

**OTHS/MDTHK-18-009-S  
QUESTIONS AND RESPONSES 1**

**DEPARTMENT OF HUMAN SERVICES  
TASK ORDER REQUEST FOR PROPOSALS  
AGILE SCRUM TEAM RESOURCES  
#N00B8400064**

**QUESTIONS AND RESPONSES #1**

- Question 1: Are there any Incumbents for the positions mentioned in this solicitation? If yes, how many?
- Response: There are no incumbents.**
- Question 2: What will be the interview type of the selected candidate? Skype, telephonic, or in-person?
- Response: The selected candidate will be required to complete an in-person interview.**
- Question 3: Will the Bidders' Conference be in-person and via WebEx, or is it WebEx only?
- Response: The Pre-proposal conference is being held in-person and via WebEx.**
- The WebEx call-in information is as follows:**
- Friday, July 21, 2017  
10:00 am | Eastern Daylight Time (New York, GMT-04:00) | 2 hrs 30 mins  
Meeting number (access code): 996 193 142  
Meeting password: PivXm2Hp
- When it's time, join the meeting.**
- Join by phone**  
1-650-479-3208 Call-in toll number (US/Canada)  
Can't join the meeting?
- Question 4: Can you please confirm that the WebEx means that there is (1) No on-site conference and (2) there are no restrictions to the number of attendees?
- Response: Please review the TORFP's Key Information Summary Sheet for the**

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**Pre-proposal's date, time, and location. The WebEx is an option available for those unable to attend in person.**

**The Department requests no more than 2 persons from the same company appear in person due to the large volume of attendees expected and limited space.**

**Leah Hinson  
Procurement Officer  
July 17, 2017**

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QUESTIONS AND RESPONSES 2**

**DEPARTMENT OF HUMAN SERVICES  
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**QUESTIONS AND RESPONSES #2**

- QUESTION 5:** Would SDVOSB be considered for the minimum overall VSBE subcontractor participation goal of 5%?
- RESPONSE:** **SDVOSB's may be considered for the minimum overall VSBE subcontractor participation goal of 5% if the business can be verified by the Center for Verification and Evaluation of the United States Department of Veterans Affairs as a veteran-owned small business. The verification site can be located using the following hyperlink: <https://www.vip.vefbiz.gov/>.**
- QUESTION 6:** Is it a mandate that the VSBE firm should be based out of Maryland?
- RESPONSE:** **The VSBE does not need to be a Maryland firm; but must be listed on the above website in order to be considered eligible for participation.**
- QUESTION 7:** Pricing Clarification. Are Master Contractors to provide ceiling rates for the price proposal, much like the CATS+ price proposal and future Task Orders can be bid on with any proposed rate so long as it does not exceed the ceiling rate?
- RESPONSE:** **Master Contractors may propose an hourly rate they deem reasonable so long as the rate does not exceed the CATS+ ceiling rate for the corresponding year.**
- QUESTION 8:** MBE Goal. Please confirm that a MBE prime can count towards up to 50% of the total MBE goal %?
- RESPONSE:** **That is correct.**

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**QUESTIONS AND RESPONSES 2**

**QUESTION 9:** Conflict of Interest. Would a vendor's resource or partner's resource that is awarded the N00B8400057, OTHS/MDTHK-18-004-S Project Manager RFR contract be considered a conflict of interest for the Agile Scrum OTHS/MDTHK-18-009-S or any subsequent Task Orders?

**RESPONSE:** As the MD THINK projects will be running simultaneously, it is possible that a Master Contractor will be awarded more than one award. However, different staff would have to be used and a Master Contractor would not oversee or manage work performed by its staff in order to avoid a potential conflict.

