



**Maryland Department of Transportation
Office of Procurement
CATS+ Task Order J00B3400074
MVA Hardware Maintenance, Repair, and Support
Amendment # 2
January 24, 2014**

To all bidders of the CATS+ TORFP # J00B3400074

This Amendment is being issued to amend and clarify certain information contained in the above named TORFP. All information contained herein is binding on all offerors who respond to this TORFP. Specific parts of the TORFP have been amended.

SEE ATTACHED:

New Bid Due Date

Changes to Section


Pre-Proposal Minutes

Questions and Responses

Pre-Proposal Sign-In Sheets

End of Amendment # 2



	<p style="text-align: center;">Maryland Department of Transportation Office of Procurement CATS+ Task Order J00B3400074 MVA Hardware Maintenance, Repair, and Support Amendment # 2 January 24, 2014</p>
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Bid Due Date has been extended:
Bids Due on Thursday, February 6, 2014 at 2:00 P.M. EST

Changes to Section 2.15

The Master Contractor shall meet the following minimum qualification criteria to be eligible for consideration in the evaluation of this TORFP:

- Support for a duration of at least one (1) year, for at least one **government hardware system** similar to one of the MVA’s listed in this TORFP, within the past five (5) years (where similar to is defined as the same size, scope, and complexity), as evidenced by references included in its proposal.

Changed: “state government hardware system” to “government hardware system”

Changes to Attachment 1 – Price Proposal – Section B

Add: Master Contractors shall propose all labor categories that might possibly be required in the course of the various task orders issued to support this contract. Although two (2) labor categories are listed, the Master Contractor may propose more than two (2) labor categories, but can not exceed a total of 4,000 hours per contract year. Each contract year must have a total of 4,000 hours.



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Pre-Proposal Minutes

CATS + J00B3400074 MVA Hardware Maintenance, Repair, and Support

Date: Wednesday, January 15, 2014 at 11:30 A.M. (EST)

The TO Procurement Officer, Bryan Walker, welcomed everyone to the Pre-Proposal meeting for the CATS + Task Order – J00B3400074 for MVA Hardware Maintenance, Repair, and Support.

Everyone was reminded to sign the attendance sheet, check the right had column indicating whether or not they are a Minority Business Enterprise (MBE) certified firm and also whether or not they are a Veteran-Owned Small Business Enterprise (VSBE) Certified firm.

In attendance with me today are Joe Palechek (MDOT Procurement), Mark Furman (MDOT Procurement), Gail Tutko (MDOT/OTTS/CMO), Anna Lansaw (MVA Procurement Officer), Michelle Pytko (TO Manager / MVA), Carol Pahl (MVA), Bryan Walker (Task Order Procurement Officer/ MDOT Procurement), and Dana Wright (MVA – MBE Officer).

The following reminders and areas of interest were reviewed by Bryan Walker:

- The main purpose of this pre-proposal meeting is to explain the procurement requirements, answer questions, address concerns, provide clarification to the scope of work and provide offerors with instructions pertaining to the solicitation.
- The Technical & Financial Proposals are due no later than Tuesday, February 4, 2014 at 2:00 P.M. EST. As per section 1.3 Offers received after the stated date and time will not be accepted.
- The correct bid due date is Tuesday, February 4, 2014 at 2:00 P.M. (EST)
- There is a 35% MBE goal for this project with sub goals for Women-owned of 8%, African American-owned of 7%, and Hispanic American-owned of 2%. MDOT encourages MBE firms to participate in this solicitation.
- Any MDOT Certified MBE firms in attendance today? This is a good opportunity to network. . ____ firms. Are there any Veteran owned small business enterprise in attendance today? ____ firms
- I want to take this time for all of the MBE companies to introduce them selves.
- PLEASE BE SURE TO SEND YOUR RESPONSES EARLY ENOUGH TO ALLOW SUFFICIENT TIME FOR THE EMAILS TO ARRIVE TIMELY.





