

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 12/21/2016

1. Q –

We are reviewing the RFP that was issued yesterday for the Environmental Permit Tracking System Modernization Implementation project. Could you please let us know if there are any incumbents other than JMT, and if JMT and other incumbent vendor will be excluded from bidding on this RFP?

A –

There are no other incumbent vendors. JMT is excluded from bidding on this TORFP

2. Q –

TORFP Section 3.13.1 Cyber Security / Data Breach Insurance

The TORFP requirements state that Cyber Security / Data Breach Insurance should be maintained in the amount of \$10,000,000 per occurrence. For small or mid-sized companies, insurance companies are balking at coverage of this magnitude. The cost of coverage in the required amount is excessive regardless. When reviewing the recent Maryland Department of Information Technology's RFP for Statewide Network Management Services, and the recent Maryland Department of Public Safety and Correctional Services TORFP for ITCD Staffing, insurance for cyber security / data breach is required in the amount of \$1,000,000. Would MDE consider lowering TORFP Section 3.13.1 requirements to a similar coverage (\$1,000,000)?

A --

MDE agrees to lower the insurance requirement in TORFP # U00B7400001, Section 3.13.1, Cyber Security/Data Breach Insurance, from ten million dollars (\$10,000,000) per occurrence, to one million dollars (\$1,000,000) per occurrence.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 12/29/2016

1. To what extent will MDE require the user interfaces developed by the TO Contractor to support non-visual access standards and/or other ADA requirements?

MDE Response Q1: As noted in COMAR 14.33.02.02 ADA compatibility is required except if:

(1) The information technology is not available with nonvisual access because the essential elements of the information technology are visual and a nonvisual equivalent cannot be developed; or

(2) The cost of modifying the information technology for compatibility with software and hardware for nonvisual access would increase the price of the procurement by more than 5 percent.

2. Section 3.6 on page 24: "MDE shall provide office space, data center rack space, electrical power, and associated physical device connectivity for the following TO Contractor provided website hardware configurations, as needed:
 - o A. Production Environment
 - o B. Development/Testing Environment
 - o C. Training Environment"

This seems to indicate that the "Production Environment" is to be provided by the TO Contractor. If this is the case, then how should the costs associated with provision and support of the production environment be accounted for in our Cost Proposal?

MDE Response Q2: Under Section 3.6, K, as stated, the "TO Contractor is responsible for providing website hardware configurations, as needed" for Production, Development/Testing, and Training Environments at MDE.

3. The above statement in the TORFP specifically requires TO Contractor to provide "website hardware configurations". Does this mean that MDE will be responsible for TEMPO database hardware configurations and all other required hardware interfaces in Production, Development/Testing, and Training environments?

MDE Response Q3: Yes.

4. In May 2014, MDE issued TORFP #U00B4400022 for Environmental Permit Tracking Modernization Requirements Analysis and Documentation. Section 2.1 of that TORFP stated "The TO Contractor and any sub-contractors selected to perform the work specified in this TORFP are precluded from participating in any follow-on work." Is the firm that was awarded that TO, and that authored the Requirements precluded from award of the current TORFP either as prime contractor or as subcontractor?

MDE Response Q4: Correct. That contractor is precluded from bidding on this TORFP.

5. Does MDE consider the requirements specifications distributed in Attachments 18 and 19 of this TORFP to be entirely valid and stable, or should we include an initial phase at the start of our proposed project work plan to verify the validity of the requirements before beginning code development?

MDE Response Q5: MDE recommends that the award contractor verify the validity of the requirements provided in Attachments 18 and 19 before coding begins.

6. Section 3.1 of the TORFP requires “the proposed Key Personnel to be available as of the start date specified in the Notice To Proceed (NTP).” One of the Key Personnel, the Senior Application Developer, is required to have ArcGIS development experience (per the table in section 2.1.2). However, section 3.1 also states, “The online payment and GIS modules should be considered as optional under this scope of work and will only be developed after all core functionality (modernized front end application featuring improved UI/UX, integration with existing TEMPO database, reporting needs, etc.) has been completed and implemented.” Please confirm whether a person with ArcGIS experience is required to be on the team from the beginning, when the GIS-related work is optional and will not occur until all core functionality is completed and implemented.

MDE Response Q6: TO Contractor personnel with ArcGIS experience will not be required from the beginning of the project. However, personnel with ArcGIS experience will be required to be available by the TO Contractor upon notification by the MDE TO Manager that MDE is exercising the optional Online Payments and GIS scope under this TORFP.

7. According to the table in section 2.1.2 of the TORFP, the proposed Project Manager must have a Scrum Master certification (CSM). Would MDE accept a Project Management Institute Agile Certified Practitioner (PMI-ACP) credential in lieu of a CSM?

