



CATS + TORFP J02B8400029

Information Technology (IT) Systems Operations, Maintenance, and Support

Amendment #2 Issued: November 13, 2018

This Amendment is being issued to provide responses to questions from Proposers. All information contained herein is binding on all offerors who respond to this TORFP.

SEE ATTACHED INFORMATION:

- 1. Questions and Answers #2**

November 13, 2018

By: Ron Eshleman, Procurement Officer

J02B8400029

SHA Information Technology (IT) Systems Operations, Maintenance and Support

Questions and Answers #2

Question 7: Do you need any Candidate References along with the resumes? If yes – is there any specific template? How many candidate references do we need to submit?

ANSWER 7: Yes, please complete Appendix 4B – Personnel Reference. We require 3 references for each Key Personnel. Attach Appendix 4B for each Labor Category Personnel Resume Summary (Appendix 4).

Question 8: Can outstation candidates attend interview, if any, by phone/skype etc.?

ANSWER 8: No, all interviews are in person interviews only.

Question 9: Is there an incumbent? If so, what is the name of the company? What is the value of that contract/task order? Do they provide the same 17 personnel as solicited in this TORFP?

ANSWER 9: Please refer to ANSWER 1 in Questions and Answers #1 (Amendment #1). The current contract value is \$ 4,700,000.00 with 12 resources.

Question 10: Reference Section 5.4.2.D.4a: "Planned team composition by role" Is the "team composition" referring to the Key Personnel requested in this TORFP or the entire 17 person team?

ANSWER 10: This refers to the four Key Personnel requested, not all 17.

Question 11: Reference Section 5.4.2.D.4d: "Supporting descriptions for all labor categories proposed in response to this TORFP." Will vendors need to add specifications to Section 3.8.3 Personnel Experience?

ANSWER 11: Yes

Question 12: Does the Master Contractor and Subcontractor Experience and Capabilities preclude vendors from using the CATS+ contract as one of the three examples?

ANSWER 12: The CATS+ contract does not guarantee that the vendor has indeed completed a similar contract with the same scope of work. The three examples we are requesting are past and/or present contracts that the Master Contractor or Subcontractor was engaged in or is currently engaged in where services provided are similar with the scope of work identified on this TORFP.

Question 13: This appears to be a contract that will be conducted solely on the qualifications on the onsite staff. How will the contractor experience, qualifications, and capabilities be evaluated compared to that of the proposed staff?

ANSWER 13: The contractor's experience in managing contracts and the staffing plan presented will be evaluated according to the requirements of the TORFP.

Question 14: Does the State have an anticipated start date for the contract?

ANSWER 14: Yes, the anticipated start date is July 1, 2019.

Question 15: 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 15: No, this is not a new TORFP, it is a recompetete of an existing; however different, contract. Please refer to ANSWER 1 in Questions and Answers #1 (Amendment #1) for the incumbent information. Yes, the incumbent is eligible to bid. The scope of work is not the same as the current contract. Additional resources and Help Desk Junior positions have been added.

Question 16: What is the estimated annual budget for this TO?

ANSWER 16: MDOT cannot answer this question.

Question 17: When does the Department expect to issue Notification of Award?

ANSWER 17: Spring 2019

Question 18: Please confirm resumes are needed only for four key personnel, including 2 network engineers (junior), 1 helpdesk specialist (senior) and 1 helpdesk specialist (junior).

ANSWER 18: Yes, resumes are needed only for the four Key Personnel.

Question 19: 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 19: The personnel both key and non-key can be a US Citizen, Green Card holder or H1B visa holder provided they meet the necessary requirements. If the personnel selected is a non-United States Citizen, he/she is required to submit an employment authorization document prior to commencement of work.

Question 20: Can the key personnel be changed after the notification of award?

ANSWER 20: Please refer to Section 3.9 of the TORFP.

Question 21: Is there a preference for local vendor?

ANSWER 21: There is no preference for a local vendor.

Question 22: How many references does the Department expect for the Offeror to provide, especially the one with no State of Maryland experience?

ANSWER 22: The offeror is expected to provide at least 3 references.

