Amendment No. 3

J00B3400076 - Mainframe Vehicle and Driver Services Systems Support

A. The MDOT Procurement Officer will accept questions regarding Amendment #2 only until 4:00 PM Eastern Time, September 12, 2013. MDOT will make every possible effort to address these questions regarding Amendment #2 as soon as possible.

Issued: September 11, 2013.

Amendment No. 4

J00B3400076 - Mainframe Vehicle and Driver Services Systems Support

Questions and Answers Regarding Amendment No.2

A. Clarification:

1. Section 2.8.1 Senior COBOL Developer/Architect:

   This section specifies the Architect 'shall' at least two (2) cumulative years of experience using Micro Focus APS Master Enterprise Express Edition CASE Tool;

   Amendment 2 appeared to move this minimum requirement (C) to section 2.9.1 as a preferred qualification. Is this a 'preferred' or 'minimum' qualification?
   RESPONSE: This is a preferred qualification. Please delete the sentence/phrase "'shall' at least two (2) cumulative years of experience using Micro Focus APS Master Enterprise Express Edition CASE Tool;"

   Similarly, is it the desire of the state that the Micro Focus experience noted in the Amendment 2 2.8.1.C (1+ years experience in Analysis, Design and Coding in MicroFocus Visual COBOL and/or Net Express 4.0 or 5) be moved to section 2.9.1 as a preferred qualification rather than a minimum qualification?
   RESPONSE: This is a preferred qualification.

2. Section 2.5.2.A Senior COBOL Developer/Architect:

   This section specifies that the Architect 'shall' have design and build experience in … Micro Focus Master Enterprise Express Edition, and the Microsoft .Net environment;

   1. Amendment 2 appeared to move the Micro Focus APS Master Enterprise Express Edition minimum requirement (2.8.1.C) to section 2.9.1as a preferred qualification. Is this a 'preferred' or 'minimum' qualification?
      RESPONSE: This is a preferred qualification.

   2. As Microsoft .Net experience does not appear in section 2.8.1, should requirement be considered a 'preferred' or 'minimum' qualification?

RESPONSE: This is a preferred qualification.

3. Section 2.8.2 Senior COBOL Developers, Driver License Systems:

   Amendment 2 replaced the minimum requirement "2+ years in Analysis, Design and Coding in Micro Focus APS Master Builder, recently rebranded as Master Enterprise Express Edition" with "2+ years of experience in analysis, design and coding in the Micro Focus Visual COBOL or Net Express 4.0 or 5 software product"

   Is the intent that all four developers should meet this minimum requirement, or only the Vehicle Systems developers?

   RESPONSE: This is a preferred qualification for the Driver License Systems Developers and a minimum requirement for the Vehicle Systems Developers.

4. Do the current incumbent staff supporting the Driver License Systems meet the requirements for Micro Focus Visual COBOL for analysis, design and coding?

   RESPONSE: No.

5. Would you please clarify the discrepancy on Amendment #2. For the MF APS Master Enterprise Express you are showing BOTH required and preferred if I am reading this correctly. This would be helpful as we finalize candidate selection.

2.8.2 Senior COBOL Developers, Driver License Systems- The personnel shall possess COBOL Software development experience in an IBM DB2 environment. The Senior COBOL Developer/ **shall have** at least two (2) cumulative years of experience using Micro Focus APS Master Enterprise Express Edition CASE Tool to support application software created for an IBM COBOL/CICS and DB2 environment. The following minimum qualifications are mandatory.

2.9 TO CONTRACTOR EXPERTISE REQUIRED

The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The TO Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services.

2.9.1 The following qualifications are **highly desirable, but not mandatory**. TO Contractors who are able to provide expertise in 2.9.1.A through 2.9.1.H will be strongly favored during the evaluation and recommendation phases of this process.

F. 2+ years in Analysis, Design and Coding in Micro Focus APS Master Builder, recently rebranded as Master Enterprise Express Edition

RESPONSE: This is a preferred requirement, not a minimum requirement.

6. **Note: If the answer for any question is confidential, Please specify confidential, if answer can be provided in later discussions, please specify can be provided later.**

   In the section 2.3 it was specified that "The MVA is currently in the process of upgrading Net Express to the Micro Focus Visual COBOL product".

   Does TO contractor own any role or responsibilities in this migration or this is totally handled by a different department? If involvement is required, then what will be the scope?

   RESPONSE: The MVA's Enterprise wide Titling and Registration business application uses the outmoded Net Express product. We are implementing a technology refresh with some redesign of the existing business processes. The MVA will provide project management and some resources in the design, development, testing and roll out of the Visual COBOL product. It is the expectation of the MVA that the TO Contractor will provide technical oversight and design of the refreshed and redesigned Visual COBOL based system.

7. In the section 2.5.3 - F. Are there any specific release periods decided say "every month or Quarter"? If not, can we go live whenever the work gets ready? Please specify if you have freeze periods in mind for the production to go live transition?

