



**Amendment #1
TORFP # F50B4400031**

Network Managed Services & Support

May 1, 2014

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise the Key Information Summary Sheet (p. 5) as follows:

Closing Date and Time:	5/13/2014 at 2:00 PM Local Time <u>5/28/2014 at 2:00 PM Local Time</u>
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2. Revise the Section 3.2 – Submission (p. 48) as follows:

~~The TO Proposal shall be submitted via two e-mails, each email not to exceed 8 MB.~~

~~The TO Technical Proposal shall be contained in one email, with two attachments. This email shall include:~~

- ~~Subject line “CATS + TORFP # F50B4400031 Technical” plus the Master Contractor Name~~
- ~~One attachment labeled “TORFP # F50B4400031 Technical Attachments” containing all Technical Proposal Attachments (see Section 3.3 below), signed and in PDF format~~
- ~~One attachment labeled “TORFP # F50B4400031 Technical Proposal”~~

~~The TO Financial Proposal shall be contained in one email, with two attachments. This email shall include:~~

- ~~Subject line “CATS + TORFP # F50B4400031 Financial” plus the Master Contractor Name~~
- ~~An attachment labeled TORFP # F50B4400031 FINANCIAL WORKSHEET containing the TO Financial Proposal contents in Excel format.~~

~~An attachment labeled “TORFP # F50B4400031 Financial” containing the TO Financial Proposal contents, signed and in PDF format.~~

Each Offeror is required to submit a separate sealed package for each Volume, which are to be labeled Volume I- Technical Proposal and Volume II- Financial Proposal respectively. Each sealed package shall bear the TORFP title and number, name and address of the Offeror, the Volume number (I or II), and closing date and time for receipt of the proposals on the outside of the package. One (1) unbound original, identified as such, and two copies of each volume are to be submitted. An electronic version of both the Volume I – Technical Proposal in MS Word format and the Volume II – Financial Proposal in Excel format and signed .PDF shall also be submitted with the unbound originals. CDs or flash drives shall be

labeled on the outside containing the TORFP number and name, the name of the Offeror, and the volume number.

Proposals shall be submitted to the following address:

Michael Meinel, Procurement Officer
Department of Information Technology
45 Calvert Street, Room 442
Annapolis, MD 21401

Issued by
Michael Meinel
Procurement Officer



Amendment #2
TORFP # F50B4400031
Network Managed Services & Support

May 15, 2014

Ladies/Gentlemen:

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise Section 3.3 – Summary of Attachments (p. 50) as follows:

No attachment forms shall be altered. Signatures shall be clearly visible.

The following attachments shall be included with the TO Technical Proposal:

- Attachment 2 - MBE Forms D-1 and D-2 - Signed PDF
- Attachment 4 - Conflict of Interest Affidavit and Disclosure - Signed PDF
- Attachment 5 - Labor Classification Personnel Resume Summary - Signed PDF
- Attachment 13 - Living Wage Affidavit of Agreement - Signed PDF
- Attachment 14 - Mercury Affidavit Signed PDF
- **Attachment 15 – VSBE Forms V-1 and V-2 – Signed PDF**
- Attachment 16 - Certification Regarding Investments in Iran - Signed PDF

The following attachments shall be included with the TO Financial Proposal:

- Attachment 1 - Price Proposal Signed PDF

2. Revise Attachment 15 – Veteran-Owned Small Business Enterprise Utilization Forms (p. 101) as follows:

- ~~V-1A Offeror Acknowledgement of Task Order VSBE Requirements~~
- V-1 (Parts 1 and 2) Veteran-Owned Small Business Enterprise Utilization Affidavit and VSBE Participation Schedule (Attachment KV-1) (must be submitted with bid or offer)
- V-2 VSBE Subcontractor Project Participation Statement (Attachment KV-2) (must be submitted within 10 working days of notification of apparent award or actual award, whichever is earlier)
- V-3 VSBE Prime Contractor Unpaid Invoice Report (Submitted monthly)
- V-4 VSBE Subcontractor Unpaid Invoice Report (Submitted monthly)

3. Delete in its entirety Attachment 15-V1A Master Contractor Acknowledgement of Task Order VSBE Requirements (p. 103).

Issued by
Michael Meinel
Procurement Officer



**Questions and Answers No. 1
CATS+ TORFP # F50B4400031
Network Managed Services & Support**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced TORFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the TORFP. 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 vendor.

1. Regarding Section 2.8.1 TO CONTRACTOR COMPANY MINIMUM QUALIFICATIONS – does the Master Contractor itself have to have these minimum quals or can we assemble a team to include subcontractors who satisfy those qualifications?

RESPONSE: The minimum qualifications described in Section 2.8.1 are requirements for the prime / master contractor. A subcontractor's experience may not be used to meet minimum qualifications.