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- It is the Contractor's responsibility to ensure that the PO has received your offer. If you do not receive a "received" email from the PO, you should call and confirm.
- Please follow the directions with regard to submission of your Task Order Proposal. Offers must be submitted electronically to the Procurement Officer, **Bryan Walker**; hard copies shall not be accepted.
- Changes to the scope of work or any response requirements will be published as an amendment and supersede the original published documents per COMAR 21.05.02.07.
- Offerors will have the opportunity to submit additional questions in writing; written questions must be submitted by email to the Procurement Officer only. The deadline for submission of written questions **Thursday, January 16, 2014 at 2:00 P.M. (EST)**.
- Pre-proposal minutes, sign in sheet and all questions and responses will be published as an amendment and become part of this solicitation. Amendments should be published as soon as possible depending upon the number of questions received.
- Only information communicated by the Procurement officer in writing shall be the official position of the MDOT. The MDOT assumes no responsibility for information communicated by any other source.
- This is a CATS I re-compete.

I WOULD LIKE TO REVIEW THE SECTIONS OF THE SOLICITATION:

Section 1.3 Proposal Submissions-

- Submit all required attachments.
- Late bids will not be accepted.
- Proposals must be submitted electronically as 2 separate attachments in MS Word Formal
- PDF documents will be accepted for those documents requiring signatures
- Email subject lines must have the TORFP # and state whether it is the Technical or Financial Proposal
- Technical must say technical in subject line; Financial as well
- Also, you may want to indicate number of emails, example: 1 of 5, 2 of 5, etc
- You are required to provide the name/number of your point of contact to set up interviews

Section 3

- The TO Proposal should provide all the information requested in this section.
- Submit your offer in the sequence listed in this section as this will help to ensure that you have submitted all requested information as well as assist the evaluation team to determine that all information has been received.

Section 4.1 Evaluation Criteria



Quality Transportation Services through Information Technology Excellence



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- Review this section as it provides the evaluation criteria for the TO Proposal.
- The State will award the TOA to the contractor offering the most advantageous offer consider both the technical and financial submissions.
- SHARPEN YOUR PENCILS

Friendly reminder:

- Please be sure to update company information as necessary. (ie. MBE, SBR, address, point of contact and especially point of contact) to DoIT.
- MDOT Procurement does not have the capability of updating DoIT's master contractor's information
- Any questions or concerns should be directed to ITPO.DoIT@maryland.gov

Questions and Responses

Q1) Is this another TO recomplete where the incumbent can bid their existing in-place staff or is this a new requirement?

A1) This is a new requirement and there is no incumbent. This TO is combining the previous CATS II Helpdesk Support contract with the support portions of several other CATS contracts (DIWS, DLS, eStore, CTM).

Q2) Why do the MBE requirements call for African-American; Hispanic and Women-Owned participation? Are these socio-economic categories already working on the existing TO contract?

A2) The Procurement Review Group (PRG) comprised of the procurement officer, MBE liaison, project manager and others meet to determine what MBE goals and subgoals are attainable based on the subcontractable elements of the task order. The MBE goals and subgoals are determined in accordance with COMAR 21.11.03 and the Governor's Office of Minority Affairs (GOMA) guidelines. This is a new requirement and there is no incumbent.

Q3) The requirement that the offeror have at least one year of experience providing the same type of services to a state agency seem restrictive and will exclude many small businesses.

A3) This will be changed to a "government" agency via Amendment # 2.

Q4) The requirement that the offeror be an HP dealer is further restrictive. Why is this necessary?

A4) HP certification is required because most of our equipment is HP (or will be changed to HP during the course of this contract) and a certification will allow the techs to do hardware repairs on equipment under warranty without having to send the equipment to HP. Being an HP service center also allows the TO contractor to keep spare parts on hand which will facilitate repairs to meet SLA's.





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Q5) Attachment 19, #16 Printers - Laser, Okidata Impact and Multi Function printers are listed with a quantity of 1000. can you please provide the breakdown by type of printer

A5) As recorded in Maximo, the number of printers is actually around 3,260 with 2,200 being laser printers, 363 impact printers, 428 Ithaca receipt printers, 162 Eltron printers, 33 multi-function printers, 74 label printers.

