

CATS + J03B5400001
IT Service Desk and Desktop Field Support (MPA)
QUESTIONS AND ANSWERS
ADDENDUM #1

- I. **Pre-proposal meeting minutes** – A copy of the pre-proposal meeting minutes has been attached to this document and titled “Attachment #1 – Pre-proposal Meeting Minutes”.
- II. **Pre-proposal meeting sign-in sheet** – A copy of the pre-proposal meeting sign-in sheet has been attached to this document and titled “Attachment #2 – Pre-proposal Meeting Sign-in Sheet”.
- III. **Deadline for submission of proposals** –The “Closing date and time” section on the TORFP Key Information Summary Sheet is hereby amended to indicate the new deadline for the submission of proposals. Proposals are now due no later than October 8, 2014 at 2:00 p.m. Eastern time.
- IV. **Questions and answers** – **Questions posed during the question and answer period, along with their respective answers, are listed below.**

Question 1. **Is there any Incumbent? If yes, then please list the names.**

Answer: Yes. The incumbent is Gantech.

Question 2. **Will the interviews be telephonic or In-person?**

Answer: In-Person.

Question 3. **Is there any maximum hourly billing rate?**

Answer: Your proposed rate shall not exceed your ceiling rate proposed for the labor category and appropriate year of the CATS + master contract. In submitting your price proposal keep in mind section 4.3.5 - that the award of this task order is based on the overall best value to the state, which includes both your technical and financial (price) proposal rankings.

Question 4. **What is the time for Pre-Proposal conference?**

Answer: Pre-proposal occurred on September 15th and the time was stated in the body of the solicitation mail.

Question 5. **Your request was posted in a PDF format. Will you accept responses in PDF format? Otherwise can you provide your request in MS Word format?**

Answer: Refer to section 1.3 for proposal submission information. The solicitation was sent to all Master Contractors in functional area 6 in MS word format. If you did not receive the solicitation via email and are an approved CATS + master contractor in functional area 6 you should contact DoIT to make sure your email address is correct. You may contact DoIT at ITPO.DOIT@maryland.gov or visit the CATS + website for more information. <http://doit.maryland.gov/contracts/Pages/CATSPlusHome.aspx>.

Question 6. Is there an incumbent in this role, and, if so, who is it?

Answer: Please see response to question 1 above.

Question 7. Is there a CATS Labor Category identified for this position? If so please identify the CATS Labor Category. If not, is there a reason why there is no CATS Labor Category for this Task Order (TO)?

Answer: The Master Contractor shall propose the CATS + labor category that, in its experience and expertise, best meets the requirements of the scope of work of this task order.

Question 8. Who is the incumbent contractor?

Answer Please see answer to question1 above.

Question 9. When was the current contract put in place?

Answer: The original contract was awarded under the CATS I contract in 2009.

Question 10. When does the current contract end?

Answer: December 31, 2014.

Question 11. In the event that a new contractor is chosen, does MPA have a plan for transition from the incumbent contractor to the new selected contractor?

Answer: The current expiration date does not allow time for a transition period.

Question 12. If yes, can MPA provide us the approximate number of days when there will be an overlap?

Answer: The current expiration date does not allow time for a transition period.

Question 13. We understand, as stated in Section 2.6.1.1 of the TORFP, that travel expenses should be included in the hourly rate of proposed personnel. However, for our planning purposes we would like to know the estimated travel (in terms of miles) annually that the selected personnel will need to undertake in his/her own vehicle. Can the State provide that information?

Answer: Travel is estimated to be less than 1000 miles per year.

Question 14. Section 2.8 of the TORFP provides the Service Level Agreement (SLA). Can the State provide historical data for the last three (3) years of:

- a. Number of tickets classified as “Urgent” on an annual basis?
- b. Number of tickets classified as “High” on an annual basis?
- c. Number of tickets classified as “Normal” on an annual basis?

Answer: Historical data is not available.

Question 15. Section 2.11 of the TORFP lists the “minimum qualifications” for the proposed personnel. Specifically, can MPA

- A. *Revise* the experience required in “LANDesk Management Suite” to “LANDesk Management Suite or equivalent”?
- B. *Revise* the experience required in utilizing “Maximo” to “Maximo or equivalent”?

Answer for A+B: MDOT/MPA will accept equivalent experience under Section 2.11.

- C. *Remove* the experience requirement for “Brass installation, configuration and troubleshooting”, since we believe it is restrictive?

Answer for C: BRASS experience has been removed from the Task Order requirements.

- D. *Remove* the experience requirement for “Attachmate TN3270 Emulation Software”, since we believe it is restrictive?

Answer for D: “Attachmate TN3270 Emulation Software” or equivalent” will be acceptable.

Question 16. Section 3.2.1 B 1) of the TORFP requires the Offeror to “provide resumes” for the proposed personnel. Does MPA have a format for the resume that they would like the Contractor to use? Under other CATS+ TORFPs, we have seen the agency specify the format.

Answer: Please refer to Attachment 5 instructions and the Attachment 5 format. The Attachment 5 form must be submitted with the technical proposal in the format provided. Also, in addition to submitting Attachment 5, Master Contractors may submit a resume.

Question 17. **It appears that Section 3.2.1 E 1) of the TORFP requires references for the proposed personnel and not the Master Contractor's past performance example. Is this understanding correct?**

Answer: Correct.

Question 18. **Will MPA extend the due date (currently 9/29/14) of the proposal, in order to allow for sufficient time after the answers to the questions and addendums (if any) are released?**

Answer: The new proposal due date has been changed to October 10/8/14 at 2:00 PM Eastern Time.

