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TO: MASTER CONTRACTORS

FROM: Dorothy M. Richburg
             Procurement Officer

RE: ADDENDUM 1
             TORFP NO. R00B4400123
             Child Care Administrative Tracking System Server Hosting and Administration

DATE: April 30, 2014

YOU SHOULD RECEIVE 13 PAGES

IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE CALL 410-767-0628
OR EMAIL drichburg@msde.state.md.us
THANK YOU.

Attached are the following documents:

1. Corrected minutes from the Pre-Proposal Conference held on 29 April 2014 and
2. An additional question received post-conference.

<p style="color:red; text-align:center; font-weight:bold; font-size:large">PROPOSALS ARE DUE NO LATER THAN
2:00 PM EDT 14 MAY 2014</p>

MARYLAND STATE DEPARTMENT OF EDUCATION
200 West Baltimore Street
Baltimore, MD 21201-2595
410-767-0628
410-333-2017 (Fax)

TORFP NO. R00B4400123

Child Care Administrative Tracking System Server Hosting and Administration

Received By_____
(Print Name)

Signature_____Date_____

Vendor_____

Telephone No._____Fax No. _____

PLEASE E-MAIL, FAX OR MAIL THIS TO:

Dorothy M. Richburg, Procurement Officer
MARYLAND STATE DEPARTMENT OF EDUCATION
200 West Baltimore Street
Baltimore, MD   21201-2595
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MS. RICHBURG:

We're going to go ahead and get started. Good afternoon. Let me take this opportunity to say welcome to our Pre-Proposal Conference for our hosting of ECCAT Systems.

For those of you who do not know me, I'm Dorothy Richburg. I'm the Procurement Officer.

At this time I'm going to give you an overview of how we're going to conduct our Pre-Proposal Conference, after which time we will have our introductions.

We will conduct our Pre-Proposal Conference round-robin style. We will give everyone an opportunity to go around as many times as you like and ask one question at a time.

We would ask that you would be considerate and ask one, unless it is a follow-up question to that question. If we do not know the answer to your question today, we will get it back to you in writing with the written addendum that will be coming out to you next week.

Let's go over something. The proposal due date for this procurement is Wednesday, May the 14th, no later than 2:00 p.m.

There's no MBE or VSB goal for this procurement. However, we do encourage the MBEs to submit and this procurement is geared to Small Business Reserve vendors.

We did receive some questions prior to the Pre-Proposal Conference. If there's a question that we do not answer today, or that you do not hear us answer, you can feel free to ask it.

If, when you get back to your office, you think of another question, feel free to email us. I would like to have your questions submitted no later than Monday.

Monday's date is May the 5th by 2 o'clock. That way we can get all of your questions with the addendum and they can be answered.

However, if you submit a question to me on May the 13th, the day before proposals are due, we will answer your question. But we just try to get them all to you as soon as possible so you can get a good solid proposal to us.

So again, proposals are due on Wednesday, May the 14th. This procurement is geared to Small Business Reserve vendors only.

After we have our introductions, I will ask Rey Arriazola and/or Carol Walter who is our Project Manager, to give us an overview of this procurement, after which time then we will start our one question and answer period.

We have with us today Bill Bodenstein. He's with the Conference Reporting Service and he is here today strictly for the purpose of taking our minutes.

So I'm going to start on my left and work my way around with introductions.

MR. BLACKBURN:

Hi. I'm James Blackburn. I'm in Procurement.

MS. RICHBURG:

Again, I'm Dorothy Richburg, Procurement.

MR. ARRIAZOLA:

I'm Rey Arriazola, and I am with the Office of Information Technologies here and I manage the current ECCATS contract.

MS. WALTER:

I'm Carol Walter. I'm the Project Manager for ECCAT System.

MR. STOKES:

Randy Stokes, Office of Information Technology.

MR. JAMES:

Ronnie James, I'm the Network Manager here at MSDE.

MR. RILEY:

Don Riley, Bithgroup.

MS. KEANE:

Kesia Keane, Prism Communication.

MR. HANS:

Harry Hans, Sona Networks.

MS. RICHBURG:

Okay. At this time I'm going to turn this over to Rey, Rey Arriazola.

