

DEPARTMENT OF HUMAN RESOURCES  
TASK ORDER REQUEST FOR PROPOSALS  
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM (MD-CJAMS)  
OTHS/MDTHK/17-004-S

**QUESTIONS AND RESPONSES #6**

Question 201: With regard to Attachment 20, CTR11-05, can the Offeror propose to retain all data indefinitely without archiving to another database?

**Response: Yes, as long as the proposed solution meets the other requirements, i.e. indexing and accessibility.**

Question 202: With regard to Attachment 20, CTR11-06, does the State have any specific data backup requirements, such as backup intervals and data retention policies?

**Response: The Offeror must propose a solution for evaluation and consideration by the State.**

Question 203: With regard to Attachment 20, CTR11-07, please define parameters around “effectively” and “efficiently”. Are they time-bound?

**Response: It is expected that the Offeror’s disaster recovery plan will be implemented as proposed and in accordance with any State requirements, which will have time concerns.**

Question 204: With regard to Attachment 20, CTR12, Requirements CTR12-01 thru CTR12-17 call for interfaces/integrations with other systems. For each system listed in this section, please describe the technical interface available/desired (e.g. REST/SOAP APIs, ESB, ETL, etc.).

**Response: Specific information relating to interfaces/integrations will be provided to the successful Offeror.**

Question 205: With regard to Attachment 20, CTR12, do systems listed in CTR12-01 thru CTR12-17 already have interfaces established with the current system? If so, will they remain the same or is there a requirement to develop new interfaces?

**Response: Specific information relating to interfaces/integrations will be provided to the successful Offeror.**

Question 206: When provisioning the system in AWS, is it acceptable to use AWS APIs to use AWS-specific services (e.g. S3, SQS, etc.) or does the state wish the system to be configured such that it can easily be ported to another cloud? Can APIs be proposed as long as there's a simple and clear cloud migration strategy?

**Response: The Offeror may propose APIs in its solution that best meets the requirements of this TORFP.**

Question 207: With regard to Section 3.9.3.2a, should the training session be for 200 simultaneous users or is it acceptable to hold multiple training sessions for small groups of people?

**Response: Multiple sessions are acceptable. However, concurrent sessions may be needed.**

Question 208: With regard to Section 3.9.3.2a, if the Offeror were to propose to utilize the DHR site for training, will DHR provide all computers necessary to perform such training or is this a responsibility of a contractor?

**Response: The State will provide computers for trainees.**

Question 209: With regard to Section 3.15.2, please confirm that the State is only asking to audit the source code that is in possession of the Offeror and will not audit source code of third party tools and products (e.g. database server, application server, or rule engine) that the Offeror does not have access to.

**Response: Correct.**

Question 210: With regard to Section 3.24.1a, please provide a reference architecture document describing the state's new cloud environment.

**Response: This information will be provided to the successful Offeror.**

Question 211: In Section 3.24.2d, the RFP states that the State uses Microsoft Active Directory for authentication but Attachment 20 of the RFP requires ForgeRock for identity management. Please explain the discrepancy.

**Response: ForgeRock and Active Directory both will be used for user access management.**

Question 212: With regard to Section 3.24.3, does the State's cloud environment already have an existing Antivirus product that should be utilized or should the Offeror propose a new one? If there's an existing product, is the Offeror to assume that the State will provide the necessary licenses or is it a responsibility of the Offeror?

**Response: The State will configure antivirus for servers within AWS. However, TO Contractor's equipment connected to the AWS region must have up to date anti-virus product and signatures to meet the State's security policies.**

Question 213: With regard to Section 3.24.3, the RFP requires that the contractor ensures that Antivirus is installed on all systems, but an earlier provision in the RFP states that only the cloud contractor has access to modify the production environment. Please confirm that Antivirus installation and configuration is the responsibility of the cloud contractor and this requirement does not apply to this RFP.

**Response: See response to question 212 above.**

Question 214: With regard to Section 3.24.6.1a, the RFP requires the contractor to implement safeguards to protect the data at a NIST 800-53 level or above. Some of the NIST 800-53 controls are configured on the infrastructure level managed by DHR's cloud contractor and are outside of the Offeror's control. Please confirm that the Offeror is only responsible for those security controls that it is legitimately allowed to configure by the State while DHR's cloud contractor is responsible for the rest.

