



**CATS + TORFP J01B940003**

**MARYLAND TRANSPORTATION AUTHORITY (MDTA) INFORMATION  
TECHNOLOGY (IT) SYSTEMS OPERATIONS, MAINTENANCE AND SUPPORT**

**Amendment #2 Issued: November 17, 2018**

**This Amendment is being issued to provide responses to questions from Proposers. Also, to clarify, add to, delete from, correct and/or changes the TORFP. All information contained herein is binding on all offerors who respond to this TORFP.**

**SEE ATTACHED INFORMATION:**

- 1. Questions and Answers 2 issued 11.17.18**

November 17, 2018

By: Peggy Tischler, Procurement Officer

**MARYLAND TRANSPORTATION  
INFORMATION TECHNOLOGY (IT) SYSTEMS OPERATIONS, MAINTENANCE  
AND SUPPORT**

**TORFP # J01B9400003**

**Questions and Answers 2 dated 11/17/2018**

1. **REVISED ANSWER to Question 4 of Q&A 1:** Are we correct in understanding that we have to submit 4 candidates? Please suggest.  
**Answer (Revised): No, the four (4) candidates/resources are not to be submitted with the TO Proposal.**
2. **Question:** Please clarify whether the technical and financial proposals must be sent via two separate emails, or if they may be attached to the same email.  
**Answer: Separate e-mail are required. See Section 5.2 Two Part Submission. Offerors shall submit TO Proposals in separate volumes: Volume I – TO Technical Proposal and Volume II – TO Financial Proposal. Also, refer 5.3 TO Proposal Packaging and Delivery.**
3. **Question:** Is there a page limit to any area of the proposal?  
**Answer: No, there is no page limit to the Technical Proposal.**
4. **Question:** Table 1 in Section 7 – Exhibits and Attachments indicates that the TO Financial Proposal Instructions and Form should be attached to the Technical Proposal. However, Section 5.3.2 states, “Provide no pricing information in the TO Technical Proposal. Provide no pricing information on the media submitted in the TO Technical Proposal.” Please clarify.  
**Answer: The table specifies when to submit each attachment and does not indicate that the TO Financial Proposal Instructions and Form should be attached to the Technical Proposal.**
5. **Question:** Are electronic images of signatures pasted into the Word document acceptable?  
**Answer: Yes.**
6. **Question:** Last time this was issued as SBR. Is there any specific reason to issue this as open to all vendors?  
**Answer: No.**
7. **Question:** Can we have attendees list for this?  
**Answer: Issued with Amendment 1.**

8. **Question:** Reference: TORFP Page 24: Section 5.4 Volume I – TO Technical Proposal 5.4.2 A. Proposed Services: 2) Proposed Solution: A detailed description of the Offeror’s understanding of the TORFP scope of work, proposed methodology and solution. The proposed solution shall be organized to match the requirements outlined in Sections 2-3.

Question: May the government please clarify if the reference of Sections 2-3 above indicates that the government would like the offeror to describe our understanding and propose a methodology and solution for all sections and subsections in section 2 TO Contractor Requirements Scope of Work and 3 TO Contractor Requirements: General, as further outlined below? Or is the reference 2-3 an error for a response specifically to section 2.3 Responsibilities and Tasks?

- 2 TO Contractor Requirements: Scope of Work
  - 2.1 Summary Statement
  - 2.2 Background and Purpose
  - 2.3 Responsibilities and Tasks
  - 2.4 Change orders
- 3 TO Contractor Requirements: General
  - 3.1 Task Order Initiation Requirements
  - 3.2 Invoicing
  - 3.3 Liquidated Damages
  - 3.4 Insurance Requirements
  - 3.5 Security Requirements
  - 3.6 SOC 2 Type 2 Audit Report
  - 3.7 Performance and Personnel
  - 3.8 Substitution of Personnel
  - 3.9 Minority Business Enterprise (MBE) Reports
  - 3.10 Veteran Small Business Enterprise (VSBE) Reports
  - 3.11 Work Orders
  - 3.12 Contract Management Oversight Activities
  - 3.13 No-Cost Extensions

**Answer: The reference is Section 2 and Section 3.**

9. **Question:** Reference: TORFP Page 24: Section 5.4 Volume I – TO Technical Proposal 5.4.2 A. Proposed Services: 4) Tools the Master Contractor owns and proposes for use to meet any requirements in section 2-3.

Question: This contract appears to be a labor only “Staff Augmentation” contract, if that is correct may this clause be removed? If tools are to be provided or proposed how shall the offeror propose the costs based upon the provided Attachment B Financial Proposal

Instruction & Form and how will proposals be evaluated between organizations who propose tools and those who do not?

**Answer: Offeror's discretion as to submitting qualifications, capabilities, and experience of the entire organization and offerings.**

**10. Question:** Reference: TORFP Page 25: Section 5.4 Volume I – TO Technical Proposal 5.4.2 D. Proposed Personnel and TORFP Staffing. Offeror shall propose in response to this TORFP. Offer shall:

Question: May the government please clarify which, and how many, requested staff from section 2.1.2 and 2.1.3 are to be identified and described in this section of our proposal? It is unclear if the government is looking for details around one (1) resource, the four (4) to be available at NTP, or the maximum twenty (20).

**Answer: Four (4) resources are to be available at NTP date. All resources beyond the initial four (4) will be requested through a Work Order process. Please refer to Section 2.1.3 of the TORFP.**

**11. Question:** May the government please confirm that there are no key personnel requirements within this TORFP? If there are key personnel requirements may the government, please clarify.