MR. ARRIAZOLA:

Okay. Thank you, everybody for being here. We are looking for a vendor to host our current ECCAT System. We currently have about four servers that need to be hosted and this hosting, the ECCAT System basically is a system that issues the Department of Early Childhood Development, and basically it supports the licensing of that department.

It supports the credentialing, the grants program. And it does make payment to providers and also we provide payment information to Annapolis at FMIS. We also provide other data that goes to other vendors for mailings and that kind of system.

In a nutshell, that's basically what the system does. I will let Carol explain to you, if you want, to the setup that we have, the servers, what kind of operating systems   they currently have and anything else that goes with the network.

MS. WALTER:

All right. Basically, the Agency requires I guess two groups of services. One, of course, is an actual hosting facility, for equipment that we provide. So MSDE owns the equipment and it's placed in the facility.

We do ask that the facility be within 25 miles of this location because our personnel from time to time have to go maintain network communications, help with backup issues, that kind of thing.

The second category is personnel. The personnel are time and materials. Initially there are two full-time positions. We have added a number of other labor categories so that you can provide us quotes for those, but we do not have immediate plans to add personnel beyond the two core named positions, two required positions.

In terms of the hardware and software, CCATS, the Child Care Administrative Tracking System, was originally developed on an IBM platform. It's written in Java and uses DB2.

Over the past year or so, we have been engaged in refreshing the equipment. The IBM servers that we previously used and today we are using to host the application are outdated now.

And the Agency made a strategic decision to have the system migrated from AIX on IBM hardware to Windows on Dell servers, which is what's described in the Task Order RFP.

Most of the work of that migration has been completed. We have had some other factors push our schedule back. So what our expectation is, is that we would wrap up the hosting of the IBM equipment and migrate to the Windows servers before the new vendor under this procurement takes responsibility for them. So the existing vendor would be responsible for retiring that IBM equipment.

Right now the migration date is scheduled for June 8th. So this is just kind of background information. It might affect your transition and planning.

I guess one of the things that's really particularly important is that we're asking for two core named personnel. The qualifications of those personnel are important to us because one is a Database Administrator; one is a Systems Administrator.

They essentially have to be each other's backup. Right. We have no depth within MSDE, no bench to pick up for them. And so because of that, they also need to be experienced senior people.

This is not a place for somebody new in Database Administration or Server Administration. They really need to be able to stand on their own. And so I think that's clear in the requirements that we've described and we will be looking for that in evaluating proposals.

Dorothy, did you want me to just go through the questions and answers we received?

QUESTIONS – ANSWERS--CLARIFICATIONS

MS. RICHBURG:
Yes. That will be fine.

MS. WALTER:
We are prepared to answer them.

MS. RICHBURG:
Yes. Thank you.

MS. WALTER:
The first question we received says, refers to Section 2.9.1. So if you want to turn to that. That should be on page 38.

So they list these items A, B and C. At least five years of demonstrated experience providing hosting or data center support services to government entities with at least 2500 end users.

Subcontractor experience may be included to meet this requirement. And then Item B, at least one engagement providing security services, including both networking and system security.

And Item C, at least one engagement providing disaster recovery and business continuity planning and services.

The question is can we use our subcontractor experience to meet these requirements?

Subcontractor experience can be used in Item A. Items B and C, we expect the Master Contractor would have that experience.

Question 2. Does MSDE have a current backup site for Disaster Recovery? We do not have a live hot site in operation for CATS for Disaster Recovery.

As part of the migration to Windows, we are working with the Office of Information Technology to have the capability for MSDE to have a server in-house that would have the capability for us to fail over to if we needed to.

But its primary purpose is to serve as a development quality assurance server and so it's not available to be used as part of the transition.

Question 3. In Section 2.6.1.7 which is on page 23. The RFP states the TO contractor is to provide two full-time personnel for systems operation and maintenance and then in Sections 2.6.2.1 and 2.6.2.2 requires one System Administrator and one Database Administrator Specialist Senior.

Does this bring the total to four full-time personnel? No, it does not. They are the same two personnel. We're looking for a maximum of two required named resources.

