
 - b) Point of contact name, title, email and telephone number (point of contact shall be accessible and knowledgeable regarding experience)
 - c) Services provided as they relate to Section 2 - Scope of Work.
 - d) Start and end dates for each example engagement or contract.
 - e) Current Master Contractor team personnel who participated on the engagement.
 - f) If the Master Contractor is no longer providing the services, explain why not.

Response: Yes, it can be a combination of Prime Contractor and Subcontractor past performance.

2. **Question:** Can DoIT clarify if they want only three (3) resumes for each of the following labor categories: Help Desk Specialist (Senior); Help Desk Specialist (Junior); Network Administrator and do not want the resumes for the two additional labor categories: Network Technician (Senior); Network Technician (Junior)?

Response: DoIT is requesting three (3) resumes, one for each of the following labor categories: Help Desk Specialist (Senior); Help Desk Specialist (Junior); and Network Administrator. No, DoIT is not requesting resumes for the Network Technician (Senior) and Network Technician (Junior) labor categories at this time.

3. **Question:** Can DoIT clarify if the pricing is required for the two additional labor categories: Network Technician (Senior); Network Technician (Junior); even if the resumes are not to be submitted?

Response: Yes, pricing for Network Technician (Senior) and Network Technician (Junior) is required.

4. **Question:** As a follow-up, we request DoIT to remove the requirement of 5,000 end-users since it is a restrictive requirement for a Small Business Reserve (SBR) TORFP. Will DoIT consider this request?

Response: No, DoIT will not remove the requirement of 5,000 end-users.

5. **Question:** Are you saying that a SBR firm which is MBE also can submit a response alone and will meet SBR as well as MBE requirements?

Response: No. The MBE requirement can only be met by subcontracting to an MBE.

Issued by:
Terraceta Tubaya
Procurement Officer