Question 23: Is it required to include references for key personnel? If yes, please give detail instructions (how many references per personnel, what information for each reference, etc.)

ANSWER 23: Please refer to ANSWER 7.

Question 24: Are there any font/size/format requirements for the proposal? If yes, please give detail instructions.

ANSWER 24: Please refer to Section 5 of the TORFP.

Question 25: In TORFP Section 3.8.5 - Labor Categories, part A states, "Actual resumes shall be provided for Key Personnel only." Is the SHA requesting a formal resume in addition to Appendix 4A - LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY?

ANSWER 25: No, please use Appendix 4A - LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY.

Question 26: What is the budget for this new project?

ANSWER 26: See Answer to Question 16 above

Question 27: What is the current spend for this project if previously awarded and how many resources (including job titles) are currently on the contract?

ANSWER 27: The current Contract value is \$ 4,700,000.00 for 12 resources - three (3) Network Engineers Jr. and nine (9) Helpdesk Specialist Sr.

Question 28: Will the contractors be required to travel for meetings in the local area?

ANSWER 28: Yes, the contractors are required to travel to personally attend meetings. However, travel expenses will not be reimbursed.

Question 29: For the Junior Network Engineer, what percentage of time will the work in Hanover versus Baltimore? Will the candidate spend full days at each site or is it possible that they may have to travel midday from site to site?

ANSWER 29: The candidate will spend full days at each site.

Question 30: According to “Table 1: TORFP ATTACHMENTS AND APPENDICES” in Section 7 of the RFP, one of the submission requirements is:

Submit “MDOT Information Security Plan” with the TO Proposal.

Please confirm that the “MDOT Information Security Plan” has to be submitted as it is with no changes. Also, please clarify if any signatures are needed in “MDOT Information Security Plan”.

ANSWER 30: The MDOT Information Security Plan is for informational purposes only and does not need to be signed or submitted as part of the TO Proposal submission.

Question 31: What were the MBE requirements for the incumbent contract when it was awarded?

ANSWER 31: The MBE requirement is 35% for the incumbent contract.

Question 32: If bidding as a prime contractor and an MBE company, how are MBE percentage Goals calculated; especially for the sub-goals if partnering with a technology staffing firm?

Please clarify the specific roles and/or resumes to be submitted with the written proposal.

ANSWER 32: Please refer to MDOT MBE Form B, State-Funded Contracts, Part 1- Instructions for MBE Participation Schedule.

The vendor shall propose exactly four (4) Key Personnel: Two (2) for Network Engineer (Junior), one (1) for Helpdesk Specialist (Senior) and one (1) for Helpdesk Specialist (Junior) in response to this TORFP.

Question 33: TORFP 3.8.1.F has a statement that, “Key Personnel may be identified after Task Order award.” TORFP 5.4.2.D.4.a has a statement in bold, “Important! Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP”.

Please clarify if Key Personnel should be named in the Technical Proposal.

ANSWER 33: Yes, the four Key Personnel should be named in the Technical Proposal.

Question 34: How many resources are currently providing services under the contract awarded to Gantech, Inc. (the incumbent)?

ANSWER 34: The current contract has 12 resources - three (3) Network Engineers Jr. and nine (9) Helpdesk Specialist Sr.

Question 35: Attachment B “TO Financial Proposal Instructions & Form” has one line allocated to each position – Network Engineer (Junior), Helpdesk Specialist (Senior), Helpdesk Specialist (Junior) for the required number of resources. This will mean that the Contractor

cannot provide different pricing for individual resources within the Labor Category. Can MDOT, SHA amend that to allow for individual pricing?

ANSWER 35: MDOT will not amend Attachment B to allocate for different pricing for each individual resource.

Question 36: Section 5.4.2 J. talks about “Letters of Authorization” for third-party services. Can MDOT clarify where this will apply for a T&M contract?

ANSWER 36: Sections 5.4.2.J.3 & 5.4.2.J.4 do not apply to this TORFP.

Question 37: It was mentioned in Amendment #1 that Gantech, Inc. is the incumbent. When does the current contract expire?

