STATE OF MARYLAND
RETIREMENT AGENCY
PRE-PROPOSAL CONFERENCE
SOLICITATION NUMBER CATS+/TORFP-G20B7400009

SYSTEMS DEVELOPMENT AND
BUSINESS ANALYST SUPPORT SERVICES

THURSDAY, DECEMBER 21, 2017 2:07 P.M.

Maryland State Retirement Agency
120 East Baltimore Street, 16th Floor
Baltimore, Maryland 21202

PRESENT FROM MSR:

    MARGIE GORDON, Senior Procurement Officer
    IRA GREENSTEIN, Chief Information Systems Manager
    ROBERT DIEHL, Deputy Chief Information Systems
Officer
    JOHN HAYNES, Assistant to Ms. Gordon
    THOMAS MONTANYE, Director of Systems Development
    CHANDRA PURANAM, Chief Business Operations
Officer

ALSO PRESENT:

      PRIYANK DEVENRAJ, OBXtek, Inc.
      VALENTINO KORICKI, DXC.technology
      AMY TIMMONS, DXC.technology
      PRAFUL PATEL, OHM Systems
      NARAYAN ATHREYA, ICube Systems, Inc.
      BALAJI BALA, PMP, Health IT
      TOM WOLF, International Software Systems, Inc.
      MARK WAINWRIGHT, International Software Systems, Inc.
      SHANNON MARKER, Momentum, Inc.
      AMBER SCHAD, Gantech, Inc.
      STANLEY NAZAIRE, PMP, CISSP, MCTTP, Blue Sun Technologies
      LEO HUSSEY, Computer Aid, Inc.
      SANDEEP HARJANI, Infojini Consulting
      ASH KAPUR, Advance Digital Systems
      ASHWIN SABOO, Creative Information Technology, Inc.
      RANDOLPH WILLIAMS, TriTech Enterprise Systems, Inc.

      REPORTED BY: CHRIS HOFER, Notary Public

1   P R O C E E D I N G S

2   MS. GORDON: Okay. Let's get started. Good

3   afternoon, everyone. This pre-proposal conference is

4   for the TORFP Systems Development and Business Analyst

5   Support Services, a CATS+ contract.

6   I just want to inform everyone that this

7   pre-proposal conference is being recorded via Hunt

8   Reporting, and we would ask that when you ask a

9   question that you say your name and the company that

10 you are with so that it will be transcribed onto the

11 minutes.

12   Once we receive the minutes from Hunt

13 Reporting, then I will e-mail them out to everyone on

14 the CATS vendor list. And we'll start off with

15 introductions. We'll start that way.

16   MR. MONTANYE: My name is Tom Montanye. I'm

17 the Director of Systems Development.

18   MR. DIEHL: Bob Diehl, Deputy Chief

19 Information Systems Officer.

20   MR. PURANAM: Chandra Puranam, Chief

 1   Business Operations Officer.

 2   MR. GREENSTEIN: Ira Greenstein, the Chief

 3   Information Systems Officer.

 4   MS. GORDON: I'm Margie Gordon, the Senior

 5   Procurement Officer, and my assistant will be coming

 6   in here shortly. His name is John Haynes. He was the

 7   one that escorted you here.

 8   We'll go over the key information sheet that

 9   I asked everyone if you didn't have one to pick it up

10   -- pick it off of the table, and basically gives you

11   all the information that you need to know about this

12   TORFP.

13   This CATS+ is off of the Functional Area 5

14   for software engineering. The closing date and time

15   is January the 16th, of next year of course, by 2:00

16   p.m. And that is not by 2:01 or two minutes and two

17   seconds. Must be by 2:00, otherwise it will not be

18   accepted. No late bids are accepted.

19   This is a time and materials contract, and

20   at some instances, a fixed price. It's a five-year

1   contract that will begin, hopefully, on February 1st

2   with no exceptions -- extensions. Excuse me, with no

3   extensions.

4   The MBE goal is 30 percent.

5   There is no VSBE goal, which is Veterans

6   Small Business.

7   There is -- this is not a small business

8   reserve, and there's no federal funding.

9   The primary place of performance is Maryland

10   State Retirement Agency.

11   We'll read over the Section 1, 1.3, which is

12   the task order agreement. And that -- based upon an

13   evaluation of the task order proposal responses, it's

14   anticipated that two master contractors will be

15   selected to conduct the work defined in Section 3,

16   "Scope of Work."

17   A specific task order agreement, Attachment

18   3, will then be entered into between the state and the

19   selected master contractors which will bind the

20   selected master contractors, task order contractor, to

1   the content of its task order proposal including the

2   task order financial proposal.

3   The submissions -- we will not accept

4   submissions after the date and exact time stated in

5   the key information sheet. We will also ask for

6   submission by e-mail. If you request to submit by

7   paper, hard copy, then please contact me, and I will

8   give you the instructions for that.

9   Requests for extensions of this date or time

10 will not be granted, and your -- we go to 1.5 which is

11 the oral presentations. At this, there's -- this is,

12 kind of, an error in this. It says that "All master

13 contractors and proposed staff will be required to

14 make an oral presentation." That is not correct.

15 Only those who are deemed susceptible for award will

16 be called in for oral presentations.

17   There will be a screening of people who are

18 not susceptible for award, and they will be notified

19 before orals are scheduled. We really don't want to

20 waste your time or ours by interviewing everybody.

1   Section 1.11 refers to travel. It says

2   "Expenses for travel and other costs shall not be

3   reimbursed."

4   Minority business, we've had a -- I will say

5   it's 30 percent, and the prime contractor, if you are

6   an MBE, you can only claim up to 50 percent of that 30

7   percent goal. You must have a subcontractor for the

8   other 15 percent.

9   And see -- oops. I'll pause for the cause.

10   MR. HAYNES: Excuse me, gentlemen. If you

11   can sign in and leave all your business cards?

12   MS. GORDON: For the -- we'll continue.

13   For the minority business, all the forms

14   that are included in this document for MBE, a failure

15   to submit these forms, sign and submit them, will

16   result in a rejection of your proposal because there

17   is no cure for incorrect MBE forms.

18   So please read them very carefully, fill

19   them out very carefully. If you have a problem or a

20   question about them, please feel free to contact me,

 1   and I will help you through them.

 2   And now, I'm going to turn it over to Mr.

 3   Ira Greenstein to go over min quals, scope of work,

 4   and some other things.

 5   MR. GREENSTEIN: Okay. Thank you.

 6   I'm going to review the RFP in order, and

 7   I'm going to skip my way through it, just hitting on

 8   certain highlights.

 9   I do want to emphasize again that this is

10   time and materials as a baseline. However, there may

11   be work orders that will get issued under this that

12   may be fixed price, and so we wanted to leave the

13   option open for both. But fundamentally, the base of

14   this is time and materials. Okay?

15   Skipping ahead to page 14, Section 2.1.1 is

16   the offeror's company minimum qualifications. Second

17   paragraph reads, "Only master contractor

18   qualifications may be used to demonstrate meeting

19   company minimum qualifications." That in --

20   specifically means that subcontractors cannot be used

1   to meet offeror minimum quals, and that is by

2   instruction from the Department of IT in Annapolis.