MDE Response Q7: MDE prefers that the proposed Project Manager have Scrum Master certification (CSM), but will accept a Project Management Institute Agile Certified Practitioner (PMI-ACP).

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 01/05/2017

1. In Section 2, the TORFP states that “the Master Contractor’s proposal and references will be used to verify minimum qualifications.” The Master Contractor must include MBE partners as part of the Contractor team to meet the MBE goals. Will the entire team’s references be considered to meet the minimum qualifications?

MDE Response Q1: Yes.

2. Can the State explain the proposal evaluation criteria listed in TORFP Section 5.2?

MDE Response Q2: The State believes the proposal criteria listed in the TORFP in Section 5.2 is self explanatory.

3. What are the Labor Categories for the additional 5 resources that are optional?

MDE Response Q3: The labor categories for the additional 5 resources can be proposed by the contractor based on what they will need to complete the scope of work detailed in the TORFP.

4. Who designed the current version on TEMPO?

MDE Response Q4: CGI Technologies.

5. What are the expected milestone dates for each build?

MDE Response Q5: MDE has no expected milestone dates for each build at this time. The Offeror should propose build dates in their proposal as part of their Project Plan (Release/Sprint Plan).

6. Are Master Contractors required to provide non-Production environments, and where will those environments be deployed (also #10)?

MDE Response Q6: Master Contractors are required to establish non-Production environments at MDE.

7. TORFP Section 3.7.3.1 makes reference to an agile tracking tool. Has that tool been selected by MDE, and if so, is it in place? Or, is MDE seeking Master Contractor recommendations as part of a proposed solution?

MDE Response Q7: MDE’s expectation is that the Master Contractor will have an agile tracking tool to make and track updates through the life cycle of the project.

8. What is the “business enterprise solution methodology” at MDE (TORFP Section 3.7.3.2.N)? Are there current tools in place to manage the enterprise architecture?

MDE Response Q8: It is a discipline involving any combination of modeling, automation, execution, control, measurement and optimization of business activity flows, in support of enterprise goals. MDE does not have tools to manage the enterprise architecture.

9. Is the Master Contractor's staff expected to be on-site at MDE HQ or is the Project staff expected to work at the Master Contractor's facilities?

MDE Response Q9: The Master Contractor's staff will be required to be on-site at MDE HQ as needed and also work at the Master Contractor's facilities.

10. Please clarify what will be provided by MDE, in reference to the following two TORFP statements?

- a) **TORFP Section 3.6 MDE DEPARTMENTAL RESPONSIBILITIES:** MDE shall provide office space, data center rack space, electrical power, and associated physical device connectivity for the following TO Contractor provided website hardware configurations, as needed:

MDE Response Q10a: MDE believes this statement to be self-explanatory. It relates to when the TO Contractor is on-site at MDE.

- b) **TORFP Section 3.8.5 WORK SPACE, WORKSTATIONS, NETWORK CONNECTIVITY AND SOFTWARE:** The TO Contractor will provide all necessary office space, network connectivity and required workstation hardware/software necessary to complete the requirements of this Task Order.

MDE Response Q10b: This statement refers to when the TO Contractor staff is working at the TO Contractor's facilities.

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SIGN-IN SHEET

Environmental Permit Tracking System

CATS + TORFP # U00B7400001

01/06/2017 Pre-Bid Conference

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Environmental Permit Tracking System

CATS + TORFP # U00B7400001

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CATS + TORFP # U00B7400001

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CATS + TORFP # U00B7400001

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CATS + TORFP # U00B7400001

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EPTSM - Implementation
TORFP U00P7400001

Sl.No.	Section & Page(s)	Question	Response
1	3.3.1 & Page 21	<p>Build 1, we understand that the new TEMPO application should be accessible through mobile devices. Could you please provide following details for better understanding of mobility requirements?</p> <p>1) We assume that not all the functionalities and work flows/processes will be accessible through mobile devices. If yes, what percentage of screens will be accessible through mobile devices?</p> <p>2) What is the preferred choice for mobility requirement i.e Mobile Site vs Responsive Design?</p> <p>In Mobile site, request from mobile users will be forwarded to a separate mobile site.</p> <p>In Responsive Design, one unified site will be developed which has flexibility to adapt automatically to device and screen size. Responsive design requires complete user interface redesign and is expensive.</p>	<p>MDE currently has a mobile version of TEMPO known as the TEMPO Remote Inspection Process (TRIP), which runs on laptops that Department inspectors use out in the field. The award contractor should modernize the PowerBuilder code for the TRIP application to provide the same level of functionality available in the current application.</p> <p>In general, the State is promoting Responsive Design in regard to web application development.</p>
2	3.3.1 & Page 21 and 22	<p>Build 2, talks about reporting capabilities of new TEMPO application. Could you please provide following details for better understanding of reporting requirements?</p> <p>1) How many reports are available in the current system ?</p> <p>2) Are all the reports developed using WebFocus Framework?</p> <p>3) Please let us know, how many current reports have to be integrated AS-IS with the new TEMPO application and how many reports have to be changed?</p> <p>4) Does the scope involve development of new reports in WebFocus Framework? If yes, how many new reports have to be developed?</p>	<p>Amendment #2 regarding scope of Build 2 in Section 3.3.1b to the TORFP was released on 1/11/2017. This amendment clarifies the expectations regarding level of effort for report requirements. One of the key requirements is to develop a replacement for the current LetterBuilder application, which provides mail merge type of functionality to print permit notifications to the permit applicant.</p> <p>Yes, all reports were developed using WebFOCUS. There are approximately 232 active reports.</p> <p>The majority of the existing WebFOCUS reports should not need to be changed, only verified they still work with the newly developed framework from Build 1.</p>