**Response: Yes, that is correct.**

Question 215: With regard to Section 3.24.6.1a, the RFP requires the contractor to implement safeguards to protect the data at a NIST 800-53 level or above. NIST recommends an annual security control audit to be performed by a third party. Is this audit in scope of this contract? If so, who is responsible for paying the contractor and project managing the audit?

**Response: Yes. The audit requirements in the TORFP cover the TO Contractor's location where development activities take place. The TO Contractor is responsible for paying for all costs associated with any audit.**

Question 216: With regard to Section 3.24.6.1a, the RFP requires the contractor to implement safeguards to protect the data at a NIST 800-53 level or above. It is an industry best practice to have a dedicated security

team manage the security program, which includes staff security awareness training, documentation, and implementation and verification of all security controls, including those that are a responsibility of DHR. Does the State wish the Offeror to propose such a security team or will the State be project managing the security program with the Offeror consulting the state on any applicable items?

**Response:** **The TO Contractor must use appropriate security resources to make sure that the TO Contractor's development location meets security requirements.**

Question 217: With regard to Section 3.24.6.1c, 3.24.6.1f, the RFP requires the contractor to work with the cloud team to harden servers and configure firewalls. Earlier the RFP stated that only the cloud team has access to the production environment. Please explain what the Offeror's role will be in these activities if the Offeror will not be permitted to configure the production environment. Will the Offeror be documenting requirements and activities and consulting the cloud team with the cloud team performing the actual work?

**Response:** **The Offeror will be responsible for documenting requirements and activities and consulting the hosting vendor who will perform the actual work.**

Question 218: With regard to Section 3.24.6.1f, which firewall brand and model does the state use? Is it already configured for high availability?

**Response:** **This information will be provided after TO award.**

Question 219: With regard to Section 3.24.6.1i, does vulnerability testing referenced in the RFP require third party testing or is internal testing sufficient?

**Response:** **The Offeror shall perform both internal and external/3<sup>rd</sup> party vulnerability testing.**

Question 220: With regard to Section 3.24.6.1i, is the Offeror only responsible for establishing policies and procedures and the state's cloud team will execute vulnerability testing or is such testing a responsibility of the Offeror?

**Response:** **The Offeror shall execute the vulnerability testing as guided by the TO Manager.**

Question 221: With regard to Attachment 20, CWFOO, Attachment 20 requires that data exchanges be implemented with various external systems. Please list all systems requiring such integrations and describe available integration methods (e.g. APIs, ETL, direct database access, etc.)

**Response: The individual systems are listed in specific requirements under CTR12 – System Interfaces.**

Question 222: With regard to Attachment 1, Pricing, of the 4,000 total users, how many users will need the capability to work remotely, either in the field or from home?

Of the 4,000 total users, how many users will need the capability to work remotely in a disconnected mode (e.g. using a mobile device with no internet connectivity)?

Of the 4,000 total users, how many users will require transactional access to the system? How many will need only read-only access to the system?

**Response: Please see responses to Questions 80 and 81, Series 4. Additionally, the State estimates that 90% of users will need transaction access and 10% of users will require read only access.**

Question 223: With regard to Section 3.2.3, will MD make CHESSIE and JJ source code available?

Will MD provide a reading room so that CHESSIE and JJ technical documentation, user guide and data dictionary can be reviewed by Offerors?

**Response: The Department will not release any source code at this time.**

Question 224: In Attachment 3: Task Order Agreement Section 5.5, please confirm that the term “database” refers to the State’s instance of the database containing the State’s data, and that the State is not asserting ownership of the Third Party Intellectual Property database model or schema.

**Response: The databases referred to in Section 5.5 is the system that the TO Contractor or a 3<sup>rd</sup> party maintains, stores, or configures State data, or otherwise uses to carry out the services under the TO Agreement.**

Question 225: In Attachment 3: Task Order Agreement Section 5.8, please confirm that “Pre-Existing Intellectual Property” includes any program, utility or tool developed by the TO Contractor or licensor independent of this agreement.