Q6) Service Desk Tickets - Can you please provide the number of service desk tickets received for each system in the past year from the Maximo reporting system?

A6) No, this data is not available; do not track tickets by system.

Q7) Service Desk Tickets - How many HW service requests does MVA get per year? What kind? How many of each?

A7) In CY2013, there were at least 6,400 service request and break/fix (incident) tickets. We are unable to break them down by hardware vs software or service request vs incident.

Q8) Page 9 - 2.4.1 - Central Collections Unit is listed in this paragraph but is not in attachment 19. Can you please indicate what equipment is included in CCU maintenance?

A8) CCU provides us with 28 pc's that we image, put on the network and support.

Q9) Page 10 - 2.6.1, d - Will our technicians/help desk be required to update Maximo tickets with status or just upon closure with notes and resolution?

A9) Statuses, including acknowledgements, shall be included in Maximo.

Q10) Page 10 - 2.6.1, e - Will tickets be "called" in or will all service tickets be dispatched via Maximo?

A10) All tickets shall be dispatched via Maximo; however, there may be times when a customer calls or stops the technician in the hall, in which case the customer should be asked to have a ticket opened through the helpdesk.

Q11) Page 10 - 2.6.1, e - Is a "toll-free" number required or can an "on-call" plan be used for access to one of the Senior Technical Leads for ticket inquiries? Will an "email" box be sufficient to respond to ticket inquiries?

A11) A toll-free number is required for MVA to contact the TO Contractor. TO Contractor can provide an email box as an additional means of contact; however, a toll free number is required. Responses to email requests should be answered within 30 minutes. Any other suggestions or solutions offered by the Master Contractor should be included as part of the TO Contractor's proposal.

Q12) Page 10 - 2.6.1, e - Will ticket inquiries be made by all MVA personnel or will they be escalated and funneled through the TO Manger? During off hours?

A12) Ticket inquiries shall go through the helpdesk or the TO Manager and they in turn would ask the TO Contractor for a status.



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Q13) Page 15, 2.6.3 "Be ITIL Certified" - There is not an official ITIL certification , because ITIL is a framework of guidance and not a standard. Per the ITIL Web site , an organization can achieve ISO/IEC 20000 certification. This is the standard for IT Service Management which is underpinned by ITIL best practices. Will the State accept ISO Certification?

A13) The TO Contractor personnel need to have taken the ITIL v3 Foundation training and passed the exam.

Q14) Page 10, 2.6.1, 1), c) The TO Contractor shall establish an internal process for escalating technical questions, subject to approval by MVA. - Does the MVA implementation of Maximo allow for tracking of ticket escalations?

A14) Yes, we can run a report to show ticket escalations.

Q15) Page 12, 2.6.1, 5, f - This requirement states HP and Eltron certified personnel are needed within 3 months of NTP. Page 18, 2.15 states it is required to Currently have HP Service center and 2 years exp with Eltron Printers. Please clarify.

A15) Page 18 refers to TO Contractor and page 12 refers to the TO Contractor Personnel.

Q16) Page 20, 2.19 "• Resources proposed to perform services for Maryland Aviation Administration shall be capable of qualifying for and obtaining a BWI Airport Security badge to include US Customs Seal and Transportation Identifications. Resources proposed to perform services for MDOT Port Administration (MPA) shall comply with all MPA security requirements.: - Which systems require access to BWI, MAA, MPA offices for support?

A16) Only the part about the MVA applies to this task order.

Q17) Who is the current incumbent responsible for Eltron Printers? Who is the supporting subcontractor?

A17) ACS is the prime contractor responsible for Eltron printers.

Q18) Is the Contractor responsible for Warranty Management?

A18) TO Contractor will be responsible for coordinating with appropriate companies for repairs of equipment under warranty. MVA will be responsible for warranty/maintenance renewals.

Q19) When new equipment is purchased, how long is the maintenance agreement that comes with the new equipment (printers, Eltron printers, PCs, servers)? Is this maintenance separate from the warranty that comes with the product?

A19) Maintenance terms offered may vary from vendor to vendor; however, we purchase five (5) year warranties/maintenance agreements when available.