   RESPONSE: All changes to production systems are in accordance with MVA/MDOT SDLC and Change Control policies and procedures. All work will be scheduled through the MVA Software Development management team. Generally, software development is released to production shortly upon the completion of customer acceptance testing.

8. What are COBOL LOC size and DB2 size in databases/Table and other details? Is it possible to share inventory of the system available for review?

   RESPONSE: This question is not relevant to this contract as the contractor staff will be embedded in two MVA teams, Driver License team and Vehicle System team.

9. What are all the mission critical and high complex applications in the list provided? Or interface details if available.

   RESPONSE: This question is not relevant to this contract as the contractor staff will be embedded in two MVA teams, Driver License team and Vehicle System team.

10. Only work orders are specified in the document and SLAs for service levels support?
    What are other categories/ kinds of work involved like Production resolution, incidents, Problem records, Services requests, and ticket

resolutions? Please provide if any numbers available for previous year in any of the categories.

RESPONSE: See graph below for Monthly Service Requests – only Drivers and Vehicles. Note: only half of the Driver SRs apply to the contract. Problems, defects, small enhancements and report requests are all lumped together as Service Requests. Also, all COBOL developers rotate through the weekly on call schedule. Roughly every 15th week a developer is on call. There are only approximately 1-2 after hours calls regarding the nightly batch systems each month.

11. Does scope of software and OS upgrade activates, if any, lies with TO contractor?? If so what is the scope?

RESPONSE: No.

12. With MVA's experience What is the minimum and maximum duration required to implement a work order? (Or) are there any categories in place with proper categorization as Small, Medium and large tasks? If so, what are the average efforts for each category?

RESPONSE: Varies greatly. We estimate a Small as less than 100 hours, Medium is 101-500 hours and large is 500 hours or greater.

This question is not relevant to this contract as the contractor staff will be embedded in two MVA teams, Driver License team and Vehicle System team.

13. If any application or data fall under government regularities and cannot be browsed by
TO contractors than please specify the application name and data confidential level for each application.

RESPONSE: The contractor must comply with the security and confidentiality regulations and policies of the State of Maryland, MDOT and the MVA. The contractors will require access to confidential data and will be held accountable for any violations.

14. Please specify the list the applications interfacing with third party tools or vendor products which TO Contractor will not have access to but required to test the final integrated work product?

RESPONSE: This is largely irrelevant as the contractor staff will augment/be
embedded on MVA Software Development teams. A tentative list of applications
with third party vendors is as follows:

1. AAMVA PDPS – Problem Driver Pointer System
2. AAMVA CDLIS – Commercial Driver's License Information System
3. AAMVA Social Security Lookup Verification

4. MVA License system
5. Public Safety Systems
6. NIC Stored Procedures
7. Titling and Registration System
8. Electronic Registration and Titling Vendors (2 vendors expanding to a 3rd)
9. Melissa Data for Address Verification
   CVINA for Vehicle Vin information.
10. CVINA for Vehicle VIN Information.

15. Please provide severity wise Critical, emergency, urgent, routine and low issues
    incident data for last one year/6 months/Quarter if available. Or on an average how many job failures occurs on Weekly/Monthly/Quarterly basis?

    RESPONSE: 1-2 job failures a month after normal business hours. Less than .5 Critical problems per month consistently during regular business hours. See #5.

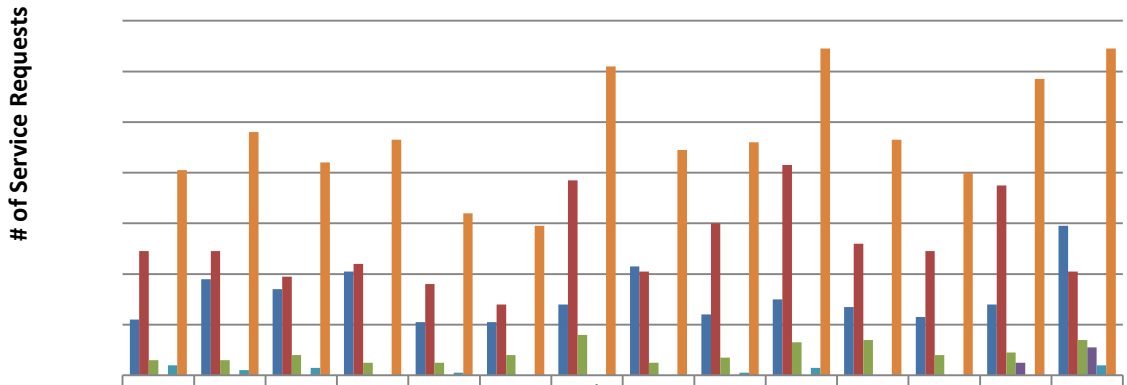
16. Are there any major enhancements planned for next one year in the system? If so what is the approximate number of requirements and tentative person day efforts?

    RESPONSE: The question is not relevant as the contractors will be embedded with the MVA staff.