**Response: Correct.**

Question 226: In Attachment 3: Task Order Agreement Section 5.8, please confirm that the license with respect to derivative works is granted solely to the extent necessary for the State to properly receive the services or use the Work Product for the purposes for which such Work Product was designed and intended.

**Response: Correct.**

Question 227: In Attachment 3: Task Order Agreement Section 5.9, please confirm that the TO Contractor’s obligations will also not apply to (i) infringement, misappropriation or violation related to Third Party Intellectual Property that is used by the State in combination with any intellectual property other than any Pre-Existing Intellectual Property or (ii) other use by the State of Third Party Intellectual Property outside of the scope of the license provided by TO Contractor.

**Response: Section 5.9 will not be expanded or revised as requested above.**

Question 228: Per Modification #1 to the CATS+ contract, paragraph 14 under § 2.7.6, subcontractors must obtain and maintain similar levels of insurance as the master contractor. Firms from other countries may not carry the same insurance policies. Please confirm if subcontractors outside of the USA need to have the same insurance coverage.

**Response: While services are required to be performed in the United States, all subcontractors shall have similar levels of insurance as the Master Contract.**

Question 229: In Amendment 3, point number 3, a hard copy of the response is mentioned. Does the response need to be delivered in hard copy form in addition to the email submission as specified in RFP Section 4.2.1?

**Response: Please submit TO Proposals via email only.**

Question 230: Amendment 3 states to list the general requirements as stated in the TORFP. Can the State please clarify if the entire text for every Section 3 item should be included in the response? This would equate to approximately twenty five pages in the response. For example, 3.24, Security Requirements, contains approximately six pages of requirements text. Is the State amendable to the response including a reference to the TORFP Section number and not including the entire text?

**Response: It is not necessary to include every requirement verbatim; however, the Proposals response must follow the TORFP.**

Question 231: Can the State please provide the details of the SLA referenced in requirement CTR08-02, "Meet the disaster recovery requirements as per SLA"?

**Response: Disaster Recovery SLAs will be defined after TO award.**

Question 232: In Amendment 3, can the State please confirm which of the following Technical Proposal response sections are included in the 100 page count of the response:

- 4.4.1.a.3 - Draft Work Breakdown Structure (WBS)
- 4.4.1.a.4 - Draft Integrated Project Schedule
- 4.4.1.a.5 - Draft Project or Work Schedule
- 4.4.1.a.6 - Draft Risk Assessment
- 4.4.1.a.7 - Assumptions
- 4.4.1.a.8 - Tools
- 4.4.1.a.9 - Disaster Recovery Plan
- 4.4.1.b -Key Personnel and Staffing Management Plan
- 4.4.1.d - Subcontractors
- 4.4.1.e - Overall Offeror team organizational chart
- 4.4.1.f - Master Contractor and Subcontractor Experience Levels, Qualifications and Capabilities
- 4.4.1.g - State Assistance
- 4.4.1.h - Confidentiality
- 4.4.1.i. - Proposed Facility
- 4.4.1.j. - Additional Submissions

**Response: The information to be excluded from the 100 page limit is contained in Amendment #3.**

Question 233: RFP Section 4.4.1.f.3.e states that the response should include the "Current Master Contractor and subcontractor team personnel who

participated on the engagement." Can the State please confirm that only Key Personnel should be specified in this section?

**Response:** **The Offeror shall include such information that demonstrates the Offeror's experience, qualifications and capabilities.**

Question 234: Given the magnitude of the requirements in the TORFP across three major programs, can the State please reconsider increasing the 100 page limit of the response to 200 pages?

**Response:** **The page limit will remain at 100 pages.**

Question 235: In Attachment 1, Pricing Sheet, the calculation in Section B, column F does not seem to calculate correctly when a change is made. For example, after initial entry in the Pricing Sheet, if a change is made to Option Year 3 (cell G27), the total in Option Year 2 changes (cell F29). Can the State please distribute an updated file?

**Response:** **Please see Attachment 1 – Price Sheet – Revised.**

Question 236: 3.9.1 TO Contractor Duties and Responsibilities  
j. – Migrate data from Legacy  
QUESTION- We did not see a deliverable for this task. Is there an expectation for us to cost this activity?