3   That is not our choice.

4   It then goes on, it says, "At least two

5   years of demonstrated experience providing application

6   system development, operations and maintenance,

7   support service to public sector defined benefit and

8   pension industry clients." And then, "Experience with

9   application functions similar to those performed by

10   the agency, in particular but not exclusively, those

11   included in the MPAS system," which is described

12   rather in detail in this.

13   I think that's explicit, but if there are

14   any questions about that, we'll take them later.

15   In terms of the personnel minimum

16   qualifications, "Only those master contractors

17   supplying proposed key personnel that fully meet all

18   minimum qualification criteria shall be eligible for

19   evaluation. The offeror shall propose exactly three

20   key personnel, including two senior computer

 1 programmers and one senior internet or intranet site

 2 developer." That is a DOIT requirement. That -- you

 3 have to propose exactly three key personnel.

 4   The concept is that if it's key personnel,

 5 we can look -- it's hard to substitute. Therefore,

 6 those credentials count in an evaluation. If people

 7 are submitted to us that are not key personnel, the

 8 Department of IT basically says, "Well, they could

 9 substitute that any time they feel like it.

10 Therefore, don't count it." So this is basically

11 coming from Annapolis to us.

12   We want you to note that one of the reasons

13 we do have the offeror minimum qualification that it

14 have -- you have some industry experience is that we

15 expect when new people come on board that there will

16 be some way to get those people oriented to our

17 industry, that we won't have to do an orientation

18 program every time someone new comes on board. We

19 would like, you know, we expect assistance in that

20 process when people come on board.

1   And following up on that, on page 15, toward

2   the top, "It's strongly desired that the task order

3   contractor's collective team personnel possess a

4   balance of both business and technical experience,"

5   and "specific strongly desired experience for

6   personnel are --," and then that's all listed. Okay?

7   But we are looking for a balance. We don't

8   want someone who just knows how to program. That's

9   not what this is about. There is a business analyst

10   aspect of it, and we hope to, you know -- that's

11   different from previous contracts that we've had.

12   For the senior computer programmer position,

13   looking at the paragraph toward the end, it says, "In

14   addition, it is strong desired" -- that is not

15   required, it is strongly desired -- "that proposed

16   senior computer programmer personnel have a minimum of

17   two years experience working with public defined

18   benefit pension systems in addition to the requisite

19   technical skills. This industry specific experience

20   will be given additional weight in considering and

1   comparing the master contractors' proposals."

2   And then looking, then, toward the senior

3   computer systems analyst, "A minimum of two years

4   experience performing business analysis, requirements

5   analysis, and testing services on information systems

6   that support core pension administration functions of

7   a public sector defined benefit program," and that we

8   describe that in Section 3.

9   This agency does not have sufficient numbers

10 of business analysts to handle the reengineering of

11 our applications and business operations, so we

12 included these resources in this task order RFP. All

13 future technical requirements will be issued by the

14 agency.   And I want to make this clear, that

15 this agency sets its own requirements, that the

16 business analysts are not going to be solely

17 developing requirements that will then be put out for

18 bid. Okay? The state does not like that. We're not

19 intending to do that.

20   This agency will put out all requirements,

 1 but we do need help on testing, and we do need help

 2 fleshing things out and that's why we are having that.

 3 But irrespective, then, of any involvement of the

 4 business analyst in coming up with ideas or doing

 5 testing or things like that, the agency will put out

 6 requirements.

 7   We also want to note that the overall

 8 direction of technology here will be mostly influenced

 9 by the business process reengineering consultant

10 working with the agency personnel. And more about

11 that shortly.

12   Skipping ahead to page 19, "Scope of Work."

13 As Margie said before, we are going to make exactly

14 two CATS Master Contract awards that can respond to

15 the work orders that we wish you to fulfill, and

16 that's because of the two factors listed here.

17   One is "Need to provide adequate numbers of

18 personnel with appropriate industry experience, given

19 the few number of public pension plan administrators

20 within the state for whom systems development support

1 could be even contracted in the first place."

2   And then the requirement to "Periodically

3 and expeditiously expand the number of required

4 personnel given the agency's plans during the proposed

5 contract duration," which are described in the RFP,

6 "to address a broad range of assignments to be issued

7 as work orders under the RFP."

8   This procurement represents a replacement of

9 two current contract vehicles. One is for MPAS, the

10 Maryland Pension Administration System, MPAS

11 operations and maintenance. And the other is

12 currently geared towards other applications.

13   Looking into the near future, what we saw

14 are two scopes of work that are increasingly becoming

15 one scope of work because the number of differences

16 between MPAS and other systems, particularly as we

17 look to integrate those systems together more and

18 more, that line of demarcation between MPAS and other

19 systems is largely going away.

20   And we do not want to find ourselves

1 constrained by having one contract focus on this, one

2 contract focus on that. We are looking, definitely,

3 to integrate our applications.

4   A little bit further on, it says that,

5 "During the prospective task order period of

6 performance, Agency plans to implement "significant

7 changes in business operations involving modifications

8 and enhancements through associated pension

9 administration and financial applications in addition

10 to acquiring and integrating commercial off-the-shelf

11 applications into business workflows. Those

12 modifications will occur in parallel with daily agency

13 operations."

14   The task order involved here is much more

15 than operations and maintenance on existing

16 applications. Far more than that. Okay? We want to

17 make that very clear up front.

18   I would make one correction on page 20.

19 It's been a good year for this agency. The value of

20 the assets in our system is now over $51 billion.

1   Skipping ahead to page 23, the MPAS

2   strategy. I am not going to read this out loud, but I

3   do suggest you read it. The current task order RFP is

4   part of a 12-year-old consistent strategy that we've

5   had at this agency, which this agency has methodically

6   gone about executing. And we have now reached the

7   point where this RFP -- it's time.

8   Looking toward the next page, page 24,

9   fourth line down. "The agency submitted a major

10   information technology development project or MITDP,"

11   in state parlance, "to the State's Department of

12   Information Technology which in turn reports the plan

13   to the General Assembly. Its formal title is," and

14   this is the MITDP's title, "Business Process

15   Reengineering and Supporting Technology," and it

16   consists of three things. One is modifying many

17   existing batch MPAS transactions to be on-line real-

18   time update. We have had this in the works for a long

19   time, in our thoughts for a long time.

20   Secondly, " re-engineering business

1 processes in the retirement administration and finance

2 divisions related to pension administration

3 activities." We want to note that the consulting

4 contract was approved by the Board of Public Works in

5 its meeting early this month to LRWL, and that

6 includes overall project management for up to four

7 years in addition to business process reengineering.

8   So as we see this, there will be management

9 of the various activities from the agency. There will

10 be an overall project manager that will come from the

11 business process reengineering consulting

12 organization, and then there will be individual task

13 orders that will, perhaps, have team-leads and so on

14 assigned from within these two contract awards that

15 we're talking about today.

16   And the third aspect of the MITDP is

17 "Acquiring and implementing supporting technologies,

18 such as workflow management, member relationship

19 management, and document management products, and

20 integrating those new technologies with existing

1 agency voice and data technologies which are currently

2 mostly stand-alone."