EPTSM - Implementation
TORFP U00P7400001

IPS, Infosys Limited Questions

3	3.3.1 & Page 21 and 22	Build 2, talks about Ad-hoc reporting tool to be developed using WebFocus Framework. Could you please provide more details on the capabilities required in the Ad-hoc reporting tool? This will help us in better estimation.	MDE is seeking a solution from the award contractor to develop a way for the end user to create ad-hoc reports against the TEMPO database. This will provide the flexibility for the end user to create reports dynamically to respond to business needs.
4	3.3.1 & Page 22	Build 3 (Optional), please provide following details for better understanding of the scope. 1) Does the current system has GIS component? If yes, we assume To contractor(vendor) scope would be to integrate the GIS component to the new TEMPO application. 2) If the GIS component has to be developed new, please provide details on the capabilities required and the number of screens. 3) Please provide the powerbuilder screens count for the current online-payment system.	The current system does not have a GIS component, however GIS lat/long data is being captured and stored in the database. The number of screens for new GIS development is unknown at this time. MDE does not currently have an online payment system associated with the TEMPO application. In general, an online payment solution would re-direct a customer to a payment portal site for the customer to make payment and then re-direct the customer back to the TEMPO application.
5	Budget and Duration	Could you please let us know the budget and duration allocated for this program. We know that you have asked for a rate card (CATS+) but in the sample template we do not see a placeholder to define how long we would need these resources. We have a excellent tool and believe we will be less costly and shorter duration option but we cannot see how we can bring that angle into the response.	The budget for this project cannot be provided. The duration of this contract is noted in the "Key Information Summary Sheet" on page 2 of the TORFP as a "Three (3) year base with two (2) one-year renewal options.
6	Application Size (Attachment 18)	We understand that there are 412 powerbuilder screens in the current TEMPO system. Please let us know if this count includes the powerbuilder screens that are used to interface with online-payment system and GIS component?	As noted above, currently there is no interface with the PowerBuilder screens for an online payment system or GIS.
7	Screen redesign (Attachment 18)	We understand that out of 412 powerbuilder screens, 125 screens have to be redesigned . What percentage changes are you expecting in these 125 screen . Are they 100% revamp?	The impact of the percentage of screens that need to be changed should be based on the information provided in the Functional Requirements Document (FRD) and the Requirements Tracibility Matrix (RTM). MDE cannot provide this information.
8	Software Licenses and Software Services	We assume that MDE will provide all the required software licenses and Software Services if any required for this program.	Correct.

EPTSM - Implementation
TORFP U00P7400001

IPS, Infosys Limited Questions

9	Factory Model	Are you comfortable with a factory execution model where we use tools to convert your code and ship the code integration and execution to offshore(India). We do not touch the database or move the data offshore . We might scramble the data for testing purpose. This will help bring down the cost drastically.	MDE is okay with the approach to convert the code, but would prefer that the code integration and execution remain local.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 5 - 01/12/2017

1) Section 2.1

- Is MDE expecting 3 reference projects for each category (Application Development and Legacy Application Conversion) for a total of 6? Or projects that have both categories can be referenced.

MDE Response: Projects that apply to both categories is acceptable.

2) Section 3.1

- Are all 4 Key Personnel expected to work onsite at MDE for the duration of the project, starting with the NTP date? and Are the optional additional 5 personnel expected to work onsite as well?

MDE Response: The 4 Key Personnel are expected to work onsite as needed. The State is promoting the Agile project approach, which indicates a closer working relationship between the contractor and customer.

- Is the TO contractor allowed to use more than the 9 identified staff during the performance of the work required to implement potentially complex and unique functionality?

