

## **Amendment No. 2**

### **# J03B3400011 – MPA Help Desk Support Management**

I. Deadline

- 1) The deadline for submission of proposals has been extended to October 21, 2013 at 2:00 P.M. Eastern Time.

II. Amendment to TORFP Language

- 1) The following language in section 2.8.4 of the TORFP shall be deleted. Section 2.8.4 must intentionally remain blank.

#### **2.8.4 BACKUP / DISASTER RECOVERY**

“The TO Contractor shall perform backups of the web, application, and database servers on a regular basis. This shall include daily incremental backups and full weekly backups of all volumes of servers. Daily backups shall be retained for one month, and weekly backups shall be retained for two years, by the TO Contractor. Daily backups will be stored off-site by the TO Contractor. System backups for each of the listed servers will be on a quarterly basis, with two additional during the year, for a total of 6 system backups per server.”

- 2) The following language in section 2.11 of the TORFP shall be deleted:

#### **2.11 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS**

“The TO Contractor’s proposed resource shall meet the qualifications of the labor category(s) as identified in Section 2.10 of the CATS+ Master Contract. Failure to meet the qualifications of the labor category will disqualify a candidate from further evaluation.

Required knowledge, skills, and abilities include, but are not limited to, the support (install, configure, troubleshoot, and administer/manage) the following applications, systems, and/or hardware.

MDOT requires that all resources shall work in the best interest of MDOT with a spirit of cooperation. The TORFP contract resource may be assigned by MDOT to tasks managed by MDOT direct employees or external contractors engaged through other state contract vehicles.

Additionally, the personnel provided by the TO Contractor shall have a minimum of four (4) years recent experience with the following minimum qualifications that are mandatory to perform the specific duties of each TBU:

- Dell PCs, Panasonic laptops, stand-alone and networked printers, standalone and networked scanners, modems, and jet direct cards.
- Microsoft Network Operating Systems. Management of MS Active Directory policies, objects, login scripts, and profiles.
- Syncsort Backup Express 3.2
- IBM NetApp Storage
- VMware ESX 4.x
- VMware v Center
- Virtual Desktop Infrastructure”

3) The following language shall be added to section 2.11 of the TORFP:

### **2.11 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS**

“The TO Contractor’s proposed resource shall meet the qualifications of the labor category(s) as identified in Section 2.10 of the CATS+ Master Contract. Failure to meet the qualifications of the labor category will disqualify a candidate from further evaluation.

Required knowledge, skills, and abilities include, but are not limited to, the support (install, configure, troubleshoot, and administer/manage) the following applications, systems, and/or hardware.

MDOT requires that all resources shall work in the best interest of MDOT with a spirit of cooperation. The TORFP contract resource may be assigned by MDOT to tasks managed by MDOT direct employees or external contractors engaged through other state contract vehicles.

Additionally, the personnel provided by the TO Contractor shall have a minimum of four (4) years recent experience with the following minimum qualifications that are mandatory to perform the specific duties of the resulting contract:

#### **Required:**

- Configure and troubleshoot all brand Desktop PCs and Laptops, stand-alone and networked printers, standalone and networked scanners, modems, jet direct cards in addition to non-standard peripherals associated with MPA.
- Installation and configuration of all Microsoft Network Operating Systems and additional MPA/MDOT software assuring they conform to MDOT standards to include Imaging Services and deployment.
- Management of MS Active Directory policies, objects, login scripts, and profiles.
- Proficient in LAN DESK Management Suite.
- Daily Tier 1 and 2 Help Desk Coverage including the ability to work unassisted due to absence of MPA IT personnel when needed.
- Remote access coverage of Cisco VPN
- CITRIX Metaframe
- FTP configuration, access, and client setup including end user instruction.

- Proficient in Maximo Help Desk and asset management, change requests, and incident reporting.

**Preferred:**

- Syncsort Backup Express 3.2
- IBM NetApp Storage
- VMware ESX 4.x and VSphere
- VMware v Center
- Virtual Desktop Infrastructure
- Cisco Systems Catalyst 6500 Series Multi-Layer Switches, Sup 720
- Cisco Systems 2900 and 3700 Series Switches
- SSL Support in Certificate management”

III. Questions and Answers

- 1) Question: Is this a new position or incumbent?

**RESPONSE:** This a re-compete of a CATS I requirement. (Incumbent).

- 2) Question: With reference to the Purpose (2.1) would there be an opportunity for more than one (1) resource needed under the Consulting and Technical Services Plus Master Contract, as this project moves forward? I understand that you are looking for a single senior level position, but am curious to know if there will be addition needs in the future under this same order.

**RESPONSE:** No.

- 3) ATTACHMENT 1 - PRICE PROPOSAL FOR CATS+ TORFP # J03B3400011, LABOR CATEGORY requests pricing through 12/31/2018, but the KEY INFORMATION SUMMARY SHEET on Page 4 lists the Period of Performance “From Notice to Proceed through December 31, 2019.” Please clarify.