3   We have a -- for example, an interactive

4 voice response system that does take a download from

5 MPAS, but there's no transactions conducted as a

6 result of it. You can listen to something. That's

7 fine, but nothing goes back. We hope to change that

8 moving forward.

9   Same with workflow. Right now, there's no

10 formal workflow tool in the agency. Customer

11 relationship management is handled in various pieces,

12 but not looking at it from some kind of a consolidated

13 global perspective from us vis-a-vis our customers,

14 our members. So that's all part of it.

15   Skipping ahead to page 28, the bottom of the

16 page. "The agency intends to assign or issue work

17 orders to one of the two task order contractors," or

18 for that matter to two of them, "according to work

19 order processes described in the RFP. Making

20 assignments, the agency will work with task order

1 contractors as much as practical to sequence the

2 assignments to provide consistent staffing by

3 personnel already working on applications."

4   We know this is an issue. If you have

5 someone here, we don't want to find ourselves with

6 that person not having something to do for one month,

7 and then you're trying to bid them on something coming

8 on the heels of it a month later. We don't want to do

9 that.

10   We're -- we believe that trying to take this

11 kind of an approach will work to everyone's benefit,

12 and we're explicit so that you and your staff can know

13 that continuity is important to this agency. We don't

14 want your people to feel as if the ground is

15 constantly rumbling under their feet because their

16 current task order is coming to a conclusion. So we

17 will work with contractors in that regard to try to

18 bring as much consistency to the staffing as we can

19 get.

20   Skipping ahead to page 33, let's talk about

1 work orders. We put a listing of potential work

2 orders to be prospectively issued under the task order

3 agreement as examples. It's not a complete list, nor

4 does it represent a commitment on the agency's part to

5 issue any of the orders that are listed here, but

6 we're trying to give you a sense of what we have in

7 mind.

8   We don't see a work order as a two-week kind

9 of thing. We see that as more -- bigger issues for

10 longer periods of time. That doesn't mean we won't

11 have one that's two weeks, but that's not the way our

12 mind set is working for this.

13   The work order process is -- compared to

14 many of these kinds of contracts, this is really a

15 major component of this procurement. And

16 strategically, it's important to this agency that both

17 task order awardees get a good balance of work. We

18 want to be explicit in that.

19   Strategically, we want both of the

20 contractors who get awards here to get lots of work,

1 and there's plenty of work to go around if you look at

2 what it is we have to accomplish.

3   Again, we're trying to, you know, work this

4 in a way that people don't get nervous about it, and

5 don't, you know, try to -- and see it as a

6 collaborative effort that we will have between

7 ourselves and the awardees to the extent that we have

8 work to do.

9   Looking to page 37, dealing with

10 substitution of personnel. "Prior to task order

11 execution or within 30 days after task order

12 execution, the offeror may substitute proposed key

13 personnel only under the following circumstances."

14 I'm not going to read them, but please pay attention

15 to this. We don't want you to jeopardize contract

16 award simply because you didn't read this stuff.

17 Okay? So I do call your attention to it.

18   Page 39. This is one I normally don't even

19 mention, but I'm going to mention it at this point.

20 And that is "work space, work stations, network

1 connectivity, and software. The agency will provide

2 all necessary office space, network connectivity, and

3 required work station hardware/software necessary to

4 complete the requirements of this task order."

5   I want to make a note that, you know, it may

6 take a little coordination depending on the pattern of

7 state funding of the MITDP. We could find ourselves

8 with a lot coming all at once. We could find the

9 state funding it more incrementally. And what we

10 don't want to do is find ourselves having to start

11 something very quickly, and have a lot of space, and a

12 lot of PCs.

13   We want to, at least, make it known that we

14 recognize that there are some logistics in this, and

15 depending on how the funding works, we're asking you

16 to work with us on it. This is certainly our intent,

17 is to do what's here in the RFP. But, you know, if

18 you will cut us a little slack if we, you know, miss

19 it by a little bit, we'd appreciate it.

20   The work order process itself is described

1 in Section 3.9. I presume you've read this over, and

2 I'm not going to read it over. I want to make a

3 couple of points here. On page 41, in G, "Selection

4 will be made based upon which task order contractor

5 proposal is most advantageous to the agency. An

6 additional consideration when determining which

7 respondent is most advantageous is that technical

8 factors will be given greater weight than cost."

9   Generally, criteria used to make the

10 determination or preference are listed here. Okay?

11 Generally. The circumstances need to be flexible on

12 this, which is why this was written the way it is.

13 You will want the flexibility. We will want the

14 flexibility. Okay?

15   We don't want to make it so that there's

16 absolutely no possible alternatives here other than,

17 for example, you know, price or something like that.

18 That's not our intention here. And we hope you will

19 understand that the agency and the Department of IT

20 worked really hard on this to come up with this with

1   the aim of being fair and pragmatic.

2   There's a lot to get done over the term of

3   this contract, and this is the best mechanism we had

4   in order to get it done. Okay? You may have

5   questions about it. I'll take them later.

6   Jumping ahead. Page 49, "Proposal Format."

7   All I'm going to say is that the proposal format is

8   part of the Department of IT boiler plate. Please pay

9   attention to it. I'm going to -- I've already been

10 told at least one question is going to come about

11 this. Fine. Ask it later. Okay? We'll do our best

12 to give you the best answer we can.

13   I want to jump to page 53, which is the task

14 order award process. Looking at Section 5.2. "The

15 task order technical proposal must clearly

16 substantiate," and I underlined the word in my book,

17 "substantiate that the task order contractor fully

18 meets minimum qualifications of this RFP." Okay?

19 Please be explicit.

20   Be aware that the -- according to state

1 rules, you can't provide additional information later,

2 only to clarify information you already provided. If

3 you have a credential you want to mention, please put

4 it in the proposal. We can't be mind readers, but you

5 also can't add it later. If you forget something, you

6 can't add it later. Get it all up front. We do want

7 to know. Okay?

8   B. "In part we will evaluate you on the

9 quality and accuracy of the technical proposal." Not

10 only in terms of format, but also the quality of it.

11 Okay? We will draw conclusions about your ability to

12 do documentation based on the technical proposal and

13 how it looks and reads.

14   One would hope I wouldn't have to say that.

15 I find that I do. Okay? Please proofread. Please

16 look at the thing more than once. I will leave it at

17 that.

18   C. "Capability will be determined from each

19 proposed individual's resume, reference checks, and

20 oral presentation." And this relates also to the oral

1 presentation itself and key personnel. This agency

2 will expect to see and hear from all key personnel at

3 the oral presentation if you're invited to present.

4 Okay? We say that right up front.

5   MS. GORDON: In person.

6   MR. GREENSTEIN: Hum?

7   MS. GORDON: In person.

8   MR. GREENSTEIN: In person, yes. Okay?

9   A little further down, "Greater weight will

10 be given to key personnel who have experience with the

11 core pension administration functions of a public

12 sector defined benefit program as described in Section

13 3 of the task order RFP." Typo. We can't fix this.

14   At the bottom of that page, there is a

15 cross-reference chart. Please include the cross-

16 reference chart. It is not normally asked for, but

17 because we have people who may be in a certain labor

18 category, or who it may not be clear you're bidding in

19 one labor category or another, it will help us to

20 understand this person -- because people have

21 overlapping credentials.