2. Is this a new contract or a follow on to existing work, and if so, please identify the incumbent.

RESPONSE: This solicitation is a recompetete of an existing contract. The incumbent is Skyline Network Engineering, LLC.

3. Is there any Audio Visual or low voltage work for this project?

RESPONSE: No.

4. Can the State please clarify if it means the Minimum Requirements indicated on page40- 41 are for the Master Contractor itself or the Master Contractor's proposal? Both are indicated in the text?

RESPONSE: Please see the response to Question #1.

5. If a CATS+ Master Contractor from Functional Area 6 does not meet the minimum requirements outlined by the State of Maryland in Section 2.8.1 on pages 40 and 41, can the State please confirm it will accept the Master Contractor and Subcontractor experience and Capabilities, as referenced in Section E, Master Contractor and Subcontractor Experience and Capabilities, page 50.

RESPONSE: No, the State will not accept the experience and capabilities of the subcontractor to meet the minimum qualifications in Section 2.8.1. The experience requested in Section 3.4.1 E is additional to the experience requested for Section 2.8.1.

6. Will the state consider extending the current deadline two weeks to May 27, 2014, 2 pm Local Time?

RESPONSE: Yes. Please see Amendment #1.

7. Would the State of Maryland consider revising the language to allow for more than two emails to allow contractors to allow for a minimum of graphics; for example organizational charts; network engineering approaches diagrams, etc.?

RESPONSE: Yes. Please see Amendment #1.

8. Will the state please provide access to the document (“Confidential Network Inventory Document”) referenced during the bidders conference and on Page 15 of the RFP [sic]?

RESPONSE: Yes. The State will provide access to the Confidential Network Inventory Document upon the receipt of a signed Non-Disclosure Agreement (Attachment 10). Access will be provided by appointment only and the location will be a reading room at 45 Calvert Street Annapolis, MD 21401.

9. Was there an attendance sheet for the pre-proposal conference held 4/23/14 at 11:00am. [?]

RESPONSE: The attendance sheet for the pre-proposal conference held on April 23rd was sent to Master Contractors awarded to Functional Area 6 of the CATS+ Master Contract and posted on the CATS+ TORFP Status webpage.

10. In regard to Section 3.2 (Submission) of the RFP, will the State of Maryland consider increasing (1) the number of emails that can be submitted and/or (2) the email size limit from 8MB to 16MB?

RESPONSE: Please see Amendment #1.

Thank you,

Michael G. Meini
Procurement Officer

End of Question and Answer # 1



**Questions and Answers No. 2
CATS+ TORFP # F50B4400031
Network Managed Services & Support**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced TORFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the TORFP. 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 vendor.

1. Can the State provide a network diagram?

RESPONSE: Yes. However, the network diagram is a confidential document and is only available by scheduling time in the reading room.

2. Can the State provide a circuit inventory?

RESPONSE: Yes. However, the circuit inventory is a confidential document and is only available by scheduling time in the reading room.

3. Can the State provide an equipment list for the above mentioned services?

RESPONSE: Yes. However, the equipment list is a confidential document and is only available by scheduling time in the reading room.

4. Are the network management systems referred to above (HP Openview, Cisco ACS, Ciena OneControl, Kiwi SysLog, OSP Insight) owned by the State?

RESPONSE: Yes.

5. Are the network management systems referred to above located within a State facility? If so, where?

RESPONSE: Yes. However the State will not disclose the location of the network management systems.

6. Is the bidder required to provide maintenance support via a help desk?

RESPONSE: **Yes.**

7. If the bidder is required to provide maintenance support via a help desk, what level of support level 1, level 2 or level 3?

RESPONSE: **The offeror will be required to provide level 1 and level 2 help desk support.**

8. Is there a preferred help desk software that the maintenance provider be required to use?

RESPONSE: **The State will provide the Awardee access to the State owned ticketing system.**

9. Which communications carrier would be providing the tele-communication services?

RESPONSE: **There are multiple telecommunications providers within the State network.**

10. Will the communications carrier be able to provide after hour systems support?

RESPONSE: **Yes.**

11. What is the total anticipated geographic range for support?

RESPONSE: **The State of Maryland and four locations in West Virginia.**

12. Will technicians be required to visit all agencies within the geographic range, or will local IT staff accept a handoff of issues?

RESPONSE: **The Awardee will be required to dispatch staff to subscriber locations for installation, troubleshooting and decommissioning of services.**

13. Will the on-site staff of the selected vendor be required to provide both troubleshooting and component repair and replacement?

RESPONSE: **Yes.**

14. Is there an incumbent providing any portions of the services requested in this TORFP?

RESPONSE: **Yes. Please see the response to Question #2 in Question & Answer Document #1.**

15. Would the incumbent be allowed to bid?

RESPONSE: **Yes.**

16. Is the requirement for 4 examples of managing networks of similar size a mandatory requirement [Section 3.4.1 E]?

RESPONSE: Yes, it is mandatory for an Offeror to provide experience as requested in the TORFP.