**Response:** **There is no separate deliverable listed, but must be considered in the Offeror's overall development plan. Any costs associated with this requirement must be included in the Offeror's fixed price.**

Question 237: In CTR03-14, the RFP states: "Allow users to move the from field to field and check to ensure all relevant data is completed by the user for the client and program for which they are participating using customizable rules.

Please elaborate the phrase "move the from field to field" to explain what this means, preferably with an example.

**Response:** **When user enters data in a field and leaves the field, the solution shall allow the user to move to other fields in the screen. By clicking Save or validate button all validation messages should be shown and guide the user to complete missing information or correct incorrect data.**



Question 238: In CTR11-03, the RFP states: "Include Online inquiry screens for users (DHR and external users)"

Would it be possible to know what is expected in the "Online inquiry screens"?

**Response: An example may be a read only screen controlled by security access that allows users to inquire about juveniles.**

Question 239: In CTR15-02, the RFP states: "- Enabler - Review Notes - The comments/notes in the review screen require a maximum character limit - 2 Gigabytes (2,000,000,000)."

Will one single field have a character limit of 2GB?

**Response: Yes.**

Question 240: In CTR15-10, the RFP states: "Take screenshots of the current screen and attach to an email."

Will the state want a functionality inbuilt in the system which will email or it will be an integration through a separate email client?

**Response: Integration through the Department's email client is preferred.**

Question 241: In CTR15-16, the RFP states: "Support multiple Date Formats."

Please elaborate this requirement, preferably with an example. Will different users be using different date formats?

**Response: The state expects the solution to support multiple date formats such as mm/dd/yyyy, mm/dd/yy, day, month, year, etc.**

Question 242: In CTR15-25, the RFP states: "Support Bi-directional messaging/communication between new system and DJS' METS system."

What are the available means of integration with this system?

**Response: The State expects a real time API based bi-directional communication between CJAMS and METS system.**

Question 243: In CTR17-02, the RFP states: "Establish rules for data ownership that will apply across the modern human services information system."

Please elaborate this requirement, preferably with an example.

**Response:** **The state expects the Offeror to work collaboratively with the State to define and implement the data ownership rules for the CJAMS solution.**

Question 244: Would the state reconsider revising the answer to questions 38 and 41? Would a solution be acceptable that provides a SaaS solution hosted on a leading a cloud provider while having the data residing on the state's AWS infrastructure?

**Response:** **No, the requirements will not change.**

Question 245: In Section 3.18.4, the RFP states: **Deliverables:** "The TO Contractor may suggest other subtasks, artifacts, or deliverables to improve the quality and success of the assigned tasks."

Please confirm that the table in 3.18.4 is for the vendor's information only and that the Government does not require vendors to respond to this section.

**Response:** **The Offeror must respond to each Section of the Scope of Work. At a minimum, the Offeror must state that it will adhere to the requirements as stated in the TORFP.**

Question 246: In Sections 4.4.1.a.4 and 4.4.1.a.5, the RFP states:  
**4. Draft Integrated Project Schedule:** Details all relevant activities for deployment of the new CJAMS System. The implementation schedule for system integration and data conversion shall be progressively elaborated by collaboratively working with State identified resources as the new solution is deployed.  
**5. Draft Project or Work Schedule:** A Gantt or similar chart containing tasks and estimated time frames for completing the requirements and deliverables in Section 3 - Scope of Work. The final schedule should come later as a deliverable under the TO Agreement after the TO Contractor has had an opportunity to develop realistic estimates. The Project or Work Schedule may include tasks to be performed by the State or third parties.

Please explain the relationship between the integrated project schedule and the project or work schedule. What additional items is State expecting to include within the Integrated Schedule compared to Project Schedule?