1   If you want to bid someone as a web

2   developer category, fine. Just tell us who. You want

3   to bid them as a senior programmer? Fine. Tell us

4   who. Okay?

5   Looking at the top of page 54. "In

6   evaluating the quality and accuracy of each

7   individual's resume, the agency will assess the extent

8   to which the offeror can attest to the proposed

9   personnel's respective qualifications and experience,

10   based on direct observation of those individuals'

11   work." As opposed to pulling resumes of people that

12   you have no idea who they are off of the internet, and

13   calling them up, and talking to them, and saying,

14   "Gee, this person sound like they can put two and two

15   together."

16   We will give people -- give proposals

17   greater weight if we know that you actually know who

18   these people are. And I speak this from experience

19   here at the agency, there have been times where people

20   are shaking hands at orals, meeting each other. We

21   prefer that that not be the case.

1   And finally, on page 57, this is the price

2   sheet. "Total Class Hours," which is Column B, "are

3   not to be construed as guaranteed hours. The total

4   number of hours is an estimate only for the purpose of

5   price sheet evaluation."

6   Because this does not have a fixed scope of

7   work, we have to come up with some way of comparing

8   apples to apples. So we've done our best to, sort of,

9   give what balance of different labor types might be

10   included, but it's not a commitment on this agency's

11   part. Okay?

12   And with that, do we want to get into

13   questions?

14   MS. GORDON: Let me go into the --

15   MR. GREENSTEIN: Okay.

16   MS. GORDON: -- submissions.

17   I'm going to go back into Section 4.2 where

18   the proposal submissions, and for those that are

19   sending their submissions by e-mail -- that we would

20   like that to be the case, but if you are going to do a

21   hard copy, that's fine too.

1   But for every submission, please read over

2   4.2.1, specifically the password protected

3   attachments. You'll have one password protected

4   attachment labeled the TORFP, the number, technical

5   proposal. Prefer it in Microsoft Word format of 2007

6   or later.

7   We will -- I will then contact each vendor,

8   offeror, to get their password in order to open these

9   proposals. The same thing, you would do a separate e-

10   mail for the task order financial, and it will be

11   password protected, and then once we do all the

12   evaluations, the orals, then I will call those that

13   have passed on through to request their passwords to

14   open up the financials.

15   And I'm going to say, if you do not do this

16   correctly and you do not password protect your

17   documents, that can be determined as being not

18   sufficient for susceptible for award. So I'm just

19   going to give you that little tidbit of information.

20   And for those that prefer paper submission,

21   as I said, call me and I will give you the

1 instructions for that.

2   But other than that -- and the next thing we

3 will go to is the summary of attachments, and page 56

4 of the TORFP will give you a list of attachments and

5 what you need to do with -- for them. It might be

6 submit, do not submit, doesn't apply, but that will

7 help you as far as what you need to submit when -- and

8 when you need to submit.

9   And other than that, I'm going to ask for

10 questions. We do have some questions that came in

11 that I'll go over, and I think we've already -- some

12 of them we've already answered, but I will go over

13 them.

14   Question, "Can we substitute our experience

15 with any public sector entity, not pension industry,

16 like Department of Labor/Health, Child Support, et

17 cetera?"

18   MR. GREENSTEIN: No.

19   MS. GORDON: Second question is "Can we use

20 our consultant experience in pension industry instead

21 of the company's, at least as in the min quals it's at

1   least two years of demonstrated experience providing

2   application systems development, operations, and

3   maintenance support services to public sector defined

4   benefit/pension industry clients?"

5   MR. GREENSTEIN: We'll think about it.

6   Certainly, I mean, up front, we'd have to say it would

7   have to be key personnel, if we accept it. There are

8   separate qualifications for company versus personnel,

9   and if we basically mix the two and allow them to

10 overlap, I'm not sure what the implications would be

11 for us from an operating point of view. And

12 therefore, we'll get the answer back to you guys in

13 writing.

14   MS. GORDON: Okay. Third question, "Is this

15 a fixed bid or time and material project?"

16   MR. GREENSTEIN: Yes. As I said, it is time

17 and material as a baseline block, but there may be

18 components of it which will be -- it will make sense

19 to do in a fixed price basis.

20   MS. GORDON: Question four is almost exactly

21 the same as question number two. "Regarding the

1 contractor's minimum qualifications in Section 2.1.1,

2 is the proposal to clarify the CATS+ contract holder's

3 experience with application systems development, or

4 our proposed candidates' experience?"

5   MR. GREENSTEIN: Section 2.1.1 says,

6 "Offeror," and in that sense, it is for the offeror.

7 There are subsequent sections for personnel, and we

8 will get back in terms of how the two relate to each

9 other.

10   MS. GORDON: Question number five is "Can we

11 use subcontractor's experience in public sector

12 defined benefit/pension industry?"

13   MR. GREENSTEIN: According to the rules we

14 are given by the Department of Information Technology,

15 you cannot substitute a subcontractor's experience or

16 use the subcontractor's experience to meet the

17 qualifications of an offeror. However, it would

18 certainly supplement them in terms of the evaluation

19 of the proposals.

20   MS. GORDON: Okay. Question number six.

21 "Are subcontractors supposed to be a CATS master

1 contract holder, or only prime being CATS master

2 contractor would suffice?"

3   MR. GREENSTEIN: This one's you.

4   MS. GORDON: Okay. The CATS master

5 contractor must be a prime. The subcontractor -- you

6 can subcontract outside of the CATS master contract,

7 but the prime needs to be a CATS master contractor.

8   Number seven. "If a prime -- if prime is a

9 certified MBE, do we still need to get an MBE

10 subcontractor to meet 30 percent of the MBE

11 participation goal?"

12   Primes are only allowed to fill 50 percent

13 of the MBE goal. As I said, the other 50 percent must

14 be a subcontractor. So 15 percent can be the prime

15 MBE, 15 percent be the subcontractor.

16   "Do the prime needs" --

17   MR. GREENSTEIN: Yes.

18   MS. GORDON: "Do the prime needs to have

19 experience in public sector defined benefit/pension

20 industry?" Yes.

21   MR. GREENSTEIN: Read the RFP, subject to

1   what we said before.

2   MS. GORDON: And now, do you have any

3   further questions? And if you do, please say your

4   name and the company you are with, please.

5   MS. TIMMONS: Amy Timmons, DXC Technology.

6   On page 49, Section 4.4.1, -- 82, if you want to get

7   really picky, I talked about -- and this is really

8   semantic, but I talked about proposals and wanting to

9   respond to Section 3 in the order of Section 3. Do

10 you -- are you looking for a point-by-point response

11 to all of Section 3, or particular areas, or we can,

12 kind of, group it all together?

13   MR. GREENSTEIN: I'm going to make an

14 executive decision here that you can group it

15 together, as long as you cover what's applicable.

16 Again, you can't add credentials later.

17   You can clarify what credentials you have

18 submitted, but if it puts anything new out there later

19 on as -- in response to a question that we may pose

20 for a cure letter for an orals, we can't -- we have to

21 ignore anything new. And so, it gets back to as -- I

1 would keep it in -- within the section. Okay?