Q20) Since the MVA performs equipment refresh for approximately 20% of the MVA equipment annually, what products have recently been refreshed and what is scheduled?





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A20) A detailed list will be provided to the selected TO Contractor after Notice To Proceed (NTP).

Q21) What is the purpose of the minimum requirement of the Contractor "Currently an authorized Hewlett Packard service center?" Is this different than "company certifications necessary to be authorized to perform repairs on the following equipment: Hewlett Packard equipment (including printers, computers, servers, monitors), Eltron printers."

A21) Refer to Q & A # 4 above. Just a reminder that being certified to repair eltrons is different then Authorized HP Service center. If they do not have certifications on the equipment other than the HP than they will not be able to do any repairs, they will have to send them out.

Q22) The TO Contractor shall provide toll-free phone support that is monitored 24x7 for reporting tickets and responding to ticket inquiries. Is this toll-free support to a Contractor Help Desk?

A22) Yes.

Q23) Are all SRs on the equipment current dispatched through Maximo? Which systems are not dispatched through Maximo?

A23) All systems are dispatched through Maximo.

Q24) How many SRs were dispatched in 2013? For what systems?

A24) Refer to Q & A # 7 above.

Q25) What locations have the most SR's dispatched? What is the distribution of dispatched SR's as they relate to location? (for example, 100 SRs were dispatched to Glen Burine, 50 to Loveville, etc.)

A25) This information is not readily available in Maximo.

Q26) 2.6.5 - Level 4 SLA mentions "RP", what is "RP"?

A26) Remittance Processing

Q27) 2.16 - What does "Toning network connections to the switch" involve?

A27) This is a process used by technicians for identifying the switch port assigned to a particular network drop.

Q28) Attachment 19 - How many and what kind of DLS servers?

A28) There is a total of 155 DLS servers. A detailed list will be provided to the selected TO Contractor after NTP.

Q29) 2.6.3 Senior Technical Leads - Should the heading "senior technical leads" be number "10" in the section 2.6.3?

A29) TO Contractor personnel will be responsible for items 1-9; TO Contractor Leads will be responsible for items 1-9 plus items 1-4 under the Senior Technical Lead section.





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Q30) 2.6.1.4.d, page 11 - Is the TO Contractor responsible for the "purchase" of the replacement equipment (including parts) as part of the fixed-price services?

A30) No.

Q31) Can we get a detailed list of all the current incumbents, including subcontractors, and which systems they maintain/support?

A31) This is a new contract; there is no incumbent.

Q32) Can we get a list of the original contracts and RFP numbers for the systems currently supported?

A32) J00P1400063 – 3rd Generation Kiosk – Awarded to Arinc
J00P1400066 – Customer Traffic Management (CTM2) – Awarded to Software Performance Systems
J00P1400068 – Hardware & Software Maintenance for the DIWS – Awarded to SAIC
J00P1400069 – Hardware Maintenance & Repair for Driver License & Related Systems (DLS) – Awarded to ACS
J00P1400073 – System Maintenance & Support for Server & Web-Based Applications – Awarded to Harris IT
J00P1400074 – System Maintenance & Support for Server & Web-Based Applications – Awarded to SNAP
J00B9200046 – Helpdesk Management & Support – Awarded to ADS

Q33) With the cancellation of the pre-bid conference, will there be an extension granted on this TORFP?

A33) The Pre-Proposal Conference was rescheduled for Wednesday, January 15, 2014 at 11:30 A.M. EST. The bid due date has been extended to Thursday, February 6, 2014 at 2:00 P.M. EST.

Q34) 2.6.1.a.ii - In regards to the Senior Technical Leads, how many leads need to be submitted for the proposal? While we need to submit a "sufficient" number of Sr. Technical Leads for this project, final numbers of technicians will not be fully understood until after award and a better understanding of the equipment is shared by the MVA.

A34) TO Contractor shall submit the best proposal possible.

Q35) How many technicians are deployed in support of all the current MVA equipment/devices under all current contracts?

A35) Cannot provide a definitive number since it varies by contract and some contracts do not have a set number of resources assigned.

Q36) Specifically, what models of Eltron printers are in need of support?