MDE Response: In Section 3.1, Purpose, the TO states that MDE has the option of adding up to five (5) additional resources to the TO for a maximum total of nine (9) resources. MDE will assess the need to add additional resources on a case by case basis.

- Is all development work expected to be performed onsite at MDE?

MDE Response: No. Development work can be performed at the Contractor's site.

- How long does MDE anticipate parallel running the systems until depreciation happens? Would there need to be data transfer (duplication) between the two systems or data will be entered manually in two systems?

MDE Response: MDE envisions data being entered into both systems as the 12 Programs are brought online for Go Live. MDE's expectation is that the award contractor will make recommendations regarding a suitable length of time to run systems in parallel.

- Are there existing official forms that are used by MDE to collect information from the public and staff before entering in the system?

MDE Response: Yes. The various Programs using TEMPO has permit application forms they use to capture data to input into the system.

- Is MDE paying maintenance support fee for the TEMPO software product and if yes to whom?

MDE Response: MDE has a support contract for TEMPO with GRPA which expires February 2, 2017.

3) Section 3.7.3.1

- What period of software maintenance and production support is expected from the contractor?

MDE Response: MDE's expects to utilize this contract for software maintenance and production support up to the maximum period of performance of the contract.

4) Section 3.7.6 c4 A

- What is the total count of expected active EPTS users? Does the staff count (40-50) listed for the General System Navigation training differ from the other staff counts attending sessions described for 1 through 3 subsections? Attachment 18, Section 5.7 states that there are 280 active TEMPO users.

MDE Response: On average there are approximately 60 active users.

5) Section 3.9.2, 3rd par, and par 3.11

- Is billing for the project to be based on fixed fee per deliverable or time and materials based on staff timesheets?

MDE Response: Billing for this project will be time and materials based on contractor staff timesheets.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers – 6R - 01/13/2017

1. Section 1.5 - IN-PERSON ORAL PRESENTATIONS - (Page 8) - what is the agenda of the oral presentation and Does the contractor needs to prepare a presentation slide deck to demonstrate the solution and approach. Can MDE share the agenda and list the outline which needs to be presented.

MDE Response Q1: There is no set agenda for oral presentations. MDE's expectation is that the contractor will prepare and present a presentation that walks through their proposed solution.

2. Section 2.2 - TO CONTRACTOR QUALIFICATIONS - (Page 17) - Does a contractor needs to submit separate experiences for each of the points 1-5 or we can submit one experience for multiple points 1-5.

MDE Response Q2: The contractor can submit one experience for multiple points, but will need to be specific which of the points 1-5 the experience relates to.

3. Section 3.6 of the TORP, MDE shall provide office space, data center rack space, electrical power, and associated physical device connectivity for the following TO Contractor provided website hardware configurations, as needed:
 - A. Production Environment
 - B. Development/Testing Environment
 - C. Training Environment

With just reading the context of the text, it looks like the TO contractor has responsibility to provide the 3 environments. Can you please clarify what all is to be provided by MDE and the TO Contractor?

MDE Response Q3: Under Section 3.6, K, as stated, the "TO Contractor is responsible for providing website hardware configurations, as needed" for Production, Development/Testing, and Training Environments at MDE.

4. Attachment 5 - Labor Classification Personnel Resume Summary - Is it different than the Att 5A and 5B. if so, what is MDE looking for to include in this attachment. Please Elaborate.

MDE Response Q4: This is just the title of Attachment 5. It consists of Attachment 5A and 5B. MDE believes these 2 attachments are adequately described in the TORFP.

5. Given the size, scope and complexity of the Proposal can you please extend the due date by 3-4 weeks?

MDE Response Q5: The due date for submission of proposals has been extended to February 24, 2017 at 2:00PM Local Time. This change was sent out in a separate notification.

6. Section 3.8.3 SUBSTITUTION OF PERSONNEL - Can there be any flexibility in allowing TO contractors to substitute Key Personnel prior to task order execution since it is impractical to hold Key Personnel for long period of time which usually is 2-3 three months after the proposal submission.

MDE Response Q6: MDE hopes to award a contract within that time period.

7. On page 77 of the Attachment 18 it talks about The system shall be compatible at a minimum with the following browsers: IE (version 8 and higher) and Chrome. Please confirm IE8 version.

MDE Response Q7: MDE confirms compatibility at a minimum should be IE version 8 or higher and Chrome.

8. Can we use third party components/tools for the following? Document search using SolrNet/Solr UI/UX Design using bootstrap. Front end development using Angular and other JavaScript library like NPM, Gulp, Bower.

MDE Response Q8: The To Contractor should propose the tools they feel are necessary to implement their solution.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 7 - 01/17/2017

Q1: On the pre proposal conference day, we had asked if the Project Manager could be PMP certified and the Business analyst have a Scrum certification instead.