2   But do you have to go point for point for

3 point going through the thing, and I would say no, as

4 long as it's there. I -- we want it to have some kind

5 of a logical flow. It is really hard to read some of

6 the proposals we've gotten back, and I'm, you know,

7 quite serious about that because of the language

8 that's here.

9   We do want this to be a readable proposal

10 that you submit. To the extent that you can make it

11 that way, we would appreciate it, but cover the

12 content. Okay? And keep it by section.

13   MR. KORICKI: Val Koricki, DXC Technology.

14 We understand that the dominant place of performance

15 is in this building here. Will the agency entertain

16 allowing some of the resources to work in some of our

17 company locations within the U.S., but outside of this

18 Baltimore area?

19   MR. GREENSTEIN: Our preference has been,

20 and will continue to be, that it be here. We have

21 made exceptions to that in the past, and I presume

1   since we can't anticipate the content of every single

2   work order that is coming out that there may be

3   circumstances where we would be -- tell me if you

4   disagree with me, guys. All right? We can give you

5   an answer now, or we can give you an answer -- I

6   think, you know, our preference would be for it to be

7   here.

8   We have, you know, depending on what makes

9   sense, we may be flexible later, but that's not our

10 initial intent. We do not want off-shoring, either to

11 somewhere on our shores or off our shores. That's not

12 what we're looking for. We're actually looking for

13 people that will be here, that we can interact with

14 easily on a day-to-day basis, that can come to

15 meetings as we need it, and so on, to clarify things.

16 That's what we are used to, and that is what our

17 thought process is for this.

18   MR. KORICKI: Okay.

19   MR. WOLF: Tom Wolf, ISSI. You talk about

20 the possibility that this could ramp up to 25 -- a

21 total of 25 people. Do you have any expectation of

1 the time frame for that ramping up? And especially in

2 Year 1, where you're asking us to price six different

3 labor categories, but you're only going to give us

4 three to begin with. Any idea of how long, how soon,

5 it will ramp up beyond that?

6   MR. GREENSTEIN: I'm going to take exception

7 to the last part of what you said, that you only --

8 we've only asked for two, three people to start with.

9 That's not correct.

10   We've asked -- we are required to ask for

11 exactly three resumes. That does not mean that we're

12 going to start this off with exactly three people.

13   MR. WOLF: Okay.

14   MR. GREENSTEIN: Okay? It's just that we

15 can only ask for three resumes.

16   MR. WOLF: Okay.

17   MR. GREENSTEIN: Is that -- I think that is

18 a fair statement. We might very well ask for more. I

19 can easily see the circumstance where between the two

20 contracts we might start this thing off with seven to

21 ten people. It would not be inconceivable to me that

1   something like that could happen.

2   And I think it is fair to say that a lot of

3   the pacing of how fast we ask for staff, and how many

4   we ask for, is going to depend on the funding of the

5   major work that we have going forward. We have

6   funding for the current fiscal year, and we have

7   requested significant funding for next fiscal year.

8   That is -- it is making its way, right now,

9   through the budget process, but the ramp up time, and

10   exactly what skills, and all of that will be partially

11   gated based upon the funding base that we get.

12   MR. WOLF: Okay.

13   MR. GREENSTEIN: Our inclination here is to

14   go more, faster. Okay? We have been waiting 12 years

15   to get this thing going, and some of you guys have

16   been with us for all 12 of that, looking at the

17   frustration that we've had all along. So we'll -- I

18   can't tell you for sure.

19   MR. WOLF: Sure.

20   MR. GREENSTEIN: I don't think anyone can

21   tell you for sure right now, but that's where our

1   heads are at. But don't assume that because we're

2   asking for three, therefore it's going to be three.

3   From three, or three and three, or whatever.

4   I would -- the number three, we went back

5   and forth with Annapolis on that, and Annapolis felt

6   that it was fair to put three in there because of the

7   nature of the key personnel. They did not want to

8   handcuff the offeror by making you commit a large

9   number of people, but there's also -- we have to be

10   able to evaluate some credentials. And so this was

11   where the compromise was, but that does not bear any

12   direct relationship to how much work there is short-

13   term, long-term, or anything else. Is that clear?

14   MR. WOLF: Yes, and as a follow-on, the 25

15   number that you used, could that be per award, or

16   could that be a -- or is that a total? What were you

17   thinking on that?

18   MR. GREENSTEIN: It's allowable to be per

19   award.

20   MR. WOLF: Okay.

21   MR. GREENSTEIN: Do I think it will be?

1   UNKNOWN SPEAKER: Maybe.

2   MR. GREENSTEIN: Again, it gets back to

3 what's being funded and how fast it's being funded.

4   MR. WOLF: Okay.

5   MR. GREENSTEIN: I -- it's more likely that

6 that's between two. Okay?

7   But we have found ourselves in the existing

8 contract, which we said for one contract you could

9 have up to seven people in one of the existing

10 contracts, and the other said you can go up to five.

11 We have 12 right now. Okay? And we are constrained,

12 and we did not want that to be the case on ones moving

13 forward.

14   So I can't build an expectation, but I also

15 don't want to, you know, the same as we don't want to

16 put handcuffs on you, we don't want to put handcuffs

17 on us. Again, we're trying to be as fair and

18 pragmatic as we can be given, you know, what we know

19 and what we don't.

20   Did that answer your question?

21   MR. WOLF: Yes, thank you.

1   MR. GREENSTEIN: You're very welcome.

2   MR. ATHREYA: Narayan Athreya from ICube

3 Systems. You have three key personnel and two

4 awardees in this. Could you award all three key

5 personnel to one company, or you're going -- thinking

6 of splitting by picking the best of the three -- best

7 of the six?

8   MR. GREENSTEIN: Each -- for the proposal --

9 again, separate the proposal process from the work

10 order award process. Okay? You must submit exactly

11 three key personnel in the proposal, but how that

12 relates to the work orders that will be issued is, you

13 know, subsequent to the awards is a separate process.

14   We could go three and three. We could go

15 one and two. We could go two and two. We could go

16 five and seven. We can go -- you know? We don't --

17 again, don't -- the proposal process is what we have

18 to go through, but the award process on work orders is

19 not the same.

20   And if you look at the work orders that are

21 here, some of them you would look at and say, "Well,

1 yeah, they better be doing that." You know, like

2 running our existing pension administration system.

3 Currently, the contractor running our pension

4 administration system has four to five people doing

5 nothing but that. Nothing but that.

6   No enhancements, no anything, and it's been

7 that way for many, many years. Well, that's more than

8 three. So we know right off the bat that the

9 constraint of three, just on the one work order, is

10 going to be exceeded. And this is the way we have to

11 go about structuring this, but, you know, work with

12 us. You know, on filling out the work we actually

13 need done.

14   MR. ATHREYA: Sure. Thank you. I have one

15 more. It's more a request than a question. You said

16 the company minimum qualifications, you can use only

17 the prime's quals, and on couple of q-order (phonetic)

18 is -- that is out there, they have changed, amended,

19 the TORFP to include that they would consider both the

20 prime and the subcontractor's qualification for this,

21 and that is allowed by DOIT. So I request that the

1   agency can revisit and clarify with them.