A36) P520i's and P520c's

Q37) What HP Printers are in need of support?

A37) Multiple models



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Q38) Could you help me understand if DNS/DHCP/IPAM is a part of this RFP. The RFP mentioned the ability to work within DNS/DHCP Solutions. We offer a centralized solution to manage DNS/DHCP.

A38) This TORFP is not requesting a DNS/DHCP solution. Technicians need knowledge for troubleshooting.

Q39) **Page 15** - Response to Requests section. In reading this section and response requirements I would like to know if the MVA can provide email alerts or notifications in notifying the TO Contractor that a new ticket has been assigned? Or will notifications be by phone?

A39) Yes.

Q40) Will the TO Contractor receive remote access to the Maximo system?

A40) Yes.

Q41) **Page 16** - Continuation of the Response Chart – Under “Normal” service level, the principal period is stated as (M-F 6:30 am – 5:30pm ; Sat 6:30 AM – 2PM) for Office Staff and PICS. Will the Office Staff be available for the repair on a Saturday, if not that will skew the response time to repair Office Staff devices. If unavailable for Saturday then maybe remove Saturday from the Principal Period.

A41) The MVA is open for limited business on Saturday’s so it is considered a “principal period”; however, only tickets for systems with a “high” or “critical” service level will need to be addressed on Saturday’s. All other tickets can wait until Monday without negatively impacting SLA. For example, a level 3 ticket that comes in at 11 a.m. Friday will have until 11 a.m. Monday to be closed within the SLA. If a level 3 ticket comes in on Saturday, it can wait until Monday to be addressed.

Q42) 2 - Low Could you provide examples of what would be considered a “low” service request?

A42) Any ticket that is not considered a break/fix would be considered “LOW”. Examples include, but are not limited to, software installs, moves, or installation of additional equipment.

Q43) **Backup / Disaster Recovery** - Are there any instances for Service Levels 5 (critical) and 4 (high) that will require backup and restoration of a hard drive, if so then how is the time to repair on these 2 and 3 hours repair after arrival calculated? Is it from arrival until hardware repair is completed not when backup is completed since that may take more time than the actual repair.

A43) Time to repair will be calculated from arrival until hardware is repaired since restoration of data could take longer.

Q44) **Page 77** - Item 10 - Skills Test – What model Panasonic Toughbook and are do they have the manufacture extended warranty?

A44) Panasonic Toughbook CF-19, all were purchased with a 5 year warranty.





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Q45) **Page 78** - Item 12 – Security System – What is the Camera, Video Encoder and DVR Manufacturer?

A45) The security system has multiple models of each type of equipment. A detailed list will be provided to the selected TO Contractor after NTP.

Q46) Item 18 – Fax Machines – What Manufacturer?

A46) There are multiple models of fax machines. A detailed list will be provided to the selected TO Contractor after NTP.

Q47) Item 19 – Microfilm Machine – What Manufacturer?

A47) There are multiple models of microfilm machines. A detailed list will be provided to the selected TO Contractor after NTP.

Q48) When will the Pre-Proposal conference originally scheduled for January 3, 2014 be held?

A48) The Pre-Proposal conference was rescheduled for Wednesday, January 15, 2014 at 11:30 A.M. EST.

Q49) Would you consider providing a two-week extension in light of the challenges associated with contacting and securing teaming partners during the holidays?

A49) The bid due date has been extended to Thursday, February 6, 2014 at 2:00 P.M. EST.

Q50) Who are the incumbents currently performing this work? Under which CATS task orders?

A50) Refer to Q & A # 32 above.

Q51) Can the Offeror Minimum Qualifications in Section 2.15 be met by a combination of the Master Contractor and its subcontractors?

A51) The Master Contractor is required to meet the Offeror Minimum Qualifications stated in the TORFP.

Q52) 2.15 OFFEROR MINIMUM QUALIFICATIONS

- Support for a duration of at least one year, for at least one state government hardware system similar to one of the MVA's listed in this TORFP, within the past five (5) years (where similar to is defined as the same size, scope, and complexity), as evidenced by references included in its proposal).