17. Must the prime contractor provide all 4 examples or can they be distributed among the team?

RESPONSE: The prime contractor must meet the minimum qualifications listed in Section 2.8 of the TORFP. If the prime contractor can meet the minimum qualifications with less than four examples of past experience, then it may include past experience of its subcontractors to satisfy the request in Section 3.4.1 E.

18. The TORFP instructs offerors to submit Attachments 4, 5, 13, 14 and 16. We assume that Attachment 15 was inadvertently left off this list? Should Attachment 10 also be included?

RESPONSE: Please see Amendment #2 in regard to Attachment 15. Attachment 10 is only required if a potential offeror requests access to confidential documents prior to submitting a proposal.

19. What version of MS Word should be used for the Volume I submittal?

RESPONSE: The document must be compatible with Microsoft Office 2010.

20. Attachment 1 - Price Proposal form, Section 5.m (Fiber Locating): What is the unit of measure for the quantity of 200?

RESPONSE: Section 2.4.5 of the TORFP describes a process whereby the TO Contractor receives a ticket for fiber locating services, determines the impact, locates the fiber, and closes the ticket. The Price Proposal form is requesting a fixed unit price for 200 such requests per month.

21. What is the SLA for fiber outages for State-owned and managed fiber?

RESPONSE: The SLA for all outages is outlined in Section 2.5 of the TORFP.

22. What is the definition of FPMA and can clarifying examples be provided?

RESPONSE: Fixed Price with Material Adjustment (FPMA) is a pricing concept where the labor may be performed as fixed price, but the materials will fluctuate due to economic variances.

23. Is the State going to provide the monitoring tools and associated analytic systems to support the functions requested of a SOC?

RESPONSE: Yes.

24. The TORFP indicates that the SOC will provide “security monitoring for all network and hosting center elements and coordinating emergency security response.” Does this include any State/County entity that receives Internet (or other) services from networkMaryland?

RESPONSE: Yes.

25. The TORFP indicates that the contractor will assist with “forensic analysis.” Can DoIT clarify its expectations concerning “assist with forensic analyses”?

RESPONSE: DoIT requires that the TO Contractor assist stakeholders with gathering and examining information about detected threats by utilizing tools made available to the TO Contractor by DoIT or any other source of information that may help a stakeholder in analyzing a detected threat.

26. [In regard to Attachment 15 (p. 102-103)] Please confirm if contractors are to replace the stated solicitation No R95R4400395 with either the MD-CATS+ Master Contract Number 060B2490023 or the Task Order **Project Number** F50B4400031 for this effort.

RESPONSE: Please see Amendment #2.

27. [In regard to Section 2.4.1.1.2 (p. 18)] What is the Associated Training program? Please clarify the extent of the training. (What topics; how is it to be delivered; when is it provided; who is the audience, etc.)

RESPONSE: The Network Operations Center (NOC) plays a critical role in the TO Contractor meeting the Service Level Agreements outlined in Section 2.5.2.3. DoIT expects that the TO Contractor will develop specific training materials for its NOC personnel consistent with the requirements of this TO. The TO Contractors Start-Up Transition Plan should include the training for NOC personnel.

28. [In regard to Section 2.4.3.2 (p. 25)] Since Forensics is part of a Firm Fixed Price category (within section 2.4.3), would the State provide the average number of Forensic requests that were made in each of the past two years?

RESPONSE: The State cannot disclose this data. The Forensics service by the TO Contractor will be a new initiative for DoIT.

29. Section 1, paragraph 1.14.1 implies that documents are to be reviewed on site and not removed. Attachment 10 states documents are to be returned within five business days of award. Will Offerors be able to make copies of documents during the reading room review and is it these copies that are being referred to in Attachment 10? Or, is DoIT allowing Offerors to check out original documents during the proposal effort?

RESPONSE: **The State will provide copies of the confidential documents when a potential offeror schedules time to visit the reading room. The return of confidential documents is governed by the requirements described in Attachment 10.**

30. [In regard to Amendment #1] Does the State want the copies to be unbound, as well?

RESPONSE: **The copies submitted with Volume I and II may be bound.**

31. Would it be acceptable for the State to consider a Joint Venture (JV) submission?

RESPONSE: **No, the State will not accept or consider a Joint Venture submission.**

32. [We] respectfully request that the timeframe in which to ask questions be extended commensurate with the extension in the due date for the proposal.

RESPONSE: **The State will not extend the timeframe to submit questions.**

33. The instructions on how to complete Attachment 5 (page 82) do not match the form on page 83. Please, can you clarify? Can I use an Attachment 5 form that we have used previously in response to other TORFPs?

RESPONSE: **Offerors shall complete Attachment 5 (p. 84-85) as requested in the TORFP. Offerors shall not alter the form or use a different resume template.**

Thank you,

Michael G. Meinl
Procurement Officer

End of Question and Answer # 2