**Leah Hinson**  
**Procurement Officer**  
**July 29, 2017**

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**QUESTIONS AND RESPONSES 4**

**DEPARTMENT OF HUMAN SERVICES**  
**TASK ORDER REQUEST FOR PROPOSALS**  
**AGILE SCRUM TEAM RESOURCES**  
**#N00B8400064**

**QUESTIONS AND RESPONSES #4**

- QUESTION 25: Please clarify the following related to submission of attachments:
- a. Attachment 3 – Conflict of Interest – p40 at the bottom of the form – is there supposed to be a line for the name of the signatory assuming that the line entitled "By:" is for the actual signature?
  - b. Attachment 11 Federal Funds – this includes sub attachments 11A, 11B, and 11C that require signature – please confirm that we are to submit the entire Attachment 11 including the 3 sub attachments.
  - c. Attachment 11A – Certification Regarding Lobbying – on p61 of the form please clarify what information goes in the box entitled "Award No."
  - d. Attachment 12-TORFP and Attachment 12-1A – the instructions in the Submission Requirement column on p33 indicate that Attachment 12-TORFP is to be submitted with the Technical Proposal while Attachment 12-1A is to be submitted with the Work Order Technical Proposal – please confirm that Attachment 12-1A is not to be submitted with our Technical Proposal.
  - e. Attachment 13-TORFP and Attachment 13-1 – the instructions in the Submission Requirement column on p33 indicate that Attachment 13-TORFP is to be submitted with the Technical Proposal while Attachment 13-1 is to be submitted with the Work Order Technical Proposal – please confirm that Attachment 13-1 is not to be submitted with our Technical Proposal.

- RESPONSE:
- a. **Attachment 3- CONFLICT OF INTEREST- No other line is required. The Offeror may fill in his/her title with the signature if desired.**
  - b. **Attachments 11, 11A, 11B, and 11C regarding FEDERAL FUNDS must be submitted with the Technical Proposal.**
  - c. **Attachment 11A- CERTIFICATION REGARDING LOBBYING. The Award No. is N00B8400064**

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- d. **Attachment 12-1A- MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT & MBE PARTICIPATION SCHEDULE** should not be submitted with the Technical Proposal, but will be required for the Work Order Proposal.
- e. **Attachment 13-1- VSBE UTILIZATION AFFIDAVIT AND PRIME SUBCONTRACTOR PARTICIPATION SCHEDULE** should not be submitted with the Technical Proposal, but will be required for the Work Orders.

**QUESTION 26:** Is it permissible for Bidders to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., supplemental materials)?

**RESPONSE:** Yes

**QUESTION 27:** Can Bidders number the pages by major section (i.e., A-1, B-1)?

**RESPONSE:** Yes, as long as the sequential page numbers are inserted at the bottom of each page for each volume.

**QUESTION 28:** Can Bidders exclude title page, signed forms, attachments, and tables of contents from the sequential numbering requirement? For example, the required attachments have RFP page number on them. Note that attachment forms will have a cover sheet that precedes the form and this cover sheet will be numbered sequentially. Our table of contents will identify exactly where within our response each form and section is located.

**RESPONSE:** Yes.

**QUESTION 29:** Given that each individual Work Order will indicate whether the State or Contractor is to provide office space, network connectivity and required hardware/software, would DHS consider modifying the price structure to allow different rates for on-client-site versus off-client-site resources?

**RESPONSE:** No, the Department does not wish to modify the TORFP's pricing structure. Most of the work will be performed at DHS facilities.

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**QUESTIONS AND RESPONSES 4**

QUESTION 30: Are Key Personnel resources required to be on staff at time of execution of the Task Order Agreement, or may vendor fill these positions upon award of a specific Work Order?

**RESPONSE: The 5 Key Personnel proposed as part of the TO Proposal shall be available at the time of TO award. Key Personnel may only be substituted per Section 3.11 of the TORFP. Additional resources/positions may be filled based on the Work Orders.**

QUESTION 31: Where should vendor exceptions and/or clarifications be located in vendor's proposal?

**RESPONSE: Exceptions and/or clarifications to the TORFP may be placed in the Executive Summary or a separate section, identified as such, in the Technical Proposal.**

QUESTION 32: Appendix 1 (Sample Work Order) makes a distinction between "Annual Labor Rates" and "Hourly Labor Rates." This distinction does not appear in the price proposal template. Are vendors required to quote "Annual Labor Rates"?