Is this a master contractors requirement or can a team member meet the requirements to satisfy the requirements in section 2.15?

A52) The Master Contractor is required to meet the Offeror Minimum Qualifications stated in the TORFP.





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Q53) Can the team have federal government experience supporting similar size, scope and complexity to meet this requirement?

A53) Yes. Refer to Q & A # 3.

Q54) Have the Eltron printers reached the manufactures end of life? If not what is that date?

A54) Yes.

Q55) If the Eltron printers have reached the manufactures end of life what printer or printers is the MVA looking to replace them?

A55) To be determined.

Q56) Does the MVA foresee that the Eltron printers needing to be supported thought the life of this contract?

A56) A determination has not been made.

Q57) 2.15 OFFEROR MINIMUM QUALIFICATIONS

- At least two (2) years' experience servicing accounts with Eltron printers.

Can the offer have at least two years' experience with other secure card Over the Counter printers to meet this requirement?

A57) No.

Q58) Attachment 19

Can the MVA please list the make and model number for each piece of equipment listed in Attachment 19? With so many models of Eltron printers which one is being used at the MVA's?

A58) A detailed list of equipment will be provided to the selected TO Contractor after NTP. Refer to Q & A # 36 above.

Q59) 2.4.1, p9 - We assume that upon contract award and notice to proceed (NTP) that the MVA will provide an inventory as of NTP for each of the areas to be supported that are listed in Section 2.4.1, page 9. Please confirm.

A59) Yes.





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Q60) Section 2.6, Requirements, p10 - The section states “The TO Contractor shall respond to Break/Fix and Service Requests starting the business day after NTP.” This statement is inconsistent with Section 2.6.1, 12 a) Transition In on page 13 which reads: There will be a 30 day structured transition period with the current vendor for responding to Break/Fix and Service Requests.

Please confirm that the TO Contractor will begin responding to Break/Fix and Service Requests after the 30-day Transition In period.

A60) The TO Contractor will be responsible upon NTP.

Q61) 2.6.1.3)b), p11 - States: “The TO Contractor shall complete an annual inventory of MVA assets at each MVA location covered under the scope of work. This inventory shall be completed at the end of each fiscal year.”

Is a statistical sampling of assets sufficient or does each item need to be physically inventoried. Please be as specific as possible.

A61) Each item will need to be physically inventoried.

Q62) Section 2.11 – Hardware, Software & Materials, p16 - The RFP states: The TO Contractor shall not be responsible for acquiring any hardware, software or materials for the MVA. **Any equipment necessary to perform repairs or in-person/remote troubleshooting is the responsibility of the TO Contractor.**

Related to the second sentence (bolded), please clarify that in the second sentence of A.2.11, the term "equipment" means the tools required to diagnose and repair, and that the MVA shall provide the replacement parts to their equipment that may be required to effect a repair.

A62) Any tools necessary for repairs are the responsibility of the TO Contractor. MVA will provide replacement parts.

Q63) Section 3.2.1 F) 3)TO Technical Proposal, p24 - In 3) under Section F) Master Contractor and Subcontractor Experience and Capabilities, it states that the TO Contractor and Subcontractors are to provide at least three (3) references (not including Past State Experience)

Do you want at least 3 total references, or at least 3 references from the Master Contractor and at least 3 references from each subcontractor? Can we use a current task order as a reference?

A63) A total of three (3) references from each contractor that is listed in a proposal which should include three (3) references from a Prime and three (3) references from each listed Subcontractor that is to be utilized. All references should be of similar scope of services and size. Also references should be different from Past State experience.





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Current task orders awarded under the CATS I or CATS II is considered State experience and cannot be utilized as a one of the three references. Current State of Maryland references should be listed in Section 3.2.1.F.4.

Q64) SLA Matrix on page continued on page 16 of 78. What is the “RP” after Toughbooks in the Applicable Applications?

A64) Refer to Q & A # 26 above.

Q65) You want the actual proposal in PDF or Word format?

A65) Master Contractors can submit Proposals in either PDF or Word format.

Q66) What is the anticipated date of award?

A66) To be determined.