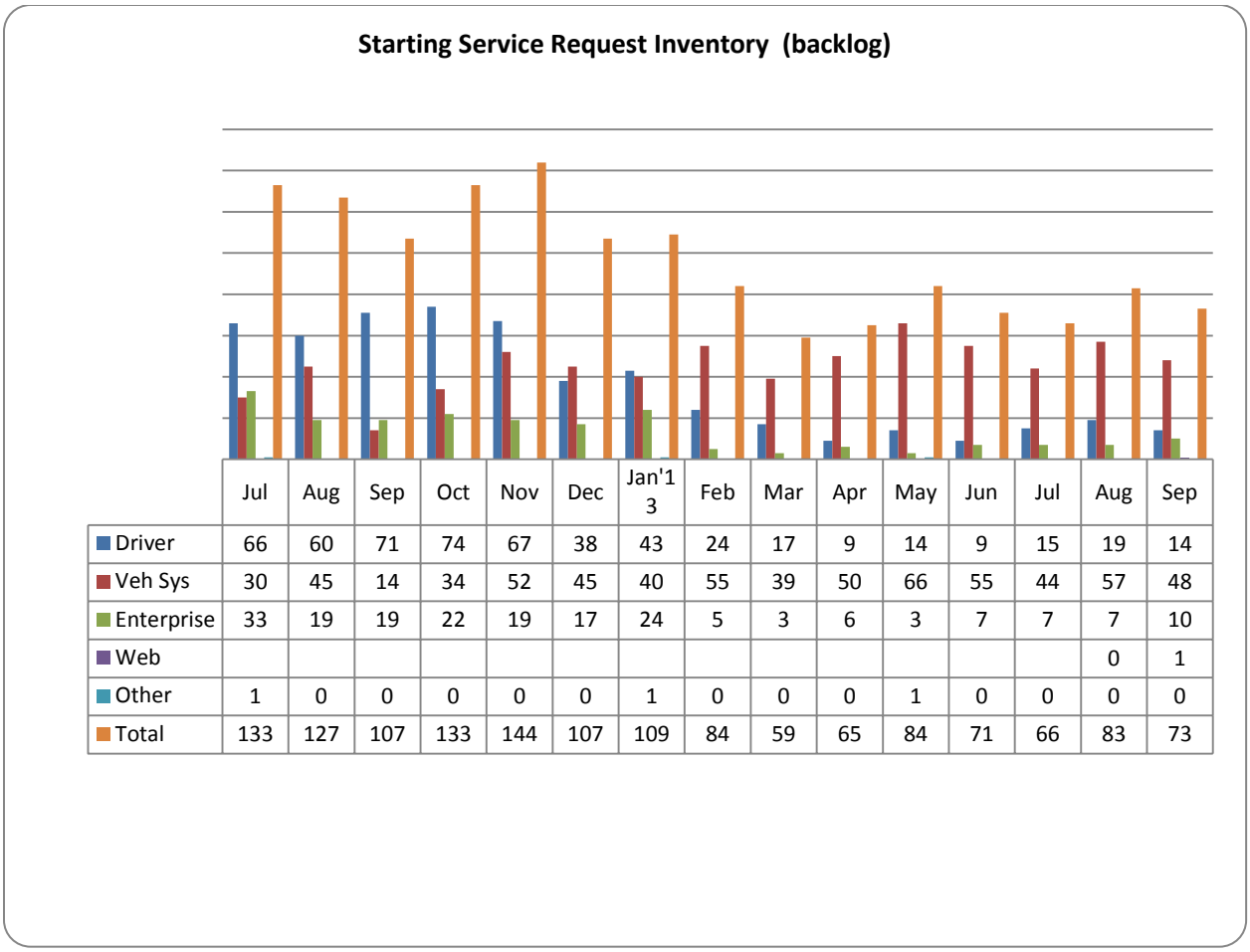
17. If any backlog persist than what is the approximate current backlog of work requests?

    RESPONSE: Approximately 60 work requests are backlogged monthly All work requests are prioritized by the MVA IT management team with their respective customers. See Starting Inventory Graph below.

Monthly New Requests



	Jul	Aug	Sep	Oct	Nov	Dec	Jan'13	Feb	Mar	Apr	May	Jun	Jul	Aug
Driver	22	38	34	41	21	21	28	43	24	30	27	23	28	59
Veh Sys	49	49	39	44	36	28	77	41	60	83	52	49	75	41
Enterprise	6	6	8	5	5	8	16	5	7	13	14	8	9	14
Web													5	11
Other	4	2	3	0	1	0	0	0	1	3	0	0	0	4
Total	81	96	84	93	64	59	122	89	92	129	93	80	117	129



	Jul	Aug	Sep	Oct	Nov	Dec	Jan'13	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Driver	66	60	71	74	67	38	43	24	17	9	14	9	15	19	14
Veh Sys	30	45	14	34	52	45	40	55	39	50	66	55	44	57	48
Enterprise	33	19	19	22	19	17	24	5	3	6	3	7	7	7	10
Web														0	1
Other	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0
Total	133	127	107	133	144	107	109	84	59	65	84	71	66	83	73

Issued: September 18, 2013