



Maryland Department of Budget & Management

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Division of Policy Analysis

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QUESTIONS AND RESPONSES # 1 Wireless Data Devices and Services 050R4800094 October 30, 2003

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 contained in the following answers to questions of potential bidders 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. Question: Section 2.2.2 of the RFP states; "Include all hardware and software necessary to ensure secure (encrypted) communication between the State's Firewalls and email systems and the provided hand-held devices." What type of firewall does the state use?

Answer: State Agency firewalls are selected based on Agency specific needs.

2. Question: Is there an MBE goal associated with this RFP?

Answer: No, there is not an MBE goal for this RFP.

3. Question: Will the State of Maryland consider purchasing Blackberry units instead of the proposed leasing option?

Answer: No.

4. Question: If the State will only accept a leasing option will you allow a third party vendor to handle the leasing portion?

Answer: No.

5. Question: What version(s) of Exchange will require support?

Answer: 5.X and later.

6. Question: Does the State plan to migrate Exchange platforms over the next 12 months?

Answer: Email platforms and versions vary. There are no Statewide plans for email migrations.

7. Question: Is SSL an acceptable level of Internet security for mobile access to email? If not then what level of encryption is required by the State?

Answer: SSL is acceptable.

8. Question: How many users will require mobile access to email?

Answer: The contract to be awarded as a result of this procurement is an indefinite quantity contract. The State does not guarantee any usage or number of users. Similarly, the State is not prepared to identify a maximum number of users that may utilize a contract resulting from this solicitation.

9. Question: Is over-the-air calendar syncing a requirement for all users regardless of email platform?

Answer: Yes.

10. Question: What certificate authorities are currently supported on Exchange and GroupWise?

Answer: Certificate authorities currently in use vary by State Agency.

11. Question: What is the State's policy on opening specific firewall ports to enable direct communication to a service provider?

Answer: The State prefers that the solution not require the opening of additional firewall ports.

12. Question: Section 2.1.4 of the RFP, what constitutes a service interruption? (For example, if a call is blocked due to a temporary single site outage or if a call is dropped due to momentary RF problems then are those considered service interruptions?)

Answer: An interruption of service would be declared if there was a service provider network based failure that affected multiple users at multiple sites in the same period of time.

12. Question: Section 2.1.5 of the RFP, what constitutes denial of service? (For example, if a customer changes user settings on a device then the customer will probably be denied wireless service. Is that considered a "denial of service" for which the service provider may be liable?)

Answer: Failures related to services or hardware provided by the vendor and not customer controlled user settings.

13. Question: Section 2.1.6 of the RFP, is the requirement to have someone physically sync stored data from one device to another within 72 hours of a reported device failure?

Answer: Yes, unless the vendor solution can automatically sync stored data.

14. Question: Section 2.1.8 of the RFP, is a two-week notice required for temporary, brief, off-hour maintenance outages? Network maintenance is an on-going event and usually done between midnight and 5am with minimal impact to mobile customers. Do these routine network maintenance outages require a two-week notice?

Answer: No, only prolonged, (more than 15 minutes) outages require a two-week notice.

15. Question: Section 2.1.11 of the RFP, is the service provider expected to monitor individual wireless data usage and identify "abnormal client related activity" and what does the State consider "abnormal client related activity"?

Answer: No, the vendor is not expected to monitor individual wireless data usage. The vendor must be able to immediately (within 5 minutes) suspend service for an individual device should the State notify the vendor that the device has been lost, stolen or compromised.

16. Question: Section 2.2.6 of the RFP, what constitutes "content management capabilities"?

Answer: See Addendum #2. Section 2.2.6 of the RFP has been revised to remove the requirement for content management capabilities.

17. Question: Section 2.7.5 of the RFP, what constitutes an emergency and how is this contact supposed to be made?

Answer: Contact should be made via phone or pager.

18. Question: Section 2.2.7 of the RFP, Would the state consider revising the requirement to have the wireless contractor provide (wireless middleware server software and hardware) and consider extending the existing State mail system administration to include the new wireless middleware server components?

Answer: The State will be responsible for procuring server hardware that would be positioned behind the State's Firewall. The vendor must provide all other related wireless middleware software.

19. Question: Would the State consider revising Section 2.2.9 of the RFP to require that the wireless solution proposed shall automatically monitor the user's email inbox and forward messages to the wireless device without any requirement for the user to manually check for mail from the handheld?

Answer: The State's RFP has not precluded architectures that push messages to the end user.

20. Question: Would the State consider revising Section 2.2.11 of the RFP to wireless and/or desktop synchronization?

Answer: No, the requirement stands as written.

21. Question: Would the State consider revising Section 2.2.14 of the RFP requiring the wireless carrier to store messages 48 hours?

Answer: See Addendum #2. Section 2.2.14 of the RFP has been modified to reflect a requirement for message stores of not less than 72 hours.

22. Question: The State may have requirements for additional middleware servers if the user population surpasses 500 or the proposed maximum. By clarifying the maximum number of users supported per Server any confusion can be eliminated post award and all parties will be clear on the cost of adding additional servers, if required. Would the State consider providing the required hardware for any proposed middleware server solutions and have offerors specify the maximum number of users supported for each server provided?

Answer: See Addendum #2. Section 2.2.2 of the RFP has been modified to indicate that middleware server hardware will be procured via existing State contracts. The State does not anticipate more than 500 users per server.

23. Question: If a subcontractor is needed by the prime contractor to provide the required services, will the State accept a bill from that subcontractor directly?

Answer: No, the contract is directly between the prime contractor and the State. The State will pay the prime and the prime will pay the subcontractor.

24. Question: Would six-tenths of a watt be acceptable to the State in terms of transfer of power?

Answer: 600 milliwatts is acceptable provided coverage is not diminished.

25. Question: Could the State please define "LCD requirements," is the State agreeable to having both color and black and white devices?

Answer: Yes the State is agreeable to both color and black and white devices.

26. Question: Which desktop operating system is the State currently using?

Answer: Each agency has the determination of their desktop software which could be anything from '98 to 2003, XP. There are a variety of operating systems throughout the agencies.

27. Is it possible that one agency may have both e-mail systems running within the one agency?

Answer: It is possible if an agency was involved in a migration. We would assume that they would be for some time if they were migrating from one platform to another.

28. Question: What is driving the requirement for this type port?

Answer: The State is not locked into a particular type port.

29. If a vendor chooses to submit a proposal for both platforms, does the State want two proposals?

Answer: Offerors are to submit one proposal for each platform they are proposing.

30. The RFP specifically states that the State is looking for e-mail devices. Would it be advantageous to the State if other applications were bundled in the response from an offeror for the same device that would allow that device to do more than just send and receive e-mail such as other wireless data applications, asset tracking, fleet management?

Answer: No, that is not the intent of this procurement.

31. Would it be helpful if part of an offerors response would expand on the capability of the device to give the State alternatives?

Answer: Proposals should include everything that the device is capable of.

32. Question: A specific memory requirement is stated in the RFP, is this firm?

Answer: There is a 16-megabyte minimum, but if offerors want to propose more they can.

33. Section 2.2.3 of the RFP requires using the existing e-mail address. Is it the assumption of the State that there will be separate accounts used for a regular address as opposed to one of these mobile wireless addresses?

Answer: No, the State's intent is for the agency, the agency employees, the customers, the users, to be able to use their existing e-mail address as they are now, not a separate account.

34. Question: The RFP discusses the synchronization of PIM and content management capabilities. Is that something the State is going to do with Group-wise or is Group-wise to be integrated with the Group-wise mail and then do content synchronization of Exchange? Is there PIM information in Group-wise?

Answer: There is not a requirement between Exchange and Group-wise, but the State wants the existing functionality that is supported by each e-mail platform to be available. If it were supported by the e-mail platform, the State would, to the fullest extent possible, have those functions in the device. In addition, see Amendment #2 which addresses content management capabilities.

35. Question: The State says that this procurement is limited to email type applications. How do cellular, phones that are combination devices, fit into this procurement?

Answer: This procurement is strictly for a data-only device, no voice.

36. Question: Section 2.2.16 of the RFP; is the requirement for an integrated antenna a hard requirement on the hardware specs, 2.2.16? Would an external antenna be sufficient?

Answer: Yes, an external antenna would be sufficient.

37. Question: Section 2.215 of the RFP; is the annual maintenance to include all products that are proposed for the solution?

Answer: That is correct.

38. Question: How many e-mail servers does the State have?

Answer: In excess of 100.

39. Question: Will this contract require international coverage?

Answer: No.