Question 19. **Based on the end of the incumbent contract, will there be any overlap time built into the transition period to allow the incumbent contractor to do a knowledge transfer, or perhaps OTJ training with the awardee?**

Answer: Please see answer to question 11 above.

Question 20. **While we understand that the explicit purpose of this CATS+ TORFP is to obtain one (1) resource under the Consulting and Technical Services Plus Master Contract with the specific skills articulated in the TORFP, does MPA see any value in the Offering Firm's overall technical support capabilities, should additional resources be required to compliment the proposed contractor's areas of expertise?**

Answer: The state cannot provide advice on what a Master Contractor includes in their proposal but the evaluation criteria is based solely on the scope of this task order only, please review sections 3 and 4 of the TORFP.

Question 21. **Can you provide the addresses or proximity of all sites the TO will be responsible for supporting?**

Answer: Primary place of performance shall be at 401 E. Pratt Street, Baltimore, MD. However, the resource may be required from time to time to do work at an MPA remote location at 2700 Broening Highway, which is approximately 7 miles from 401 E. Pratt Street.

Question 22. In the pre bid conference "BRASS" was brought up and mention was made of potentially removing it from the requirement list since it is a proprietary product to MDOT. Will this requirement be removed?

Answer: Please see answer to #15 above.

Question 23. Is it mandatory that the candidate to have VMware Horizon Mirage experience?

Answer: VMware Horizon Mirage is a preferred requirement, not a minimum qualification. Please refer to section 2.11.1 Preferred Qualifications, of the TORFP

Question 24. What is the travel percentage?

Answer: Please see answer to question #13 above.

Question 25. Is Maximo experience mandatory or will an equivalent software work?

Answer: Please see answer to question # 15 above.

Question 26. Is LANDesk Management Suite mandatory? (Similar tool as Maximo)

Answer: Please see answer to question #15 above.

Question 27. Please clarify how many maximum no. of candidates we can submit for this.

Answer: Each Master Contractor should identify and submit only one viable candidate that meets the task order requirements for evaluation and possible interview.

Issued: September 25, 2014

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ADDENDUM #2

I. Additional amendments to TORFP language – Section 2.11 to contractor personnel minimum qualifications of the TORFP shall now read as follows in order to reflect the deletion of the Brass requirement and the clarification that Maximo experience or an equivalent will be satisfactory for the purpose of this project:

The TO Contractor's proposed resource shall meet the qualifications of the labor category 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, repair and administer/manage) network connected personal computer systems, and peripherals. Also, the resource must possess experience working with VMware Horizon Mirage software.

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.

General Experience

Five (5) years experience in a computer-related field are required.

Additionally, as minimum qualifications in order to perform the specific duties of the position, the personnel provided by the TO Contractor shall have a minimum of Three (3) years recent experience with the following programs/applications:

- Microsoft Network Operating Systems. Management of MS Active Directory policies, objects, login scripts, and profiles.
- Hardware, software configuration, design installation, break/fix and documentation
- Windows Active Directory management.
- Remote Access and VPN Services.
- LANDesk Management Suite (support to include creation of packages, reporting, and rollout and remote workstation support).
- Enterprise network policy and procedures maintenance.
- Hardware, Software troubleshooting and repair.
- Utilize Maximo or equivalent for helpdesk functions.

- Microsoft Office Professional, Microsoft Outlook 2003 and later, MS Visio, MS Project, Internet browser (Microsoft Internet Explorer 6.x and higher), Attachmate TN3270 Emulation Software, Adobe Acrobat, Photo Editor, Cisco VPN software and imaging software.
- Computer trouble-shooting, network failures and connectivity issues; diagnoses system problems; analyzes hardware and software functionality; resource must be able to identify, locate, resolve and repair problems within scope of authority, and document calls and results.

Additionally, the proposed resource must have experience performing the following functions:

- Maintaining and updating workstations, equipment, and peripherals;
- Researching and testing new software;
- Installing software upgrades and enhancements;
- Using imaging software to create and deploy desktop computers.

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ADDENDUM #3

I. Additional amendments to TORFP language – The following is a list of all changes¹ made to the TORFP language in section 2.11 TO Contractor Personnel Minimum Qualifications:

SECTION 2.11 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS

*Delete:

- ~~LANDesk Management Suite (support to include creation of packages, reporting, and rollout and remote workstation support).~~

Replace with:

- LANDesk Management Suite **or equivalent** (support to include creation of packages, reporting, and rollout and remote workstation support).

Delete:

- ~~Utilize Maximo for helpdesk functions.~~

Replace with:

- Utilize Maximo **or equivalent** for helpdesk functions.

Delete:

- ~~Brass installation, configuration and troubleshooting~~

*Delete:

- ~~Microsoft Office Professional, Microsoft Outlook 2003 and later, MS Visio, MS Project, Internet browser (Microsoft Internet Explorer 6.x and higher), Attachmate TN3270 Emulation Software, Adobe Acrobat, Photo Editor, Cisco VPN software and imaging software.~~

Replace with:

¹ Changes marked with an * were mentioned in the Q&A section of Amendment #1, but not specifically noted in the amendment TORFP language provided in Amendment #2.

- Microsoft Office Professional, Microsoft Outlook 2003 and later, MS Visio, MS Project, Internet browser (Microsoft Internet Explorer 6.x and higher), Attachmate TN3270 Emulation Software **or equivalent**, Adobe Acrobat, Photo Editor, Cisco VPN software and imaging software.

Issued: September 25, 2014