MDE response: Yes, the Project Manager can be PMP certified as long as the Business Analyst has Scrum certification.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 8 - 01/18/2017

Q1: We are a Maryland Women-Owned MBE. This TORFP has 30% MBE Goal with sub goals of WOMBE 8%, AM 8% and Hispanic AM 2%. If we join a Prime Vendors' team, can we fulfill up to 20% of (the 30%) goal as WOMEN-OWNED MBE? with the rest AM 8% & HAM 2% being met by other firms. Please clarify.

MDE Response Q1: Yes, it is okay for you to fulfill up to 20% of the 30% MBE goal as long as the other sub-goals are met accordingly.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 9 - 01/19/2017

1. Would a prime contractor that is a Maryland MBE and WBE be sufficient to meet the 30% MBE overall goal or does MDE require subcontractors to fulfill the MBE requirements?

MDE Response Q1: The MBE requirements must be fulfilled by the subcontractors.

2. Will MDE consider eliminating the sub-goals for the MBE given the nature of this Contract would make it difficult to comply with these small levels of participation?

MDE Response Q2: MDE cannot eliminate the sub-goals for the MBE requirements.

3. TORPF Section 2.1.2 page 16- Would a PSM (Scrum.org) certification be acceptable instead of a CSM certification?

MDE Response Q3: Yes, that would be acceptable.

4. Can MDE provide an entity relationship diagram and/or a data dictionary for the legacy TEMPO database that will be the basis for the new system?

MDE Response Q4: MDE does not have an entity relationship diagram and/or a data dictionary for the legacy TEMPO database. However, MDE can provide an Oracle schema of TEMPO.

5. Attachment 18, Functional Requirements Document, Section 1.2 mentions the TEMPO Standard Operating Procedures (SOPs). These would be helpful in preparing the proposal. Can MDE provide the current TEMPO SOPs to the vendors?

MDE Response Q5: The TEMPO SOPs are not current and cannot be provided.

6. Attachment 18, Functional Requirements Document, Section 1.1.5 Interfaces mentions Plan Review SQL Server. Is there a plan review storage and tracking system in use that should be incorporated into the EPTSM. Can any information about the system be provided?

MDE Response Q6: Plan Review is an ArcGIS application that interfaces with TEMPO to update geo-coordinates from Plan Review to TEMPO.

7. Section 3.3.1 of the RFP does not list the public website in any of the Builds. Attachment 18 Section 2.1 page 18 states that the "public facing component" will be rolled-out in a future phase; however, other parts of specifications (sections 2.2.4, A2.1, A2.2, A6.2,..) are requiring implementation of public website application submission and account management. Can you please elaborate if the public website is an optional function that will be part of a different RFP or would be part of Build 3?

MDE Response Q7: The public facing website application is an optional function that would be part of a future TORFP.

8. Please clarify if the work required for this Task could be performed remotely?

MDE Response Q8: Yes, the work can be done remotely, however the Contractor's project team will need to be available onsite at MDE when needed.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 10 - 01/23/2017

Q1 The question asked in this attachment quotes 8% participation of African American. The RFP states 7%. Please clarify

MDE Response Q1: The correct MBE sub-goal for African American participation is 7%, as stated in the TORFP.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 11 - 01/24/2017

1. I saw in the Q&A that JMT is prohibited from bidding on this RFP. My questions is can one of the MBE subs that participated in that engagement be included in our response or are they also prohibited from participating in any responses?

MDE Response Q1: Yes, one of the MBE subs to JMT for that engagement can be included as part of a Contractor's response.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 12 - 02/01/2017

1. As a MBE Prime Contractor, we applaud the State of Maryland, Maryland Department of the Environment (MDE), and other agencies for their commitment to participation by MBE firms. However, in our opinion, the presence of all the sub-goals in one TORFP itself leads to immense challenges in the implementation of the project – especially for Scope of Work similar to MDE’s Environmental Permit Tracking System Modernization Implementation CATS+ TORFP # U00B7400001. In our opinion, for an efficient execution of the contract, one overall MBE Goal would be preferable over multiple sub-goals. We request MDE to either eliminate all the various categories or restrict it to only one category (which would be specified by the State). Will the State consider doing so?

(Please note that many other contractors have expressed similar sentiments about the multiple MBE sub-goals requirement at the pre-proposal conference as well as via Questions previously asked. This shows that this is a very real concern shared by many in the contractor community and that which impacts the execution of the project.)

MDE Response Q1: As long as the Prime Contractor is performing the majority of the work on the contract they do not need to have MBE sub-goals as noted in the CATS+ TORFP #U00B7400001. However, the Prime Contractor still has to meet the overall 30% MBE goal.

