

SOLICITATION NUMBER MSDE-DEC-20-002

CHILD CARE ADMINISTRATIVE TRACKING SYSTEM (CCATS) SERVER HOSTING
AND ADMINISTRATION

Vendor Questions

1. In Section 2.1 it states “The Maryland State Department of Education (MSDE) is issuing this CATS+ TORFP in order to obtain resources and services from one (1) Master Contractor to provide offsite data center hosting, system operations management and data administration services, and operations support services for the Childcare Administrative Tracking System (CCATS) production, training User Acceptance Testing (UAT), and quality assurance and development environments. During the term of this TORFP hosting may be migrated to Amazon Web Services Cloud (AWS Cloud);.....”

Question: In almost every government contract, the development (vendor) team is not the one who will perform Testing and QA activities. In this case, how is that the incumbent vendor company eligible to bid on this and still perform Testing and QA of their own development?

Answer: **The Vendor procured for this contract will be responsible for data center hosting, systems operations management, data administration services and operations support of all of the environments in the Division of Early Childhood’s Data System. This includes the production environment, training environment, UAT environment, and the quality assurance and development environment. The specifics of those services are outlined in the TORFP.**

2. What is the expected start date for this contract?

Answer: **The TORFP is expected to begin after September 2020.**

3. When is the incumbent contract ending?

Answer: **The incumbent contract is expected to end after September 2020.**

4. Is the contractor awarded this contract responsible for migrating to MDTHINK platform? MDTHINK only provides the platform and they maintain (operations) with their own personnel.

Answer: **The Vendor awarded this contract will be expected to support with the migration of the data system to the platform chosen by the Division of Early Childhood.**

5. What is the purpose of hosting price in the pricing sheet?

Answer: The awarded Vendor will be responsible for providing a hosting location for the data system servers.

6. Would MSDE consider hosting solutions with price with this TORFP response?

Answer: I am unclear about what this question is asking. The Vendor must provide the pricing for the proposed hosting solution as part of this TORFP.

7. I think you said you have to keep the software up to the current version or one version back but you also said you're running Windows Server 2008. I think it's about five versions back. Is there a reason for that? Is that data wrong or just a compatibility issue with the application?

Answer: The Operating System is on Windows 2012 Standard.

8. So, can we get a monthly 3 ticket volume for this?

Answer: We are using 80% of 50 TB.

9. The version used to support -- is it on the mainframe version?

This question was not completely transcribed therefore, I am unable to answer this question.

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Vendor Questions 2

1. Please confirm the version of Db2 in use is for Linux/UNIX/Windows, not Db2 for z/OS or mainframe.

Answer: **The version of Db2 in use for the system is Db2 LUW 11.1.3.**

2. Has the MSDE purchased extended support from IBM for Db2? If so, the extended support will expire in September, 2020. Will the MSDE be able to buy additional support? If not, who is responsible for resolving technical issues related to the unsupported software?

Answer: **MSDE maintains current software for the system. All of the software is supported.**

3. Will the MSDE enable the vendor selected to upgrade the Db2 to the current version?

Answer: **The system is already on the current version of Db2.**

4. If so, if IBM requires the MSDE to “re-purchase” the Db2 licenses – if the support has expired this will be required - is there budget available to do so?

Answer: **The system is already on the current version of Db2. MSDE maintains current software for the system.**

5. Also, the list of components of the existing system includes several that are no longer supported, for example Weblogic. Can you give us specific version numbers and identify any/all that are no longer being supported by their vendors?

Answer: **CCATS is a custom web based application developed in Java 2 Enterprise Edition (J2EE). Java 1.6 is required. A cloud solution is being looked at for replacement while the current legacy system is in use.**

The Business Objects version that is running is called SAP Business Objects Business Intelligence 4.1

The WebLogic version running in CCATS is WebLogic Server 10.3.6.0.

We are not using Avamar backup and use CommVault for backups.

We are currently running VMWare 6.5 and not 5.5 anymore.

Everything is running on Windows Server 2012 Standard now and not Windows Server 2008.

6. Do you have specific guidelines and requirements for the hosting site? Does it need to meet Fedramp certification or any other resiliency, security or other standards?

Answer: The hosting site must comply with all DoIT security requirements. In addition, information regarding security requirements can be found in the TORFP under sections 2.3.2, 3.7.5, 3.7.6, 3.7.7, 3.7.8, and 3.9. Information can be found on the DoIT site regarding data storage.

<https://doit.maryland.gov/Lists/DoIT%20Policies/Attachments/51/Data-Security-Policy-v1.1.pdf>