

ADDENDUM NO. 2

**MARYLAND STATE DEPARTMENT OF EDUCATION
MSDE**

TORFP# R00R1600303

Maryland Report Card and MDK12 Websites Maintenance and Support

September 22, 2020

This Addendum is hereby made part of the TORFP specifications on which the Contractor shall bid, and is issued to modify, explain or correct the original specifications. All bidders shall acknowledge receipt of this Addendum on the Acknowledgement of Receipt form. It is understood that all bids submitted in response to TORFP-R00R1600303, will be presumed to be based upon full knowledge of the contents of Addendum No. 2. Answers are in **RED**

1. Questions and Answers:

1. In section 1.1.6, the qualifications for the Computer Graphics Illustrator appear to be misaligned with the current role, and we ask for some clarification of the expectations in that role, specifically the requests for experience in “interfacing with driving directions and Google Maps based on Search results, SQL search strings,” “Application Lifecycle Management using Microsoft Team Foundation Server,” and “five years of programming.” Could you please discuss the need for these qualifications and how they will be applied to the role?
 - *Items B. and H. can be removed in section 1.1.6.*
 - A Drupal developer will be required to develop the Drupal site.
 - During this time, they would work with the SharePoint developer, who will support the existing site until the Drupal site is launched.
 - Once the Drupal site is launched (goal of end of year 1), the Drupal developer will replace the SharePoint developer as the key CMS resource, as the SharePoint developer would at that point be redundant.
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2. To offset the costs of additional support staff needed during SharePoint to Drupal conversion task, could reduced hours of some staff be leveraged to help re-distribute the cost? For example, the Project Manager hours could be reduced to 20 or fewer hours per week, having the SME handle several key tasks, without any loss in productivity or support. If the answer is yes, how should this be represented in the Financial Proposal?
 - *This will be addressed/adjusted in a staffing plan with the vendor after the contract is awarded.*
3. The compiled code for MDK12 and MDRC lives on DoIT servers currently. In the cases where the code repository would be cloud hosted (BitBucket, Azure DevOps, GitHub, etc) and an account for access provided to MSDE, would the source code escrow (3.15.4) process still be needed/required? **Yes.** It seems

that having the code hosted externally would provide sufficient reason to eliminate this additional cost/need.

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- 4. In the pre-bid conference, the question was asked whether the experience factor in managing internet projects was interchangeable with SLED-specific work the Project Manager position, and the response was yes. Can we confirm that response? (Section 1.1.1-C) *It's still yes.*
- 5. During the pre-proposal conference, questions regarding disaster recovery (3.5) were asked. The response given was that DR was not being sought in this proposal due to all the data being hosted by DoIT. Can you please elaborate on what type of response is being looked for here?
 - *NA – All servers are maintained and backed up by MSDE OIT.*

Page number	Question
	What ticketing tool (Ex: Jira, ServiceNow) does MSDE use to track emergency or normal bug fix requests? <i>Once the contract is awarded MSDE will work with the vendor to determine best way to handle service requests. Some requests are currently handled through DoIT's ServiceNow application but it depends and this is not always the case.</i>
	Please advise on how the SLA monitoring currently happens between MSDE and the incumbent? <i>The MSDE PM monitors SLAs.</i>

	To understand the current functionality of the MDK12 SharePoint site, could MSDE please clarify the following: <ul style="list-style-type: none"> • Does the current site use custom forms? <i>Yes</i> • Designer based workflows? <i>Yes</i> • Code based workflows? <i>Yes</i> • Alerts / Message Boards? <i>No</i>
3,14	The RFP describes the Computer Graphics Illustrator role to include both design and development experience. Does this mean that the Computer Graphics Illustrator must be a single person with multiple roles or can that role be split between multiple resources during this project? <i>The role can be split. Development tasks can be performed by Internet/Web Architect. The main concern is that this is OK as long as the budget is adhered to.</i>
	As part of TO Contractor responsibilities, could MSDE clarify the following for each website (the MDRC and MDK12) to determine staff mix and skills mix to support each website appropriately: <ul style="list-style-type: none"> • Number of staff supporting MDRC website and MDK12 website <i>6</i> • Number of hot fixes per month for each website <i>Currently 2 – 3 or less.</i> • Number of maintenance issues occurring per month for each website <i>Currently 2 – 3 or less.</i> • Number of upgrades planned for each website <i>None are currently planned.</i> • Release cycle frequency (Monthly, Quarterly, Semi-annual, annual) for each website <i>MDRC: monthly. MDK12: as needed.</i> • Number of enhancements done in a month for each website <i>It depends. None before 2021.</i>
	Could MSDE please provide information from their experience under the current contract regarding the support process for both websites: <ul style="list-style-type: none"> • What is the average turnaround time for maintenance issues? <i>It really depends on the severity.</i> • What is the average time spent in hours during website enhancements? <i>It depends. Most time is spent on updates to</i>

Can the Government share additional information on the website migration efforts? Is it planned to migrate the two websites or just one? *Just MDK12.*

Can the Government provide information on if the migration efforts are underway? Also, what timeframe is Government anticipating to complete the migration? *No migration efforts are currently underway.*

Will Government consider extending the proposal submission date? *No. It's already extended to Oct. 8.*

- Will the project allow remote work to be done or is the expected to be fully onsite or a mix of offsite and onsite. In case it allows partial remote work, please advise the extent to which work can be completed remotely/ the positions that are allowed to work remotely – *All work is remote.*

1. Were the specifications for this TORFP written by the state or outsourced to a third party? *State.*
2. If a third party, what is the name of the company /person who wrote the requirements for the TORFP? *NA*
3. Sept 10 due date is a pretty fast turn, given questions are not due until August 28, the state will need to review, and then answer, around a holiday week.
Can the state please extend this response date by two weeks to September 24? *It has already been extended to Oct. 8.*

1. How many years of experience in Higher Education are equivalent to years of experience in the government domain? *As long as the experience is website related then it can be considered equal. However; some education experience is preferred.*
2. Does the adding of additional recommended labor categories (with rates) impact the cost evaluation holistically? Meaning, if we perceive the need for another 'specialty resource' such as a technical writer later in the project that is not part of the required resource set at the outset, how is that cost measured against the whole? *Yes, impacted overall.*
3. For the experience factor in managing internet projects, do you find managing SLED (State, Local, and Higher Education projects) acceptable for the three-year experience marker? *Yes*
4. Since PSM is a different issuing authority than CSM, are these interchangeable and likewise acceptable? And CSPO? *Yes*

*****END OF ADDENDUM NO. 2**

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ACKNOWLEDGEMENT OF RECEIPT

The undersigned acknowledges that **Addendum No. 2** dated **September 22, 2020**, to Maryland State Department of Education (MSDE) Specifications for TORFP No. R00R1600303 has been received by the undersigned and will be incorporated into all copies of said specifications in the possession of the undersigned.

It is understood that all bids submitted in response to TORFP No. R00R1600303 will be presumed to be based upon full knowledge of the contents of **Addendum No. 2**

(Company Name)

By: _____
(Signature-Authorized Official)

(Title)

(Date)

NOTE: PLEASE SIGN AND DATE THE “ACKNOWLEDGEMENT OF RECEIPT AND RETURN TO THE PROCUREMENT OFFICER BY EMAIL OR SUBMIT WITH YOUR BID SUBMISSION