2. With reference to **Attachment 18** of the TORFP, “Functional Requirements Document and Requirements Traceability Matrix” document, the following questions:
 - a. It is mentioned on page 12, under “Navigation and Data Entry Issues”, it is described that certain processes in the existing system are not user friendly and that process flow needs to be updated to make it more efficient. Out of 12 programs, for how many programs does correction in business flow needs to be implemented?

MDE Response Q2a: This statement references the functionality of TEMPO in general and would impact all 12 business Programs currently using TEMPO.

- b. It is also mentioned on page 12, under “Data Retrieval and Notification Issues”, that in the existing system there is a "Lack of flexibility in generating ad-hoc reports. The process is dependent on DBA to develop queries." In the modernized system, does MDE expect dynamically generated reports *without* any assistance from developers or DBAs?

MDE Response Q2b: Yes, MDE expects an easy to use ad-hoc reporting capability that would be flexible and intuitive enough to be used by end-users without assistance from developers or DBAs.

- c. On page 77, under section 5 “Operational, Technical and Non-Functional Requirements”, it is mentioned that, “The system shall be compatible at a minimum with the following browsers: IE (version 8 and higher) and Chrome.” We would like to point out that IE8 and IE9 are not fully compatible with HTML5 and CSS3. However, HTML5 and CSS3 are required for responsive design in web based applications. Is it a mandatory requirement for the modernized application to be fully compatible with IE8 and IE9 environments?

MDE Response Q2c: No, it is not a mandatory requirement to be fully compatible with IE8 and IE9.

- d. On page 79, under Non-Functional ID # NFR3.00210, it is mentioned that, “At the database level, the system shall ensure that only the database administrator user shall be able to login to the database directly. All other database users shall be restricted to the system interface and cannot login to the database directly.” Is the above functionality already implemented in the existing system?

MDE Response Q2d: Yes, however MDE does have situations where Oracle accounts are used to query the TEMPO database for reporting and OpenNode activities.

- e. Page 80, Section 5.2 “Audit Trail” describes the audit logging requirements. Does the existing system support audit trail? Specifically, we would like to understand whether existing database structure is already in place to support audit trail?

MDE Response Q2e: Yes, the current database supports audit trail. Oracle has audit log capabilities that can be used for audit trail purposes.

- f. On page 82, under Non-Functional ID # NFR1.00290, it is mentioned that the system “. . . shall send appropriate message to the administrators”. Should these messages be in the form of E-mails only? Or should the system also send text messages on administrators’ mobile devices?

MDE Response Q2f: Either or both recommendations would be fine.

3. **Amendment #3** to the CATS + TORFP # U00B7400001 changed the number of additional resources that MDE will have the option of adding from five (5) to eleven (11) additional resources. MDE also provided “Attachment 1A” “Additional Resources Cost Sheet” for the contractors to provide CATS+ Labor Categories for the additional resources and corresponding Hourly Labor Rate for those resources. In addition, “Attachment 1A” states that the labor rate information for the additional resources “will not be included in the overall evaluation of Contractor proposals”.

We respectfully submit that MDE’s approach stated via this Amendment #3 does not address the following with respect to the implementation of the requirements under

this TORFP and consequently the true comparison of price proposals by different contractors:

- a. It is our understanding that MDE believes that getting the Environmental Permit Tracking System Modernization Implementation done using only the four (4) “key personnel” is not possible and hence has provided the option to add additional resources.

MDE Response Q3a: MDE is simply providing the opportunity for the Contractors to propose additional resources to adequately submit a solution for this project.

- b. As expressed by several Contractors at the preproposal conference, we agree that additional resources will be required. However, we think mentioning a specific number of additional resources misses the point of allowing a Contractor to be flexible in the number of resources that it chooses to bring in based on the solution it proposes.

MDE Response Q3b: MDE believes the allowing the Contractor to propose up to an additional eleven (11) in addition to the four (4) key personnel provides flexibility for the Contractors to submit proposals that have an adequate number of resources to complete the work of the TORFP.

- c. Secondly, by not considering the impact of additional resources on the overall cost, it will be an unfair / unequal comparison between Contractors.

MDE Response Q3c: The comparison of the Contractors proposals is maintained by only evaluating the costs for the four (4) key resources.

- d. Based on experience with similar TORFPs that have been issued by other State of Maryland agencies, we think that instead of specifying a number for additional resources (like five or eleven), it will be better if a fixed number of hours per year are incorporated in Attachment 1A, with the Contractor making the decision to divide the number of hours in a way the Contractor sees as a best fit to the solution it is proposing.

- i. For example, in one of the TORFPs issued by another agency, the following exact language (marked in blue) was used, for the additional resources, in that TORFP’s Attachment 1: *“Please identify additional labor categories anticipated to be used based on the overall scope of work and examples provided within Section ... (EXAMPLE ONLY - The Master Contractors are not required to propose five (5) resources nor are they limited to five (5) resources. Master Contractors shall identify the appropriate number of resources to satisfy the requirements specified in Section ...”*. In addition, the Attachment 1 of that TORFP provided the following further instruction: *“For purpose of estimating, assume a total of 3,000 hours per year or 15,000 hours for the term of the Task Order. Master Contractor shall parcel these hours among the resources proposed. Hours (3,000 hours per year) shall be reallocated between*

proposed additional resources during the TO year, but shall not exceed the total dollar value originally proposed for the 15,000 hours.”

MDE Response Q3d: The suggested approach does not provide to a fair comparison in that the resources proposed may be different and therefore have different labor rates associated with the various labor categories proposed.

- e. We request MDE to adopt a similar approach and specify a fixed number of hours per year for additional resources to be divided amongst the labor categories that the Contractor proposes. Will MDE grant this request and provide an amended Attachment 1A?

MDE Response Q3e: MDE will not grant this request.

- f. We also request that the costing for additional resources (based on a fixed number of hours decided by MDE) become part of the evaluation. Will MDE grant this request and make the necessary changes to include the costing specified in Attachment 1A, in addition to the costing provided in Attachment 1, as part of “overall evaluation”?

MDE Response Q3f: MDE will not grant this request.

4. **Questions and Answers document # 11**, issued by MDE on 01/24/2017 specified that “the MBE subs to JMT for that engagement can be included as part of a Contractor’s response”. We think that this will be unfair to the companies that have not been part of that effort. Also, per the language that was specified in the CATS+ TORFP #U00B4400022 for Environmental Permit Tracking System Modernization Requirements Analysis and Documentation, it was stated (emphasis added) that “The TO Contractor **and any sub-contractors** selected to perform the work specified in this TORFP **are precluded from participating in any follow-on work.**”

We request MDE to *not* allow JMT and any of its sub-contractors (MBE or otherwise) who were part of that effort, to bid on this TORFP # U00B7400001. Will MDE do so?

MDE Response Q4: MDE agrees not to allow JMT and any of their sub-contractors used under the CATS+ TORFP #U00B4400022 to bid on the implementation TORFP #U00B7400001.

5. We request MDE to extend the due date for the proposal by another two (2) weeks beyond February 24th, for the following reasons:
 - a. Allow sufficient time to review the answers to questions asked until February 3, 2017 and develop a price proposal based on costing for additional resources.
 - b. Allow time to put together the right team based on: (i) the requirements, (ii) clarifications provided to various questions, and (iii) MBE Goals.
 - c. Will MDE extend the due date for the proposal response to March 10, 2017?

MDE Response Q5: MDE will extend the due date by one week. The new date for submission of contractor proposals is Monday, March 6, 2017 by 2:00PM local time.

6 Is it a requirement that the MBE sub-contractor should have their registered offices in Maryland **and** MDOT certified? or would it suffice if the MBE subcontractor is MDOT certified but doesn't have their offices in Maryland? Kindly confirm this. Thank you.

MDE Response Q6: MBE sub-contractor does not need to have their registered offices in Maryland as long as they have MDOT certification.

7 Can the MBE sub-contractor full-fill two sub-goals? For example, if the MBE Subcontractor is a certified Hispanic American **and** Women Owned firm, is it considered that the firm can fulfill both (for 10%)--women owned (8%) and Hispanic American (2%) ? or two different MBE firms should participate to meet the MBE goals? Kindly clarify this. Thank you.

MDE Response Q7: Two different firms should participate to meet the MBE goals.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 13 - 02/02/2017

Q 1: Based on MDE Response to Q1 of Questions and Answers - 12 - 02/01/2017

If a prime is performing majority of the work say 60-70% of the work, is it enough if they bring in one MD MDOT Certified MBE to meet the entire 30% MBE goal?

MDE Response Q1:

Yes, it is okay for a Prime who is performing the majority of the work (60-70%) to bring in one MD MDOT Certified MBE to meet the entire 30% MBE goal.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers – 15 - 02/03/2017

1. Page# 39 - MDE-EPTSM-Attachment18
A2.4 UPLOAD DOCUMENTS AND PLANS

We assume that the current document management system will not undergo any changes and the scope of work for TO Contractor will be to integrate the current document management system to the new .net framework. Please Confirm.

MDE Response Q1: Yes, that is correct.

2. General

We assume from the pre-conference and your Q&A that the batch process will not be modified as part of this project. Please confirm.

MDE Response Q2: Yes, that is true.

3. Build 2

We understand that current application is using LetterBuilder tool as a service for editing and printing permits.

We were slightly confused because of the below 2 statements

1)

In the Amendment # 2 it is mentioned that - "The TO Contractor will be responsible for configuring and integrating all existing LetterBuilder functionality with the newly developed framework from Build 1."

2)

But in one of Q&A response it is mentioned that - "One of the key requirements is to develop a replacement for the current LetterBuilder application, which provides mail merge type of functionality to print permit notifications to the permit applicant."

We assume that the scope of work for TO contractor will be to reuse the existing LetterBuilder Tool and integrate it with the new application framework. Please confirm.

MDE Response Q3: The LetterBuilder Tool is tightly integrated with TEMPO and may need to be re-developed as part of the code modernization effort. The goal is to re-use as much of the existing functionality as possible.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers - 14 - 02/03/2017

1. Does MDE have a data dictionary that defines all of the attributes in the TEMPO DB?

MDE Response Q1: MDE does not have a data dictionary.

2. Can MDE provide the schema and table definitions of the tables within the TEMPO DB?

MDE Response Q2: Yes, MDE can provide the schema and table definitions.

3. With the TEMPO application being a proprietary product, will CGI be available to answer questions about the existing TEMPO application and DB?

MDE Response Q3: No, CGI will not be available to answer questions.

4. Does TEMPO have existing APIs or will the new vendor will be able to use to interface with the TEMPO DB or should the new vendor expect that it will need to create any interfaces required to the existing DB?

MDE Response Q4: The new contractor may need to create any required interfaces.

5. Would MDE consider using a different DB structure for the new application? This would require that either a migration of the existing data is transferred into the new DB or that the existing DB remains as an archive.

MDE Response Q5: The current DB structure will need to stay in place, but can be modified as needed to accommodate new requirements. MDE does not want to pursue an effort where a migration of existing data would be needed.

6. In section 2.2.1, you list CGI as a legacy application. Can you explain what technology CGI is? I thought CGI was the company that developed the TEMPO application.

MDE Response Q6: This is an error in Section 2.1.1-2, Legacy Application Conversion. CGI is not an example of a legacy technology.

7. How many lines of code exist in the TEMPO application?

MDE Response Q7: MDE does not know the number of lines of code for TEMPO.

8. How many screens are part of the TEMPO application?

MDE Response Q8: MDE does not know the number of screens for TEMPO.

9. What is MDE's rational behind using Webfocus for reporting? Could another reporting mechanism/product be utilized as part of the new solution?

MDE Response Q9: WebFOCUS is the reporting tool the MDE selected. It interfaces with Oracle well and has enterprise reporting capabilities. Contractors can propose alternatives as part of their proposals.

10. In the RFP, ARCGIS is listed as the mapping software. Can another product be used for handling the mapping requirements of the RFP, or must this software be used?

MDE Response Q10: ArcGIS must be used.

11. What is the third party payment processor that the State is going to be using to accept payments?

MDE Response Q11: MDE is currently using the Bank of America's ePayment portal and NIC's ePayment portal for eCommerce purposes.

Maryland Department of the Environment

CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation

Questions and Answers – 16 Clarification - 02/27/2017

1. Section 3.12 of the TORFP states that, “Ten percent (10%) of each invoice for deliverables shall be held by MDE as retainage”. According to our understanding of the discussion at the pre-proposal conference, it was stated that since this is a Time & Material (T&M) project this section will not apply. However, we could not see a reference to this language being removed in the Amendments and the Question & Answer documents. Can MDE remove this language/section?

MDE Response Q1: Section 3.12, Retainage, is not applicable to this solicitation.

2. Section 4.4.1 C) clearly states that the resumes (in Attachment 5 format) of only the four (4) key personnel need to be submitted. The same Section also states the Staffing Management Plan should describe the “process” for “locating and bringing on board” the additional resources. However, Section 3.1 (page 18 of the TORFP), while talking about additional resources, states that “All resources required to complete the project effort will be proposed in the offer’s proposal”. This seems to be in conflict with MDE’s stated objective of evaluating only the four (4) key personnel.
 - a. Can MDE clarify that it is not expecting resumes (in Attachment 5 format or otherwise) of the up to eleven (11) additional resources.

MDE Response Q2a: That is correct, however, resumes of any additional resources will need to be provided before being brought onto the project.

- b. Further, can MDE clarify if it is expecting only the TO Contractor to identify labor categories for the additional resources (and not specific names) and the corresponding Hourly Labor Rate in Attachment 1A “Additional Resources Cost Sheet”?

MDE Response Q2b: That is correct, per Attachment 1A.

3. Is MDE considering extending the due date by a few days? We would greatly appreciate if it does so.

MDE Response Q3: MDE will extend the due date for proposals to Friday, March 10, 2017 at 2pm local time.