2   MR. GREENSTEIN: Okay.

3   MR. ATHREYA: Thank you.

4   MR. GREENSTEIN: We will do that and get

5   back to you. That was strictly what we got coming to

6   us. Okay? And it was emphasized, coming to us.

7   So if the Department of IT allows

8   flexibility on that, then I would assume that we would

9   also follow suit on that, but let us check with them,

10 and we will then determine. Even if they do, we might

11 decide we don't, but let us at least check. You got

12 that one?

13   MS. GORDON: Uh-huh. Yes?

14   MR. WAINWRIGHT: Department of IT, also --

15   MS. GORDON: Your name?

16   MR. WAINWRIGHT: Oh, Mark Wainwright, also

17 with ISSI. We are -- Maryland DOIT has stated that

18 agile is the preferred methodology for software

19 development. Is that -- where is the retirement

20 agency in terms of using agile and things like DevOps

21 in your IT infrastructure?

1   MR. GREENSTEIN: Want me to take that one?

2 Most of the work this agency -- first of all, agile is

3 questionable whether it makes sense for something like

4 system maintenance.

5   MR. WAINWRIGHT: Uh-huh.

6   MR. GREENSTEIN: Development? Yes, but a

7 lot of what we do here is small incremental changes,

8 and to the extent that those exist, it's going to be a

9 small group of, you know, maybe one person working on

10 a particular change for a particular period of time.

11 So the work may or may not be conducive to agile.

12   MR. WAINWRIGHT: Okay.

13   MR. GREENSTEIN: Or to a full-blown DevOps

14 kind of mind set.

15   On the other hand, this agency -- whether

16 you call it agile, or RAD, or JAD, or whatever,

17 depending on what age you are, this agency

18 historically has worked with small numbers of focused

19 and intelligent teams in order to get things done.

20 That has been what has enabled this agency to be as,

21 what I feel, has been as successful as we've been in

1 the systems development and maintenance area.

2   And I don't see whether we adopt a

3 particular methodology or not that it's going to

4 change what we're doing. In our minds, I think,

5 we've, sort of, been agile before agile caught on.

6   MR. WAINWRIGHT: Okay.

7   MR. GREENSTEIN: And it's certainly -- our

8 mind set is very much that way. Whether we structure

9 scrums and daily meetings, or weekly meetings, or

10 whatever, we've historically done, you know, weekly

11 updates on things.

12   When we did the pension reforms back in 2011

13 and '12, we got to the point where we were having

14 meetings every other day. Short meetings in the

15 morning to, sort of, say where is this thing at, and

16 what do we need in order to make everything work? So

17 before agile was agile, we were, sort of, doing it,

18 and I think we will probably continue the same kind of

19 way. It's a very natural thing here.

20   MR. WAINWRIGHT: Okay. And --

21   MR. GREENSTEIN: Anyone want to add anything

1 or?

2   MR. WAINWRIGHT: Well, as a follow-up to

3 that, I mentioned DevOps, you mentioned DevOps. Is

4 there -- do you have automation built into your

5 technical infrastructure in terms of automated

6 testing, CICD, automated deployments, things like --

7 of that nature already in your technical environment?

8   MR. GREENSTEIN: Want to take that one?

9   MR. MONTANYE: Sure. We have recently

10 introduced some of that. I wouldn't say it's

11 pervasive, but in some of the -- where it's

12 appropriate where we have to do lots of scenario

13 testing we started to do that. I think we certainly

14 want to move in that direction.

15   MR. WAINWRIGHT: Okay.

16   MR. GREENSTEIN: We've used automated tools.

17 When we had a circumstance where we were reverse

18 engineering a system, and we had output from this

19 system, output from that, and we needed to see was it

20 working right, we used tools to do comparative.

21   MR. WAINWRIGHT: Uh-huh.

1   MR. GREENSTEIN: You know, comparator

2   (phonetic), you know. We have a very disciplined

3   approach -- or I would say approaches, to software

4   version control and change management. That's been,

5   you know, intrinsic to this agency all along, and

6   depending on how you want to define DevOps, you know,

7   this is whether that's part of it or not.

8   But I -- this is not a large -- we don't

9   think of ourselves as a large development shop, and I

10   think that that's enabled us to be successful up until

11   now.

12   MR. WAINWRIGHT: Okay.

13   MR. GREENSTEIN: And we would continue to

14   the extent we have.

15   MS. GORDON: Yes?

16   MR. HUSSEY: Leo Hussey with Computer Aid.

17   You mentioned tools. Page 49, proposal format

18   mentions tools the master contractor owns and

19   proposes.

20   MR. GREENSTEIN: Yes.

21   MR. HUSSEY: Is that part of the DOIT

1 template that you used, or --

2   MR. GREENSTEIN: Yes.

3   MR. HUSSEY: -- are you looking for specific

4 tools?

5   MR. GREENSTEIN: Not necessarily.

6   MR. HUSSEY: Okay.

7   MR. GREENSTEIN: But if you have something

8 good to suggest, we're fine with that. If you're used

9 to working with something and it makes some sense, I

10 would say we're open minded. Right?

11   We have at least two different sets of tools

12 right now that -- one we inherited with the MPAS

13 system and one that we use for other systems in terms

14 of checking code in and out, and recording

15 documentation. I'd hate to have three, but you know.

16 I'd like to have one, but if there are things which

17 you want to bring to the table, you know, we're open.

18   MS. GORDON: Yes?

19   MR. PATEL: Yeah, Praful Patel from OHM

20 systems. Do you plan to award two contracts to two

21 different company, or only one company can have award

1 as (indiscernible)?

2   MR. GREENSTEIN: There will be two contracts

3 awarded, but on this task order.

4   MR. PATEL: Two different companies?

5   MR. GREENSTEIN: There will be two

6 companies.

7   MR. PATEL: Two different companies?

8   MR. GREENSTEIN: Two different companies,

9 and I'm not going to award two contracts to the same

10 company. I don't know if that answers --

11   MR. PATEL: Yes, you did.

12   MR. GREENSTEIN: -- okay.

13   MR. NAZAIRE: Stanley Nazaire with Blue Sun

14 Technologies. You mentioned earlier that you

15 currently don't have a workflow, any workflow tools

16 right now. And I'm just wondering, are you open to a

17 third party, or are you expecting to develop that in-

18 house?

19   MR. GREENSTEIN: We have SharePoint today.

20 We do some workflow. I wouldn't call it amazing

21 workflow, but we do have some workflow that works its

1 way through SharePoint Today. SharePoint is also used

2 for our intranet, as I believe we talked about in the

3 RFP.

4   I think we were thinking a heavier duty,

5 kind of, tool set that is specifically geared to

6 workflow. We do not have one in mind. However, we've

7 talked about that as part of the business process

8 reengineering for as long as I've been here, which is

9 ten years, doing, you know, automating workflow.

10   We know there are tools out there. The

11 tools today are better than they were ten years ago,

12 as I'm sure in two years they will be better than they

13 are today. And it is certainly -- to the extent that

14 it makes sense, we would be putting it in.