**Answer: See Answer to Question 29, Amendment 1.**

**12. Question:** Is this a new RFP? If not, is there any incumbent? Is incumbent eligible to bid on this opportunity? Is scope of work the same as current contract?

**Answer: Solicitation is a five (5) year contractual TORFP. Incumbent and eligibility to bid, see Answer to Question 1, Amendment 1. This TORFP allows for additional resources.**

**13. Question:** What is the estimated annual budget for this TO?

**Answer: MDOT is prohibited from providing this information.**

**14. Question:** When does the Department expect to issue Notification of Award?

**Answer: See Answer to Question 26, Amendment 1**

**15. Question:** Where is the working location?

**Answer: Primary Place of Performance – MDOT MDTA 2310 Broening Highway, Baltimore MD 21224. The TO Contractor Personnel will be required to travel to MDTA facilities throughout the state.**

**16. Question:** Is this required to submit resumes for the all the positions (Service Desk and Desktop/Field Support, Data Center and Technical Systems Support, Cybersecurity Support, Network Support, and Enterprise Architecture Support)?

**Answer: See Answer to Question 30, Amendment 1.**

- 17. Question:** Is this required to submit resumes for only 4 resources of Service Desk and Desktop/Field Support position to be available at NTP date?  
**Answer:** See Answer to Question 1, Amendment 2.
- 18. Question:** Does the personnel (both key and non-key) need to be a US Citizen or a Green Card holder? Or will an H1B visa holder with the necessary experience be accepted for the position?  
**Answer:** See Answer to Question 40, Amendment 1
- 19. Question:** Can the staff proposed under the Task Order at NTP be changed after the notification of award?  
**Answer:** Please refer to Section 3.1 in the TORFP regarding when the proposed staff will be submitted and reviewed and Section 3.8, Substitution of Personnel, in the TORP.
- 20. Question:** Regarding the 2-part submissions in 5.3.5, please confirm that the proposer is required to send 2 different emails, one email for technical proposal and one email for financial proposal?  
**Answer:** This is correct. See Sections, 5.2 and 5.3 for additional information.
- 21. Question:** Regarding section 5.3.5, please confirm that the copy in searchable Adobe PDF format is only for the Technical Proposal or Financial Proposal, not for all supporting material.  
**Answer:** A searchable Adobe PDF format is required for both Technical and Financial. Please refer to Section 5.3.5 A and B.
- 22. Question:** Regarding 5.3.5, in case there is no confidential information in our proposal (technical and/or financial), is it required to send the “second searchable adobe copy, redacted in accordance with confidential and/or proprietary information removed (see Section 5.4.2.B)”?  
**Answer:** Please refer to Section 5.3.5 A and B, in the TORFP.
- 23. Question:** Is there preference for local vendor?  
**Answer:** No
- 24. Question:** How many references does the Department expect for the Offeror to provide for Offeror Experience?  
**Answer:** See Section 6.2.3 in the TORFP
- 25. Question:** For the proposed staff, can 3 references from the same company/project as it must be within the past 5 years? For each reference, what information is required (name, title, company, phone, email, etc.)?  
**Answer:** Yes, references can be from the same company/project. Provide the name, title, company, phone number and e-mail address.

**26. Question:** Are there any font/size/format requirements for the proposal? If yes, please give detail instructions.

**Answer: No, please refer to Section 5, TO Proposal Format, of the TORFP.**

**27. Question:** Does proposer need to submit the insurance certificate with proposal or after award?

**Answer: No. See Table 1 in Section 7.**

**28. Question:** Our company is a nationally certified MBE. Is this certificate accepted for this RFP? Do we need to prepare reports as mentioned in section 3.9.1 (page 17)? The awarded firm will be required to submit the reports as mentioned in Section 3.9.1. Is there any preference for having MBE subcontractor?

**Answer: MBE firms submitting to the TORFP must be certified as a Minority Business with the State of Maryland to qualify. Yes, MBE Reporting will be required as stated in Section 3.9. No preference, but there is a MBE requirement for this TORFP.**

**29. Question:** As per section 2.1.2 This CATS+ TORFP is issued to acquire the services of the following positions, the Offeror is required following resources:

A. Service Desk and Desktop/Field Support- (eight (8) total planned; 4 to be available at NTP date)

B. Data Center and Technical Systems Support- (three (3) total planned)

C. Cybersecurity Support (optional)

D. Network Support (optional)

E. Enterprise Architecture Support (optional)

1. As per our understanding, MDOT requires 4 resources Service Desk and Desktop/Field Support and 4 on NTP. Does MDOT also require 3 Data Center and Technical Systems Support resources also with the proposal. And Rest all C. Cybersecurity, Support (optional), D. Network Support (optional), E. Enterprise Architecture Support (optional) are not required to be submitted with the proposal. Please clarify how many resources/resumes we need to submit with the proposal?

**Answer: See Answer to Question 30, Amendment 1.**

2. To fulfil the MBE goal of 30% set for the TORFP, can a vendor utilize any Registered MBE from MDOT.

**Answer: A Offeror must utilize MBE firms which are certified by MDOT for the State of Maryland.**

**30. Question:** Please confirm resumes are needed, with proposal submission, for the initial four Services Desk and Desktop/Field resources.

**Answer:** See Answer to Question 30, Amendment 1.

**31. Question:** If yes, can the personnel be substituted prior to the contract start if they are no longer available?

**Answer:** See Answer to Question 19, Amendment 2.

**The End of Questions and Answers 2**