**Response:** **Integrated work schedule includes high level tasks about CJAMS system integration, data conversion, interfaces with**

**other systems, etc. The integrated project schedule will have detailed level tasks for all CJAMS activities.**

Question 247: In Section 4.4.1.a.6, the RFP states:  
**6. Draft Risk Assessment:** Identification and prioritization of risks inherent in meeting the requirements in Section 3 - Scope of Work. Includes a description of strategies to mitigate risks. If the Risk Assessment appears as a deliverable in Section 3 – Scope of Work, that version will be a final version. Any subsequent versions should be approved through a formal configuration or change management process.

Please clarify if vendors must submit a draft risk assessment in their proposals. If that is the case, why does item 6 refer to subsequent versions?

**Response: Offerors must submit a Draft Risk Assessment with the Proposal. The State anticipates that the Assessment will be revised or modified during the term of the TO Agreement.**

Question 248: In Section 4.4.1.b.4 (a), the RFP states: The Plan shall include: Planned team composition by role (Important! Identify specific names and provide history only for the Key Personnel required for evaluation of this TORFP).

What does the Government mean when it says “provide history only”?

- a. Is “history” that person’s experience?
- b. Given the “history only” exclusion, what topics does the Government not want the vendor to discuss?

**Response: The ‘history’ of the Key Personnel requested refers to experience. It is up to the Offeror to demonstrate how it intends to meet the requirements of this TORFP.**

Question 249: In Section 4.4.1.b.4 (c), the RFP states: Provide supporting descriptions for all labor categories proposed in response to this TORFP.

Given that the CATS IDIQ provided labor category descriptions, does the Government want the vendor simply to copy and paste the descriptions appropriate for each labor category?

**Response:**           **The supporting descriptions should coincide with the experience of the proposed personnel as it relates to the Scope of Work.**

Question 250:       In Section 4.4.1.i, the RFP states:  
**Proposed Facility:** DHR will not provide a working location for the TO Contractor and personnel. The TO Contractor will be responsible for providing its own facility within a 15 mile radius of DHR-SSC located at 311 W. Saratoga Street, Baltimore, MD 21201.

Please explain why the Government is imposing a 15-mile radius requirement when many State of Maryland vendors located more than 15 miles away have served the State effectively for many years. This appears to be an unduly restrictive requirement that will limit competition unnecessarily and unfairly, especially for a cloud-based infrastructure project. For Maryland vendors who have offices within 30 miles and a 1-hour response time, they would nevertheless have to incur the expense of opening an independent office, a requirement that would substantially increase that vendor's costs and make it difficult to compete on price with a Baltimore-City area vendor.

**Response:**           **Please see Amendment #4.**

Question 251:       In the Pricing Worksheet, Cell F29, Total for Option Year 2, the cell formula does not produce the total of cells F27 and F28. Please correct.

**Response:**           **Please see Attachment #6 – Revised Price Sheet.**

Question 252:       Referring to the Base Year and Option Year Pricing in the Pricing Worksheet and Section 3.18.4.13 in the table, the Pricing sheet seems to indicate that system delivery will be performed during the Base Years 1 and 2, while O&M will be performed in Option Years. If System Delivery is to be completed within 15 months, shouldn't there be provision for O&M during Base Year 2?

**Response:**           **Years 1 and 2 include implementation and warranty support. O&M support will start (continue) during the Option years, if exercised.**

Question 253:       In the Pricing Worksheet, Financial Proposal Summary, the Total Evaluated Price does not seem to include License Cost. Is this an omission or is it intentional?

**Response:** **This was intentional. The license cost should be included in your fixed cost as measured in the cost of the deliverables. Cell E6 of the price sheet should equal Cell D24.**

Question 254: In the Pricing Worksheet, Cell D24, Section A – Fixed Cost, Are cells E5 or E6 and D24 supposed to be related, since cell B6 refers to “deliverable listed below”?

**Response:** **Cell E6 of the price sheet should equal Cell D24.**

Question 255: May a subcontractor serve as an MBE partner for a couple of independent prime contractors?

**Response:** **A subcontractor may be proposed by more than one Offeror to provide services under this TORFP.**

Question 256: What is the percentage requirement for work completed by the prime contractor under this TO?

**Response:** **The TO Contractor is responsible for ensuring the delivery of all of the services requested under the TORP.**

Question 257: Can you please confirm if attachment 19 should be completed and signed at the time of the proposal submission, or is this after award?

