

**** Questions and Answers Maryland Automated Benefits Systems (MABS)****

Question#1: Is there currently an incumbent vendor supplying service to DLLR on the Maryland Automated Benefits Systems (MABS)? If so, does the incumbent currently supply the Department with a similar level of staff support as has been requested?

Answer#1: Yes, there currently is an incumbent vendor supplying services to DLLR on the Maryland Automated Benefits Systems (MABS). Yes, the incumbent currently supply the Department with a similar level of staff support.

Question#2 Attachment 1 – Price Sheet seems to be unlike any we’ve previously reviewed for this or other Maryland Agencies. Typically, the individual named resource would appear as a line item on the pricing proposal by fiscal year of service. But on this request, DLLR has chosen to include what seems to be the total hours for the 4 required Senior-level resources who will be available as of the notice to proceed as a line item and a second for the two Junior-level resources which will be requested immediately upon task order execution. This may have the unintended impact of standardizing an hourly rate for either level of the positions expected when there could possibly be a cost savings to the Department if the more traditional pricing sheet were to apply. Does DLLR expect to revise this attachment prior to the proposal due date?

Answer#2: DLLR will only accept pricing on the price sheet per labor category.

Question#3: Will the DLLR allow an MBE/SBR-certified Master TO Contractor to self-fulfill any portion of the 37% MBE goal? Based on the expected number of positions as of NTP, it appears the Department may expect the Master Contractor to have an MBE subcontractor fulfill 2 of the 4 positions to meet (exceed) this requirement from receipt of the NTP. Is this the intent of the DLLR?

Answer#3: An MBE prime could count themselves up to 50% of the MBE where the sub-goal directive does not apply. If the sub-goal directive does apply then the vendor can count 100% of one of the one of the sub-goal categories.

Question#4: Will the DLLR clarify the “core hours” as specified in section 2.6.10? Is support expected from all assigned staff of awarded TO Contractor to be performed between 6 AM and 2:30 PM with the exceptions noted in the request or is DLLRs’ intent to have a staggering of resource hours to cover those hours identified as well as ‘typical business’ hours between 8 AM and 4:30 PM?

Answer#4: The request is for a per resource as needed bases and the DLLR TO Manager will designate which resource and which time frame.

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Question#5: What is the CATS+ labor category that corresponds with the two positions described in the RFP- Senior Mainframe Programmer and Junior Mainframe Programmer? In the CATS+ Master Contract, neither position is listed, however attachment 5 requires the education, general experience, and specialized experience that is generally pulled from the Master Contract. Could DLLR please provide guidance as to either what CATS+ labor category they are looking for or what specific Education, general experience, and specialized experience they are looking for in attachment 5?

Answer#5: The TO Master Contractor is to provide the labor categories, this is an intentional omission.

Question#6: Will the Master Contractor be penalized if more than two of the required four positions are staffed by the subcontractor(s)?

Answer#6: As long as your staffing plan does not interfere with MBE goals we do not object.

Question#7: Page 44 shows Labor Category Title as "Functional Area 2 - Web and Internet Systems". Just to confirm per page 3 of Key Information Summary Sheet, we are to use "Functional Area 5 - Software Engineering"

Answer#7: Page 44 is in error. The functional category is as stated on the Key Information Sheet.

Question#8: Please confirm that we are to only provide resources; that Project Management, Quality Control, Testing and Life Cycle Management will be handled by DLLR personnel. We are to only provide exceptional resources as defined in Section 2.

Answer#8: The TO Master Contractor is only required to provide the resources as outlined in Section 2.

Question#9: If the above is confirmed. Does section 3.4.1.C.4 "how the TO Contractor Personnel shall be managed" and 3.4.1.C.4.A (Team Composition by Role) apply since we are to only provide the resources, that will be managed by DLLR.

If the above is confirmed; Does Section 3.4.1.A.2 "Proposed methodology and solution" apply?

Answer#9: Section 3.4.1.C.4 applies to the ability to bring staff on board if required.

Section 3.4.1.A.2 does apply.