Question 4. Does MSDE have a test site and will it be available for transition to the successful contractor. No, as I said before, we do not have a live hot site and it would not be available to support the transition.

Question 5. In Section 2.6.1.4 which is on page 20, why is there a need for the TO contractor to provide an annual audit while MSDE is conducting their own audit from internal auditors and/or appointed third-party auditors. Please clarify.

MSDE systems are regularly audited by the Office of Legislative Auditors, OLA. The OLA auditors review our system implementations against the requirements of regulation, law, what the programs are supposed to deliver.

And they also look for a number of common issues in the Agency. They check the firewall that's maintained by MSDE. They check for common application problems such as SQL injection, like that.

In our last audit though, the OLA auditors told us that they relied on SOC 2 audits of hosting facilities and that if a state agency was outsourcing hosting as we are in this solicitation, that it was now a requirement for us to require that a SOK 2 audit be done by the hosting company.

So the focus of the audits is a little bit different in terms of the scope and the questions answered by a SOK 2 audit are very specific to the delivery of hosting services.

I hope that clarifies that question.

MS. RICHBURG:

Are there any questions from these four questions about questions that Carol just went over?

If not, we're going to start with our question and answer period. I'm going to start with Don and go to Kesia and Harry.

MR. RILEY:

Don Riley, Bithgroup. Page 13. I just wanted to clarify Paragraph 3. Currently the application is implemented on the MSDE secure internet utilizing Network Maryland. So that's the standard Network Maryland internet support?

MS. WALTER:

Yes. Yes, it is.

MS. RICHBURG:

Kesia?
(Pause for sirens)

MS. KEANE:

This is a new requirement if there's an incumbent.

MS. RICHBURG:

This is a re-compete and there is an incumbent.

MS. KEANE:

Okay. And is it possible to find out who the incumbent is?

MS. RICHBURG:

Yes, the incumbent is Sona Networks.

MS. KEANE:

Okay.

MS. RICHBURG:

Well let me go back and state, no, it's not Sona. I just thought that.

MS. WALTER:

So it's nearly right.

MS. RICHBURG:

It's nearly right. Okay.

MS. WALTER:

The actual Task Order is with Worldwide Technologies.

MS. RICHBURG:

Okay.

MS. WALTER:

Worldwide Technologies has subcontracted to Sona Networks who has subcontracted to TierPoint for hosting services. And the personnel are Worldwide Technologies employees.

MS. RICHBURG:

Currently Worldwide Technologies.

MS. WALTER:

Okay.

MS. RICHBURG:

So as soon as I said that, I said no, it's not. Okay. Harry?

MR. HANS:

No, thank you.

MS. RICHBURG:

Back to Don.

MR. RILEY:

Page 16, Section (c)(i). The TO contractor shall transport, install, test, and implement the CCATS servers and equipment to the TO contractor facility.

You stated that you've got current IBM servers. I think I hear four?

MS. WALTER:

Well, there's more than four current IBM servers. They've been replaced by four windows servers and they are listed in the Task Order RFP and that's the equipment we would expect you to relocate.

MR. RILEY:

Right.

MS. WALTER:

It's on page 14.

MR. RILEY:

Okay.

MS. WALTER:

So it's two Dell PowerEdge R820's and two Dell PowerEdge R16's.

MR. RILEY:

Okay. I saw the reference to the two PowerEdge R820's. I didn't realize the other two were there.

MS. WALTER:

Yes.

MR. RILEY:

So four servers?

MS. WALTER:

Right. The two Dell PowerEdge R820 servers will be in production operation at the time of the transition.

MR. RILEY:

Okay.

MS. WALTER:

The two Dell PowerEdge R620's(sic) supporting the public portal server will not yet be in production use at the time of the transition.

MR. RILEY:

Okay.

MS. WALTER:

So that may make a difference for you.

MS. RICHBURG:

Okay. Kesia?

MS. KEANE:

I have no questions.

MS. RICHBURG:

All right.

MR. HANS:

I just wanted to get some more understanding on the audits.

MS. WALTER:

Uh-huh.

MR. HANS:

You mentioned about SOK 2 audit, but then that same section has -–

MS. RICHBURG:

What section is that, Harry? 3.6?