15   The decision on that, as I see it, will be

16 orchestrated by business process reengineering

17 consultancy contract, but -- in conjunction with the

18 agency. But the actual doing it, you know, putting it

19 in and automating it, will be on the agency and that

20 this task order RFP and the work orders that come from

21 it will be, I would anticipate, directly involved in

1   doing it.

2   Yeah, go ahead.

3   MR. NAZAIRE: Let's say I (indiscernible) if

4   we decide to go with a third-party, should we also

5   include in the pricing this -- the support plan, cost

6   that, you know, this software would require, or is

7   this not acceptable?

8   MR. GREENSTEIN: Software acquisition is not

9   part of this task order RFP. We will deal with that

10   separately, and I think it's premature even to think

11   about a product before we've had a chance to get the

12   business process reengineering contract kicked into

13   gear.

14   Right now, we are hoping to kick into gear

15   early in January. So that, hopefully, within the

16   first few months of that contract, we'll have some

17   better idea of what kind of tools are out there, what

18   kind of tools other public pension plans use, and what

19   they do with them.

20   We are closely tied to the public pension

21   industry and our peers in other states, and we do

1 regularly solicit input from them on what kinds of

2 products they have, and what they're doing on it. In

3 addition to which, there is a conference that is held

4 annually that gets us all together and swaps notes

5 about what we're doing, how we're doing it, and all

6 that. A lot of it is break-out sessions on what

7 people have done.

8   So that we -- I -- when I go there, I take

9 lots of notes. Who's doing what, what products are

10 they using, and so on, and therefore, it helps us to

11 gauge what kinds of things are being implemented.

12 What other people have paid for them, and so on, and

13 so forth.

14   Did I answer your question?

15   MR. NAZAIRE: Yes.

16   MR. GREENSTEIN: Okay.

17   MR. NAZAIRE: One last question.

18   MR. GREENSTEIN: Okay.

19   MR. NAZAIRE: All right. You had mentioned

20 the platform that you use is SharePoint, where I

21 guess, you -- collaboration, not full collaboration,

1 right?

2   MR. GREENSTEIN: Yeah, go ahead.

3   MR. NAZAIRE: I'm just wondering what kind

4 of -- are you guys using it on-prem, or are you --

5   MR. GREENSTEIN: Yes.

6   MR. NAZAIRE: -- using --

7   MR. GREENSTEIN: It's on-prem.

8   MR. NAZAIRE: -- service -- or just on-prem?

9   MR. GREENSTEIN: It's on-prem.

10   MR. NAZAIRE: Okay.

11   MR. GREENSTEIN: We're using it -- and I

12 think we went into how we're using it in the RFP. At

13 least there were a number of examples of how we're

14 using it. I thought we put that in here.

15   MR. MONTANYE: Uh-huh.

16   MR. GREENSTEIN: Yes, 3.3.9, that section.

17 There is, actually, workflow built into it. It's not

18 the most amazing workflow maybe, but it's -- we use

19 it, for example, for requesting supplies or office

20 services. We use it for the request and approval

21 process for motor pool and so on.

1   It also handles -- Form 42, right? Yeah,

2   which is where member services gets a call. They need

3   to refer it to more of an expert person. That person

4   gets it, that person responds, that goes back into

5   SharePoint and back to the original person who -- to

6   who asked the question.

7   So we are using it for those kinds of

8   purposes. Would I call it workflow software? I'm not

9   sure Microsoft would. We have -- we've done a little

10   bit of snooping to try to figure out what Microsoft is

11   really strategically doing with this product, and I'm

12   not sure that we've come to any specific conclusion.

13   But I don't -- we might use it, but then

14   again, we might not. I know that a couple of other

15   pension plans are using other tools, and I'm sure we

16   will get some feedback from our reengineering

17   consultants also on that.

18   MR. NAZAIRE: Thank you.

19   MS. GORDON: Yes?

20   MR. DEVENRAJ: Priyank Devenraj from OBXtek.

21   The question is, is there any infrastructure support

1 or within the scope of this RFP for hosting all the

2 systems and things like that? Or is it purely

3 something that (indiscernible)?

4   MR. GREENSTEIN: This RFP is for systems

5 development and business analyst support services.

6 Okay?

7   To the extent that this agency strategically

8 decides not to host certain applications that we

9 develop, or decides to host them, or whatever, that

10 decision -- the decision to -- the staff to implement

11 that solution, other than systems development and

12 business analyst, is a separate issue. The product

13 acquisition or the service acquisition is a separate

14 issue.

15   MR. DEVENRAJ: Okay.

16   MR. GREENSTEIN: Okay?

17   MR. DEVENRAJ: One more question.

18   MS. GORDON: Okay.

19   MR. DEVENRAJ: So for the technical proposal

20 format, is there, like, any page limit to the

21 submission?

1   MS. GORDON: Just put it this way --

2   MR. GREENSTEIN: As short as you can make it

3   to get the points that you want made.

4   MS. GORDON: And make sure that you include

5   everything that you need to do because, --

6   MR. DEVENRAJ: Okay.

7   MS. GORDON: -- you know, as I said -- we

8   said -- stated, you cannot put it in later.

9   MR. GREENSTEIN: You know, I wouldn't spend

10   a ton of time repeating things. You know, you can

11   refer to other sections. If you have one reference,

12   for example, that hits on five different points, you

13   can say, "Please refer to." And we can manage

14   something like that. It gets very confusing reading

15   very long ones that are repetitions. We will do it if

16   we need to.

17   MS. GORDON: And I would like to make one

18   request. Can we not include embedded documents within

19   your document? We do have bit of issues with --

20   because all your documents that come through on e-

21   mail, I have to print them off, and if I miss an

1   embedded one, it was like -- couple little pain there.

2   So if you would, please, include your

3   documents without putting them inside of the little

4   thing that you click on.

5   MR. GREENSTEIN: Icon.

6   MR. DEVENRAJ: Icon.

7   MS. GORDON: Yeah. Wait a minute.

8   MR. GREENSTEIN: I'm sorry.

9   MS. GORDON: This gentleman behind --

10   MR. HARJANI: Thank you. I'm Sandeep

11   Harjani from Infojini, Inc. You mentioned that there

12   a couple of contractors who are currently supporting

13   the MPAS system?

14   MR. GREENSTEIN: One is supporting MPAS.

15   One focused other than MPAS.

16   MR. HARJANI: Oh, can you share the names of

17   them, please?

18   MR. GREENSTEIN: Sure. ADS is one, right?

19   MS. GORDON: Uh-huh.

20   MR. GREENSTEIN: And I'm not sure what ADS

21   stands for.

1   MR. WOLF: I'm sorry. ADX?

2   MS. GORDON: ADS.

3   MR. GREENSTEIN: ADS.

4   MR. WOLF: "S" as in sam.

5   MR. KAPUR: Automated Digital Systems.

6   MR. GREENSTEIN: Okay. Thank you. And the

7 other is --

8   MS. GORDON: It's still with HP.

9   MR. GREENSTEIN: All right. With HP --

10   MS. GORDON: Slash --

11   MR. GREENSTEIN: -- state and local

12 enterprise services, which has changed its name to DXC

13 Technology, and I have no idea what DXC stands for.

14 Is that --

15   MS. TIMMONS: It's a secret.

16   MR. GREENSTEIN: It's a secret. Thank you.

17 We like vendors with secrets. But those are the two

18 current contracts.