**Response:** **Attachment 19 must be completed, signed, and submitted with the Proposal.**

Question 258: 3.9.3.2 Training Material  
d. web based training  
QUESTION- Does the department expect the contractor to host the web based training OR will it be hosted in the Department’s AWS?

**Response:** **The Department will host the training environment in AWS.**

Question 259: 3.12 Export  
QUESTION – Does the Department expect this task to be part of the fixed costs? Since this seems to be adhoc requests how are we expected to price this?

**Response:** **The Offeror must include the price of this activity as part of the fixed priced costs. Please refer to Question #96 in Series 5.**

Question 260: 4.2.1.1.b – Attachment for attachments  
QUESTION-Vendor is expected to convert all attachments to PDF.

However the 'Attachment 20' is an excel file with multiple tabs. How are we expected to convert the spreadsheet to PDF? Are we expected to provide multiple PDFs?

**Response:** **If the Offeror is unable to convert to PDF., the attachments may be sent in a protected format.**

Question 261: Please confirm that the 14% MBE and 2% VBE requirement does not include the COTS software license fees.

**Response:** **The Offeror may propose any certified MBE or VSBE to perform or provide services under the TORFP, which could include software licensing.**

Question 262: Attachment 20 (attached the latest version in amendment 5):  
Some cells are not editable (e.g. 'Technical Requirements' – CTR04-04;  
Some cells are not wrapping (e.g. 'Technical Requirements' – CTR15-DJS all cells for 'additional comments')

**Response:** **Please see Amendment #6. Please use Attachment 20 – 4<sup>th</sup> Revision.**

Question 263: Pricing sheet (attached latest version):  
The license cost and design, develop cost total (Cell E6) is not getting added to the TOTAL for A.Fixed Cost (Cell D24) and subsequent 'Total Evaluated Price' (Cell C44);  
Operation & Maintenance 'Option Year 2' total (Cell F29) is not getting calculated correctly. It seems to be adding Cell F27+G27.

**Response:** **Please see Amendment #6 and Attachment 1 – Revised Pricing Sheet Revised. The license cost should be included in your fixed cost as measured in the cost of the deliverables. Cell E6 of the price sheet should equal Cell D24.**

Question 264: Amendment 3, 3. Revise Section 4.4 Proposal Format  
Except for any reproduced sections of the solicitation document, the text size shall be no less than 12 points.

Questions:

- a. Will the State allow Offerors to use a smaller, still readable font for the following: headers and footers, exhibits, and tables?
- b. Please confirm that repeated text from the RFP can be a font size smaller than 12 points

**Response:** a. **Yes.**  
b. **Repeated text from the RFP may be in a smaller font.**

Question 265: Amendment 3, 3. Revise Section 4.4 Proposal Format  
Please be clear and concise and limit your TO Proposal response to one hundred (100) pages.  
Amendment 3, 5. Revise Section 4.4.1.a.2 as follows:  
Please list the general requirement as stated in the TORFP and then your response to the requirement.

**Questions:**

- a. Is the State requiring Offerors to repeat the full text of every RFP requirement for every section in our response?
- b. If yes to a: The TORFP language that requires an Offeror response exceeds 36 pages alone. Even at a reduced font size, this text will span dozens of pages in Offerors' Technical Proposals. In order to fully address the requirements, will the State consider excluding TORFP text from the 100-page limit, or increasing the 100-page limit to account for TORFP text

**Response:** a. **No. Please refer to response to question 230 above.**

Question 266: *Amendment 3, 3. Revise Section 4.4 Proposal Format  
Pages shall be numbered sequentially by volume.*

**Question:** In order to show clear compliance with the page limitations, for items that are not included in the page limitation, should Offerors not number these pages sequentially?

**Response:** **That is correct.**

Question 267: **Question:** The **Attachment 1 – Pricing Sheet** appears to have an error in it. If you type in a maintenance price in cell F28, it does not total into cell F29. Can the State please review and reissue a corrected price form if required?

**Response:** **Please see Attachment 1 – Pricing Sheet Revised, Amendment #6.**

**Sang Kang**  
**Procurement Officer**  
**July 21, 2017**