MR. HANS:

It's the monthly hosting services audits, I think the numbering is in-correct, so.

MS. WALTER:

Oh, I'm so sorry. Which paragraph?

MR. HANS:

It's the monthly hosting services audits.

MS. WALTER:

2.6.1.4?

MR. HANS:

Uh-huh.

MS. WALTER:

And which number is incorrect?

MR. HANS:

I was just going to ask a general question. When it talks about SOK 2 audit, right?

MS. WALTER:

Yes.

MR. HANS:

And it also I think talks about some sort of independent audit and I just wanted to get more clarification. Are we talking about the entire facility audit plus something else?

MS. WALTER:

No. In Paragraph (c) on that first line where it says shall obtain an annual audit, that is meant to refer to the SOK 2 audit, and it would have been clearer if we had phrased it specifically.

MS. RICHBURG:

On page 20. What is numbered incorrectly?

MR. HANS:

It's just on my display. I couldn't give you the section number correctly.

MS. WALTER:

So there is only one audit, the SOK 2 audit, that the vendor is required to provide. MSDE will have a separate audit that's of MSDE and will include the hosting vendor. But that's not at any cost to you. We just ask for your cooperation and access.

MR. HANS:

That's the whole idea of the audit.

MS. WALTER:

Right.

MR. HANS:

Okay. Wonderful. Thank you.

MS. RICHBURG:

Okay. Don?

MR. RILEY:

I'll pass.

MS. RICHBURG:

Kesia?

MS. KEANE:

No.

MS. RICHBURG:

Harry, we're back to you again.

MR. HANS:

No questions.

MS. RICHBURG:

Okay. We're going to open it up. Any questions?

Carol or Rey, does either one of you have anything else you want to add? Randy? Ronnie?

MR. ARRIAZOLA:

No, I don't think so.

MR. RILEY:

There is one thing on page 26. Column (m) or Section (m). The TO Contractor shall ensure that adequate file space is available for processing. Do you define a percentage of available processing space or a set limit?

MS. WALTER:

No, we don't.

MR. RILEY:

Okay.

MS. WALTER:

I could see if I could inquire about that, but currently that's something the System Administrator monitors and manages.

MR. RILEY:

Okay.

MS. WALTER:

The reason that that's pulled out as a requirement is that the application stores a lot of static pdf files on the application server.

MR. RILEY:

Uh-huh.

MS. WALTER:

And it's just important to be sure that that volume of static files doesn't grow to the point where -–

MR. RILEY:

You can't re-access.

MS. WALTER:

Yeah, exactly. So that's the reason for it.

MR. RILEY:

Okay.

MS. WALTER:

So is that satisfactory to you or should I pursue it as a percentage question?

MR. RILEY:

No, that's fine. I'm just, I was wondering how close you were edging to the margin of -–

MS. WALTER:

No, currently we're adequate.

MR. RILEY:

Okay.

MS. WALTER:

We don't currently have an issue there.

MR. RILEY:

Okay.

MS. WALTER:

And it currently being monitored.

MR. RILEY:

Okay. That's all then.

MS. RICHBURG:

Okay. With that said, I'm going to thank all of you for coming out. I'm going to ask that you please be careful going back. It is raining and I'd like you to get back safely.

I do have the room until 3 o'clock. So if you would like to stay here and network, feel free to do so. Once again, thank you for coming out.

If you have any additional questions, please email me hopefully by Monday, May the 5th, so we can get those into the minutes.

(Whereupon, at 1:32 p.m. the meeting was adjourned.)

The following question was received after the Pre-Proposal Conference:

1. 2.6.1.4 (b) requires the contractor hosting facility have a SSAE 16 SOC 2, Type 2 report within the past twelve months and that a copy be submitted with the proposal. Will the Government consider an otherwise qualified proposal, if such a report is provided within 120 days of award?

   No – must provide a SSAE 16 SOC 2, Type 2 report with proposal.

MARYLAND STATE DEPARTMENT OF EDUCATION
CCATS SERVER HOSTING AND ADMINISTRATION
TORFP R00B4400123
Tuesday, April 29, 2014

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