19   MR. HARJANI: Thank you.

20   UNKNOWN SPEAKER: (Indiscernible.)

21   UNKNOWN SPEAKER: I was going to ask the

1 same question, believe it or not.

2   MS. GORDON: All right.

3   MR. GREENSTEIN: I'll believe it.

4   UNKNOWN SPEAKER: Okay.

5   MS. GORDON: Any other questions? Yes?

6   MR. HUSSEY: Hi, Leo Hussey with Computer

7 Aid. Page 2 lists the February 1st as the target

8 start date, with proposals due January 16th, and

9 having to go through the evaluation process --

10   MR. GREENSTEIN: Yes, yes, yes, yes, yes.

11   MS. GORDON: Yeah, we know, we know.

12   MR. HUSSEY: Can you give us a more

13 realistic target start?

14   MS. GORDON: That all depends on -- one, say

15 -- okay, as -- how many vendors' proposals we get, how

16 many cures I have to send out. Then once the cures

17 are all done, then the evaluation comes into play.

18 Well, the evaluations come into play. If there need

19 to be clarifications done in between that, then that

20 has to be done before we go into oral presentations.

21   Once the oral presentations are done, then

 1 everything's evaluated, and then I go to opening your

 2 financials on those that are accepted. And then we go

 3 into requesting best and final offers. Once that's

 4 done --

 5   MR. GREENSTEIN: All of this must approved,

 6 of course, --

 7   MS. GORDON: Yes.

 8   MR. GREENSTEIN: -- by the Department of IT

 9 as the control agency.

10   MS. GORDON: So you have --

11   MR. GREENSTEIN: Yeah.

12   MS. GORDON: -- it's a long process and yes,

13 we were saying -- February 1st was just, kind of, a

14 date.

15   MR. GREENSTEIN: Well, February 1st was a

16 date when we didn't have an issue date. All right?

17 We had this thing pretty much, we thought, ready to go

18 four months back. And we -- and there was no point in

19 really changing it because we, you know, honestly

20 didn't know exactly how it was going to play out.

21   And once the holidays started playing in,

1   well, that stretched the time frame a little bit more.

2   I would -- if I were guessing, it's probably April,

3   but we've been surprised in the past. I will say

4   this, and I've said it at other, you know, regarding

5   other contracts, too.

6   This agency has no incentive whatsoever to

7   hold up the evaluation. Is that a -- that is probably

8   the best thing I can say. We will move it forward as

9   fast as we can. We're not very bureaucratic about

10 that.

11   MS. GORDON: Yes?

12   MR. NAZAIRE: I understand how important the

13 lead candidates, you know, the resumes are to you

14 guys. But I just notice also that, you know, a lot of

15 the technologies that you mentioned, that it may

16 (indiscernible), if you don't have aversion as to

17 them. You know, like, SQL Server, Visual Studio.

18 What year are we talking about? Just to make sure we

19 have the right candidates for this.

20   MR. GREENSTEIN: We're largely current on

21 releases. So we're SQL Server 2015?

1   MR. NAZAIRE: Twelve?

2   MR. MONTANYE: We have 2016 and 2012 release

3 2.

4   MR. GREENSTEIN: Okay. We're Windows, where

5 we're --

6   MR. MONTANYE: (Indiscernible) -- we're

7 latest and one behind with that --

8   MR. GREENSTEIN: Yeah.

9   MR. NAZAIRE: And Visual Studio?

10   MR. MONTANYE: 2017.

11   MR. GREENSTEIN: And Team Foundation Server?

12   MR. MONTANYE: 2018 (indiscernible.)

13   MR. GREENSTEIN: Perforce may be the only

14 one where we're not at current release, I think.

15   Generally speaking, we try to be on, you know, at

16 or one behind. We've been pretty good about that. We

17 are mostly Windows 10 on the work stations. I think,

18 in fact, we're entirely Windows 10 at this point.

19   MS. GORDON: In your resumes, please make

20 sure that you put your month -- the month and year of

21 experience for each person, key personnel. You know,

1   we always get, "They've worked here," but we don't

2   know when. So --

3   MR. GREENSTEIN: Or they worked for this

4   company from this date to this date, this -- you know,

5   from 2010 to 2017, and they did these projects. Well,

6   that's great, but you know, how long were the

7   projects?   You know, I mean if we have to

8   make a judgment about does someone have, for example,

9   two years of experience doing, you know, pension

10 administration core functions, and we can't deduce

11 from the resume whether it's two years or two days,

12 all we see is it's in a listing within a -- that

13 doesn't help us. So help us out so we get a sense of

14 it.

15   We have had issues related to people's

16 resumes that, you know, particularly where -- and I

17 don't think I'm speaking out of turn, where it looked

18 as if someone took a resume they got off a job board

19 and put it into, you know, put their letterhead on it

20 and put it -- and it's now submitted to us. And it

21 says, "I'm looking for this kind of job, and blah,

 1 blah, blah." And we -- so it looks like it, but it

 2 also doesn't have any detail behind it.

 3   And it's impossible to evaluate a resume

 4 that doesn't have it. So if you're getting a resume

 5 from someone else, which we know some of you will,

 6 please make sure that their resumes also conform to

 7 that, where we really would like month and year.

 8   MS. GORDON: Any other questions? Yes, Leo?

 9   MR. HUSSEY: Hi. Is there an e-mail size

10 limit that we should be aware of when we send the

11 proposals to you?

12   MS. GORDON: Is it 25?

13   MR. GREENSTEIN: I think it's 20 or -- I

14 think it's 20.

15   MS. GORDON: Megabyte?

16   MR. GREENSTEIN: Meg. If it gets to the

17 point where you're hitting around there, please split

18 the file in two. Okay?

19   MS. GORDON: If you have, like, your

20 Technical Proposal, Part 1 and then Technical

21 Proposal, Part 2, you can split it that way. And then

1 your attachments, all that you will need to submit

2 with your proposal.

3   MR. HUSSEY: Okay.

4   MR. GREENSTEIN: Some people love graphics.

5 You know, graphics, to the extent they don't relate to

6 the credentials or the -- or whatever, doesn't get you

7 any further. All it does is it takes up space on a

8 page. We're substance people. We can get beyond

9 that.

10   MS. GORDON: If you have any more questions

11 that you think of after this, please submit them to

12 the e-mail address procurement@sra.state.md.us. It's

13 in the key information summary sheet, and I would like

14 them no later than five days before the due date to

15 give us any chance of answering them.

16   MR. GREENSTEIN: And we've stretched out the

17 due date because of the holidays. It's the same as we

18 stretched out, you know, the pre-bid conference today.

19   MS. GORDON: Okay? Thank you all for

20 coming. We look forward to seeing your proposals

21 submitted.

1   (Whereupon, the conference was adjourned.)

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CERTIFICATE OF NOTARY

I, Chris Hofer, Notary Public, before whom the foregoing testimony was taken, do hereby certify that the witness was duly sworn by me; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the testimony was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

CHRIS HOFER, Notary Public in and for the State of Maryland

My Commission Expires: