



**DEPARTMENT OF
BUDGET & MANAGEMENT**

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**QUESTIONS AND RESPONSES # 1
PROJECT NO. 050R5200205
Enterprise Web Systems
April 25, 2005**

Ladies/Gentlemen:

This List of Questions and Responses #1 is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of contract requirements, which are stated in the following questions of potential offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

1. Who was the previous contractor that provided these services for DBM?

RESPONSE:

The current contractor that provides these services for DBM is Accenture.

2. When did they win the contract?

RESPONSE:

Accenture was awarded a task order under the State's Technical Services Procurement (TSP) in June 28, 2001

3. When does the contract expire?

RESPONSE:

The task order with Accenture expires July 30, 2005.

4. What is the contract number?

RESPONSE:

The current task order number issued under TSP is F10R4200179.

5. Is the contract available in the DBM contract library?

RESPONSE:

The Task Order Agreement is not available on the web in the DBM contract library. (Please note the reference to the DBM contract library refers to the DBM web pages which may be accessed via www.dbm.maryland.gov)

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6. Pricing Spreadsheet - In workbook "F2-Services", should the calculation in fields C10, D10, E10, F10 and G10 include rows 4 through 7? Currently, the calculation only includes rows 4 through 6.

RESPONSE:

Attachment F, Price Proposal Forms have been modified. The calculations in fields C10, D10, E10, F10 and G10 must include Rows 4 through 7. See Addendum #1.

7. Should the paragraph between Section 2.5.3.5 and 2.5.3.6 be identified as its own section?

RESPONSE:

The paragraph between RFP section 2.5.3.5 and 2.5.3.6 has been numbered and the following paragraph re-numbered. See Addendum #1.

8. Section 2.9.1.D - The following statement appears to be inconsistent with the FFP contract type and the requirements of the pricing matrix - "DBM's initial work order will be a time and materials to assist DBM staff with ongoing technical and functional responsibilities, and will be for one year, beginning on or about June 15, 2005". Please clarify this requirement.

RESPONSE:

Section 2.9.1.D is being revised to delete this requirement. See Addendum #1

9. Attachment K - Contractor Performance Evaluation: We are concerned with the criterion "State holder Satisfaction." We believe that both parties are better served by objective criteria that can be measured and performed against. Therefore we respectfully request that this criterion be deleted.

RESPONSE:

The Contractor Evaluation Criteria is an example. Criteria will be set at the beginning of the contract in collaboration with the Contractor and will be based on qualitative and/or quantifiable criteria; however, the State holds final approval on the line item criteria. See Addendum #1.

10. Section 2.7 - Performance Period Testing/Warranty Period: We would like to suggest a thirty day user acceptance testing period. Once a deliverable is accepted, we would offer an industry standard warranty, limited in scope and duration. For a fixed price contract, the period of the warranty must be fixed in advance in order to set a price.

RESPONSE:

The State will keep the warranty period set at 90 days particularly for possible work orders that could be technology refresh or software upgrades. The State will consider a warranty with less time if the State deems that is acceptable for the particular work product and will document if there were such an agreement.

11. Who is doing the managed services portion of the contract?

RESPONSE:

The managed services provider is a subcontractor, SevenSpace. SevenSpace was recently acquired by Sun Microsystems, Inc.

12. Concerning the managed services components, how many total staff FTEs is the incumbent and it's subcontractors using to support the current contract in this area?

RESPONSE:

Responsibilities in the current Task Order Agreement contract are not exactly the same as what will be required under the new contract. In addition, the services such as Intrusion Detection are currently billed as 'services' to the State and equating to FTE is not applicable.

13. RFP Section 2.20 Retainage - Please clarify condition number (1) in section 2.20.1 relating to conditions that must be met to release retainage. (1) Contractor's invoicing of the retainage (see the successful completion of the Contractor's Evaluation Period-Section 2.14 and Invoices-Section-2.21); Question: This statement makes it appear that retainage can only be released after a successful completion of a contractor evaluation. As stated in section 2.14.2, contractor performance evaluation periods can be up to one year in length. Is it the State's intent to withhold retainage up to a period of one year for a vendor in good standing?

RESPONSE:

Retainage and its release to the Contractor is not specifically tied to the Service Levels. In both the Fixed Price Managed or Technical Services, and in the work as directed through Work Orders (whether Time and Material or Fixed Price) Retainage is tied to the Contractor's performance based on criteria set at the beginning of the contract or adjusted during the performance of the contract, or required within a work order. Criteria are set in collaboration with the Contractor; however, the State has final approval on Criteria. Therefore, the Contractor's overall response and quality given to Milestones/Deliverables, services, or particular work products is important. If the Contractor has performed successfully for two consecutive periods and performance evaluations go to one year, retainage will be held over the period of the year, and should be released upon successful completion of the Contractor Evaluation for that period.

14. What SIC codes does this project target?

RESPONSE:

The State is not targeting any particular SIC's for subcontracting purposes. Each prime contractor must determine what portions of the scope of work are sub-contactable and to use that analysis to solicit MBEs who could potentially fit into the overall service delivery model presented to the State. For each MBE selected to work on the project, the prime contractor must describe what services the MBE will be providing (See Attachment D-3 MBE Participation Schedule). The description must correspond to a SIC for which the MBE is currently certified.

15. Does this network have an existing storage area network as a part of the existing backup and recovery strategy?

RESPONSE:

We currently do not have an 'existing storage area network.' The State is using a remote store service. The existing Backup and/or Disaster Recovery Plan are available for review in the Reading Room, and is part of the documentation available for potential Offerors to review. As mentioned during the per-proposal conference, to review the information, contact the procurement officer.

16. Does the prime selected need to develop a backup recovery strategy if one is not in place? If no strategy is in place, has money been appropriated for the cost of this development?

RESPONSE:

One is in place. The current information is available for potential Offerors to review in the Reading Room. As mentioned during the per-proposal conference, to review the information, contact the procurement officer.

17. Who are the current MBEs?

RESPONSE:

On the current Task Order MBEs are: Daly Computers, Inc. in Clarksburg, MD, Bith Group in Columbia, MD, and Exceptional Software Solutions in Baltimore, MD.

18. Page 11 states Maryland.gov is currently hosted in the University of Maryland's –College Park Data Center. What level of access will be granted to the U of M data center to perform hardware/software maintenance, IDS monitoring and backups?

RESPONSE:

The University of Maryland does not perform any maintenance of the network or server hardware associated with the maryland.gov Portal. The Contractor will be provided complete access to the maryland.gov hardware cage located at the U of M data center.

19. The background provided by DBM indicates that on page 11 in Section 2.3.3. indicates the system is hosted on the NetworkMaryland infrastructure. Are separate network devices (routers, switches, firewalls, load balancers) managed for Maryland.gov?

RESPONSE:

Yes.

20. Will the selected vendor be responsible for managing these network devices? For example, will the selected vendor manage and administer IOS, ACL, VLANS, DMZs, etc. on Cisco routers?

RESPONSE:

Yes.

20. Page 15 requires the vendor to provide a full time NOCC. Are NOCC services a component of the current contract?

RESPONSE:

Yes.

21. Page 16—Section 2.5.5.4 states "replace or upgrade hardware and software for all components (servers, network devices, firewalls, etc.). Please provide additional details (make, model, operating system level) on the network devices (routers, switches, firewalls, load balancers) the winning vendor will be responsible for maintaining. Absent the state's ability to provide this level of detail, please provide an estimation of the current status of the hardware...Are all devices current and up to date or should proposing vendors assume a certain percentage of devices will need immediate upgrades?

RESPONSE:

The inventory of the network hardware and managed devices is available in the Reading Room. See the State Procurement Officer. All the devices are current and up-to-date. There are no immediate upgrades necessary that the State knows of currently.

Remember offers are due on May 3, 2005 no later than 2:00 p.m. If there are questions concerning this solicitation, please contact me via e-mail at bbowser@dbm.state.md.us or call me at (410) 260-7683 as soon as possible.

Date Issued: April 25, 2005

By

William M. Bowser
Procurement Officer