**RESPONSE: No, Appendix 1 is just a sample work order. Please follow the TORFP Financial Proposal form.**

QUESTION 33: Would the State consider modifying the Task Order Agreement to include licensing terms appropriate for a cloud infrastructure environment? The current contract template in Attachment 2, as well as the CATS+ Master Contract do not contemplate licensing in a cloud-based environment. In order for such licensing terms to be binding, they would have to be included in the Task Order Agreement and be approved by DoIT.

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**RESPONSE:**           **No. This TORFP is for resources to support the Agile Scrum Teams. The contractors will not be required to purchase any software under the Contract or a Work Order.**

QUESTION 34:           In Section 4.4.1 D 1, you request 3 engagements or contracts we have completed that include the types of services in section 3.5 Can the examples come from both Fixed Prices Projects we primed on as wells as projects where we provide staff as part of an hourly based IT contract.

**RESPONSE:**           **Yes.**

QUESTION 35:           In Section 4.4.1 D 1, you request 3 engagements or contracts we have completed that include the types of services in section 3.5 Can we submit examples of contracts that are "ongoing" that we have been providing hourly based resources for multiple years that may or may not still be engaged on that contract?

**RESPONSE:**           **Yes.**

QUESTION 36:           In Section 2.1, it states must meet all minimum qualifications as identified in section 2.10. Can you please confirm that section since the document only contains section 2.0. We do not see a section 2.10 with the minimum qualifications.

**RESPONSE:**           **The minimum requirements referenced for the Key Personnel and any proposed personnel required in Section 2.1 of this TORFP match the minimum qualifications for the labor categories identified in Section 2.10 of DoIT's CATS+ RFP. In other words, this TORP lists the positions and the CATS+ RFP lists the required education and experience for each position that must be followed.**

QUESTION 37:           In Section 4.4.2.C and in others, it states "Provide labor rates for all labor categories "anticipated" for this TORFP. Can you clarify if that means vendors should propose rates for ALL 47 categories, or just the categories vendors feel they can reasonably provide solid



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candidates for. If the answer is not all need to be submitted, will the lack of inclusion of some categories impact the technical scoring (weight).

**RESPONSE:** Please refer to instructions for completing the pricing sheet. Offerors must provide rates for all labor categories as provided in the CATS+ RFP. However, the Department does not guarantee that all labor categories will be utilized.

**QUESTION 38:** Can you provide more specific guidelines/scoring evaluation methods that will be used when scoring a vendor's response to the 47 categories? As an example, is there a breakdown of points received for responding to a certain # or percentage of categories? The RFP currently only states that the technical is scored higher than the cost.

**RESPONSE:** Please refer to Sections 5.2 and 5.3. The Department will not use points or scores during the evaluation. The proposals will be ranked from highest to lowest. The pricing for the 47 additional labor categories are not included in the total evaluated price of the financial proposal. These rates will be used for the work Order process.

**QUESTION 39:** Our company is in the process of getting the MBE certification and our application for MBE is under review. We are not sure if the MBE certification will be approved by the Agile Scrum RFP submission date.

Can we update our MBE status at a later date and use the eligibility to satisfy the MBE goal ( 50 % of the 20 % set aside ) upon the Agile Scrum TORFP award ?

**RESPONSE:** No, Offerors must be certified and listed in the MDOT database at the time of proposal submission in order to be considered a MBE and be counted toward the MBE goal. You may submit a proposal as a non-MBE Master Contractor and choose a certified MBE to satisfy the 20% MBE goal.

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**QUESTION 40:** On Attachment 4, there is a section for references that states "A) References for Proposed Resource (if requested in the TORFP)". I do not see that this is requested in the TORFP in any instructions, so are references for each Key Personnel required and if so, how many reference for each are required.

**RESPONSE:** **References are not being requested for this TORFP.**

**QUESTION 41:** The instructions for Attachment 4 state the following:

Describe work experience relevant to the Duties / Responsibilities and Minimum Qualifications described in Section 3 of the TORFP. Start with the most recent experience first; do not include experience not relevant to the scope of this TORFP; use Employment History below for full employment history. Enter dates as MM/YY – MM/YY. Add lines as needed.

I understand that we are to use the section labeled Relevant Work Experience to enter only work that relates to this TORFP, but In the Attachment 4 provided there is not a Section called Employment History to enter our candidates full employment history. Should we replace the Reference section (which doesn't seem to be needed based on the instructions) with an Employment History Section, or should the Employment History Section be added at the end or will HHS Procurement be sending out a new Attachment 4 that should be used for our submission.

**RESPONSE:** **Attachment 4 should only be used for relevant work experience or work history as it relates to this TORFP. The candidate's full work history is not required in Attachment 4.**

**QUESTION 42:** Section 2.1 of the TORFP document lists one Key Personnel labor category as "Application Developer, Advanced Technology (Senior)", however the Price Template provided, including on 8/8/2017, has the Key Personnel labor category "Application Developer, Advanced Technology".

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**QUESTIONS AND RESPONSES 4**

- a. Question: Should offerors be proposing a Senior Application Developer, Advanced Technology as Key Personnel, or a non-Senior?
- b. Question: Will the State please update the Price Proposal template if a Senior Application Developer is required?

**RESPONSE:**        **a. The TORFP requires a Senior Application Developer**  
**b. Yes, see Amendment 3.**

**QUESTION 43:**     Section 2.1 of the TORFP document lists "Subject Matter Expert (Senior)" as a Key Personnel, and does not include the Subject Matter that the State is seeking for evaluation.

- a. Question: Is the State open to multiple Subject Matter Experts proposed as Key Personnel, to cover multiple subject areas that we believe are required for the completion of the scope of work described in the TORFP?

**RESPONSE:**        **Only one Key Personnel for each category may be proposed. It is up to the Offeror to decide the best candidate based on the services requested and other key positions requested.**

**QUESTION 44:**     Will the selected vendors be asked to provide individual resources or Project/Solution teams per each work order?

**RESPONSE:**        **Both individual resources and teams may be required depending on the Work Order.**

**QUESTION 45:**     Please clarify the evaluation criteria; how much importance is placed of the hourly rates versus the quality of the key resources.

**RESPONSE:**        **Refer to Sections 5.2 and 5.3. Technical factors will be given greater weight than financial factors. See also, response to question 38 herein.**

**QUESTION 46:**     How will the rates of Key personnel be scored vs. the rate card for additional resources?

**RESPONSE:**        **Proposals will be ranked, not scored, based on the criteria in Section 5.2.**

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QUESTION 47: Can services under this TO be performed outside the US?

**RESPONSE: No.**

QUESTION 48: Page 28, Section 4.4.1.A, Executive Summary, One page will be very difficult to provide a summary of the solution and understanding of scope. Will DHS allow for additional pages to accomplish this goal?

**RESPONSE: No. The summary should be a brief overview.**

QUESTION 49: Page 29, Section 4.4.1.D.2, if State of Maryland Experience is neither required nor scored, what is the purpose of including this in the response?

**RESPONSE: An Offeror's (and any subcontractors or personnel) experience is relevant and may be considered. DHS can also check for real or potential conflicts and for references.**

QUESTION 50: Page 31, Section 5.3.A states that qualified vendors will have an oral presentation and interview of key personnel.

- a. Will those interviews have to be onsite or can they be conducted remotely?
- b. What can vendors expect the oral presentation to entail?

**RESPONSE:**

- a. **The oral presentations and interviews will be on-site.**
- b. **The oral presentations will permit the Offerors to highlight their experiences and aspects of their technical proposals as well as respond to specific questions by DHS. Additional information will be provided to the selected Offerors.**

QUESTION 51: In section 3.11.1 SUBSTITUTION OF PERSONNEL of the RFP, this section states that the originally proposed personnel under the TO must be fulltime employees of the Offeror. While nothing in the RFP states there is a requirement to provide only fulltime personnel, this section seems to imply that is a condition of award.

Would DHS clarify this requirement for fulltime personnel?

**RESPONSE:** DHS expects that the personnel proposed, interviewed and evaluated will be the same personnel to work under the TOA. In order to avoid a 'bait and switch' scenario within 30 days after award, DHS is limiting the scenarios where personnel may be removed or switched. Personnel may only be substituted if they are the full-time direct employees of the contractor and meet the conditions explained in Section 3.11 of the TORFP. It is more likely that full-time employees will stay on the project for the duration, rather than independent contractors or those hired for specific task or Work Orders.

QUESTION 52: Part of the evaluation criteria states: "B. The capability of the proposed Key Personnel to perform the services required in the TORFP Scope of Work."

Are you anticipating that small businesses are to hire Key Personnel at the TO level even though they will not be assigned to a specific work order that is billable?

**RESPONSE:** The expectation is that the Offeror will propose the names and resumes for the 5 Key Personnel positions required in Sections 2.1 and 3.6 at the time of Proposal submission. These Key Personnel will be evaluated in accordance with Section 5.2 B. The Department will also evaluate the Offeror's stated plan, process, and ability to obtain the additional personnel that may be needed pursuant to a Work Order. See Section 5.2 C.

QUESTION 53: "A. For all TO Proposals deemed technically qualified, oral presentations and interviews of proposed Key Personnel will be performed." Note: Based on my experience, this is the first time I have seen where Key Technical Resources are asked to present even though they are not assigned to a specific Work Order. As a small business we hire on a contingent hires basis unless they are assigned to specific project or work order.

Will you allow for contingent hires to be a part of the Key Personnel? If so, what happens if they leave during the time of evaluation? Do the remaining Key Personnel present less the one that is no longer available or do we replace the one that left?

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**RESPONSE:** This is a staffing TORFP that is similar to having master contractors at the ready. Therefore, the Offeror's Key Personnel experience is an evaluation factor. The Department expects that the 5 Key Personnel proposed by the Offeror and selected for interview will be the same persons who will work on the project if awarded. If a Key Personnel is no longer available at the time of TO award, then the substitution of personnel procedures outlined in the TORFP must be followed. It is up to the Offeror to determine the type of employment arrangement it will have with its staff.

**QUESTION 54:** Is it DHS's anticipation that all awardees that are awarded the contract will also be awarded a work order for all proposed Key Personnel? If not, are you anticipating all awardees to have these key personnel on the bench until a work order is put out after award?

**RESPONSE:** The Offerors awarded the contract must have their Key Personnel available, as DHS expects to issue Work Orders soon after TO awards. The Department will try to notify contractors of upcoming Work Orders; however, there is no guarantee that a contractor will be awarded one or more work Orders.

**QUESTION 55:** What happens if no work order is put out under these categories? Do you expect the awardees to hold on to those resources until a work order is put out?

**RESPONSE:** While DHS fully intends to issue Work Orders under this TORFP, there is no guarantee that a contractor will be awarded one or more Work Orders. It is also anticipated that not every contractor will be able to bid on every Work Order based on the availability of resources, experience, and the needs of DHS.

**Leah Hinson  
Procurement Officer  
August 14, 2017**

**TASK ORDER REQUEST FOR PROPOSALS (TORFP)  
AGILE SCRUM TEAM RESOURCES  
OTHS/MDTHK-18-009-S N00P8400064  
AMENDMENT #3  
AUGUST 16, 2017**

Prospective Offerors:

This amendment is being issued to amend certain information in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. The changes are listed below. New language has been double underlined and marked in bold (i.e., **word**) and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

**1. Revise Attachment 1 – Financial Proposal as follows:**

- a. **(TAB 1 Instructions)** “Submit this Excel file and ~~as~~ a signed PDF file with your Financial Proposal.
- b. **(TAB 2 Key Personnel Labor Rates)** Application Developer, Advanced Technology **(Senior)**
- c. **(TAB 3 Other Labor Categories Rates)** add **Subject Matter Expert (Senior)**

Offerors are reminded that they must acknowledge receipt of all amendments issued against the TORFP in their Transmittal Letter. Should you require clarification of the information provided in this Amendment, please contact me via email at [leah.hinson@maryland.gov](mailto:leah.hinson@maryland.gov) or by telephone at (410) 238-1339.