**RESPONSE:** This period of performance for this Task Order is expected to be five years from the date of the Notice to Proceed (NTP). It is not to exceed five years.

- 4) Under Section 2, Scope of Work, Subsection 2.1, PURPOSE, states that “The MPA is issuing this CATS+ TORFP to obtain one (1) resource under the Consulting and Technical Services Plus Master Contract.” In order to provide “one resource”, it is necessary to bid more than one person due to vacation, illness, etc. Does MPA acknowledge that more than one resource is required for this TORFP and does MPA want a single price including all resources required to meet the requirements of the TORFP or just the price of a single resource?

**RESPONSE:** Just the price of a single resource.

- 5) Is this TORFP a new MPA requirement or is there currently an incumbent providing this service? If there is an incumbent, please provide the name of the incumbent Contractor.

**RESPONSE:** This is a re-compete of a CATS I requirement. Gantech is the incumbent.

- 6) Please provide the number of trouble tickets by category that the Contractor can expect to service.

**RESPONSE:** SR's – 100 per month.

- 7) When should we expect the answers to all of the Contractor questions?

**RESPONSE:** As soon as possible following the cut off for Q&A's.

- 8) Please review Section 2.11 of the TORFP

Section 2.11 states

“Additionally, the personnel provided by the TO Contractor shall have a minimum of four (4) years recent experience with the following minimum qualifications that are mandatory to perform the specific duties of each TBU”

Please confirm that the minimum qualifications listed are for the MPA – Help Desk Support Management TORFP.

**RESPONSE:** Please refer to section II, Amendment to TORFP Language, of this document for amended language to section 2.11. The amended language includes, but is not limited to, both the minimum and preferred qualifications for the MPA Help Desk Support and Management TORFP.

- 9) On Page 12, Section 2.8.4 - BACKUP / DISASTER RECOVERY, you state “Daily backups shall be retained for one month, and weekly backups shall be retained for two years, by the TO Contractor. Daily backups will be stored off-site by the TO Contractor.”

Yet in Attachment 1 – Price Proposal - there is no space to enter a price for the off-site secure storage of the backups. Is that price to be included in the Hourly Labor Rate?

**RESPONSE:** The language above has been removed. Please refer to section II of this Document.

- 10) On Page 10, Section 2.7 – WORK HOURS

A) The TO Contractor's assigned personnel will work an eight-hour day, Monday through Friday except for State holidays. Once assigned, and personnel demonstrates an understanding of the MPA infrastructure, he/she will also be required

to participate in a rotating emergency on-call schedule, providing non-business hours support.

B) Services may also involve some evening and/or weekend hours performing planned system upgrades in addition to core business-day hours. Hours performing system upgrades would be billed on actual time worked at the rates proposed.

According to Maryland law, we are required to pay employees “one and one-half (1.5) times the regular hourly wage for work performed in excess of 40 hours in a 7-day week. “  
Are the overtime hours called for in paragraph B to be billed at the regular rate?

**RESPONSE:** Yes, the resource can monitor the Help Desk off hours thru email. Help desk calls when received are also emailed to all of the MPA IT personnel. The person most familiar with the trouble is to be contacted and if possible resolve the issue. This sometimes requires the resource to be on site.

11) Is there an incumbent currently performing these duties?

**RESPONSE:** Please refer to question 5.

12) If yes, Is he/she a contractor or a state employee?

**RESPONSE:** Contractor.

13) Please confirm that this effort is for one Senior Helpdesk Manager.

**RESPONSE:** This is for a Senior Help Desk Technician, **not** manager.

14) Are there currently other helpdesk personnel on this effort? If so, how many and at what Tier levels?

**RESPONSE:** There is one state employee and one contractor at MPA that perform the same duties.

15) Will this Senior Helpdesk Manager supervise other helpdesk personnel? If so, how many and who do these people currently work for?

**RESPONSE:** No – This is not a management position.

16) Who would the Senior Helpdesk Manager report to?

**RESPONSE:** The Senior Help Desk Technician, not Manager, reports to the Data Processing Assistant Director II.

17) Is the help desk organized into Tier levels and if so where does this position fit in?

**RESPONSE:** No.

18) Are there other support personnel on this effort outside of the help desk? ( i.e., System/Network Administrators, Application Specialists, etc.)

**RESPONSE:** No.

19) What help desk ticketing/tracking software is currently in use? What other software is being used or supported on this effort?

**RESPONSE:** Maximo is being used.

20) What is the distance between the main and remote locations? Does it require travel? Are all help desk technicians located in a central location or spread throughout all locations?

**RESPONSE:** Locations from the World Trade Center (WTC) in Baltimore City to the Dundalk, Fairfield, and Cruise Terminals. All are within 10 miles of the main WTC location.

21) Are tools in place to troubleshoot remotely and if so what? What other troubleshooting tools are available?

**RESPONSE:** Yes. LanDesk and Remote Desktop.

Issued: October 11, 2013