ANSWER 37: June 30, 2019

Question 38: Is there any extension planned for the current contract?

ANSWER 38: There is no extension planned for the current contract.

Question 39: What is the contract value?

ANSWER 39: The current contract value is \$ 4,700,000.00.

Question 40: Have there been any change orders issued to the original Task Order? If yes, what is the value of the Change Order?

ANSWER 40: There are no Change Orders issued to the original Task Order.

Question 41: When does MDOT, SHA plan to make an award for the CATS+ TORFP# J02B8400029 (a ballpark estimate will be helpful)?

ANSWER 41: Spring 2019

Question 42: Section 4.5 of the TORFP mentions an “Oral Presentation”. Can SHA clarify what form will it take? Will it be individual interviews of the key personnel or a group/contractor presentation?

ANSWER 42: Both – contractor presentation and individual interviews of key personnel.

Question 43: Are *all* the four (4) proposed key personnel expected to be present for the Oral Presentation / interviews?

ANSWER 43: Yes, all four proposed key personnel are expected to be present for the Oral Presentation / interviews.

Question 44: Approximately, when does MDOT, SHA anticipate holding the “Oral Presentation/Interview for the proposed resources?”

ANSWER 44: Winter 2019

Question 45: Section 3.9.2 of the TORFP talks about the substitution process for “Substitution Prior to and 30 Days After Task Order Execution”. In our opinion, this section does not provide clarity on substituting of personnel, specifically: If one or more of the four (4) proposed key personnel are not available at the time of the Oral Presentation / Interview, will SHA allow a substitution at that stage?

ANSWER 45: Substitution is not permitted prior to interview.

Question 46: If SHA does allow substitution of key personnel at the time of Oral Presentation / Interview, will the corresponding Labor Classification Resume Summary (Appendix 4 of the TORFP) need to be submitted?

ANSWER 46: See Answer to Question #45.

Question 47: Section 2.1.7 of the TORFP mentions the place of performance as the MDOT/SHA locations in Baltimore, MD or Hanover, MD or Hunt Valley, MD or Annapolis, MD or Chestertown, MD or Frederick, MD. We had the following questions: Is there any travel involved for the resources between the locations mentioned or any other location?

ANSWER 47: The only travel required is to personally attend meetings which is usually conducted at the MDOT SHA Headquarters (Office of Information Technology) 707 N. Calvert St. Baltimore, MD 21201, or in the event IT support cannot be handled remotely.

Question 48: If yes, can MDOT/SHA provide historical data on how much travel (in terms of miles per month) occurred in prior years?

ANSWER 48: The meetings usually take place every six weeks.

Question 49: Will travel be reimbursed?

ANSWER 49: Travel will not be reimbursed.

Question 50: Section 7 “TORFP Attachment and Appendices” has a Table with required submissions. Why is TORFP Attachment L “Location of the Performance of Services Disclosure” being sought if the place of performance is going to be onsite at MDOT, SHA location?

ANSWER 50: Attachment L is not necessary.

Question 51: We are not sure why Appendix 5 “MDOT Information Security Plan” needs to be submitted. Can MDOT remove this requirement?

ANSWER 51: Please refer to ANSWER #30.

Question 52: Considering that there might be a need to ask follow-up questions, can MDOT/SHA extend the deadline for asking questions to a later date (say one week before the proposal is due)?

ANSWER 52: No.

Question 53: Can MDOT, SHA extend the due date for the proposal?

ANSWER 53: Not at this time.

Appendix 4B PERSONNEL REFERENCE

CATS+ TORFP # J02B8400029

Proposed Individual:		Master Contractor:		CATS+ Labor Category:	
Reference Information					
Reference Name:		Email:		Phone:	
Contact's Title:		Company:		Address:	
		Street Address		City	State
				Apt #	Zip Code
Reference Information					
Reference Name:		Email:		Phone:	
Contact's Title:		Company:		Address:	
		Street Address		City	State
				Apt #	Zip Code
Reference Information					
Reference Name:		Email:		Phone:	
Contact's Title:		Company:		Address:	
		Street Address		City	State
				Apt #	Zip Code