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State of Maryland
Department of Information Technology

Questions and Answers
RFP 060B7400056
GIS SaaS Master Contract

Ladies and Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The State's responses are italicized. The statements and interpretations contained in responses to any questions, whether responded to verbally or in writing, are not binding on the Department unless the RFP is expressly amended. Nothing in any response to any questions is to be construed as agreement to or acceptance by the Department of any statement or interpretation on the part of the entity asking the question.

1. In the pre-proposal conference, it was mentioned that pricing would not be considered in the evaluation and award of this RFP. Can you confirm that pricing will not be a factor in the consideration of qualified firms to provide services under this agreement? If not, can you specify how pricing will be evaluated?

   ANSWER: *In this round of competition, Offerors will not be evaluated based on the pricing which they provide for the products and/or services that they choose to propose under the relevant Functional Areas. Pricing shall represent the maximum price the Offeror may propose for that particular product or service in response to any Purchase Order Request for Proposal(s) ("PORFP") issued under this contract (see RFP Section 3.8 for guidance on the PORFP process). Pricing will be evaluated at the PORFP level of competition.*

2. In the pre-proposal conference there was some discussion about allowance for changes to maximum prices to account for inflation or other market factors during life of contract. Please describe whether and how price adjustments would work under the contract.

   ANSWER: *No allowances for changes to maximum prices to account for inflation or other market factors during the life of the contract will be allowed. Offerors must factor these into the pricing schedule which they submit for the offering.*

3. In the pre-proposal conference there was a question concerning whether an offeror could add SaaS offerings after contract award. Over the span of a three to seven year contract, it is likely that new SaaS offerings will come on the market that would be advantageous to the State. Please confirm that the addition of offerings will be possible.

   ANSWER: *Contractors may add qualifying offerings pursuant to the process outlined in Section 3.7 of the RFP.*

4. Will each agency of the State Government enter into individual contracts for the use of the SaaS, somewhat similar to Esri Organizational Accounts OR will 'n' state employees become users of a

single statewide system? We understand the need to share maps & data but we're focusing on the possible need to secure data by select users.

ANSWER: *Please see Section 3.3 of the RFP. All users from State government entities will be bound by the same acceptable terms of use for an offering as negotiated by the Department of Information Technology as part of the award process for susceptible Offerors. Services provided to the State for a single offering, regardless of the start date for services, will end on the same date*

5. If a local municipality or county wishes to use the system will they have (a) a separate contract with [Company Name] and (b) a 'walled off' environment OR (c) be a part of the State single system?

    ANSWER: *Please see Section 1.45 of the RFP.*

6. For requirement 3.4.3.A, the RFP document states that the solution must be supported in legacy browsers. Can you identify the specific browser(s) and version(s) that must be supported?

    ANSWER: *The focus is for solutions to work on multiple devices, not browser versions specifically, other than to ensure that the latest versions of IE, Chrome and Firefox are supported.*

7. For requirement 3.4.3.F, can you describe in a bit more detail what level of mobile performance you are looking for from the solution? That is, are you looking to ensure that the web application renders on mobile devices, or something that runs natively on devices?

    ANSWER: *Must be responsive to operate on mobile devices, if a native application is not available.*

8. For requirement 3.4.3.N, are you looking for the general ability for the system to integrate with other enterprise systems, or are you looking for more specific integration paths? If the latter, please provide a list of systems that you need this solution to integrate with (e.g. if asset management package, list the name of the package along with the version if applicable), similarly for permitting, work management, etc.

    ANSWER: *In this round, the State is looking for the general ability for the software to integrate with other enterprise systems. Individual purchasers would assess and state their requirements during the PORFP process.*

9. For requirement 3.4.3.U, are you looking for consumable web services that are published as part of the core implementation of the product, or are you looking for a separate REST API for managing access to the hosted data?

    ANSWER: *We are looking for consumable web services that are published as part of the core implementation of the product.*

10. For requirement 3.4.4.E, can you provide some detail on what you mean by "locate and analyze non-text products included but limited to emoticons, images, and videos"? Can you provide an example for the types of analysis you wish to perform on emoticons?

    ANSWER: *The State wants the ability to identify the location and analyze a social media posting that only contains emoticons, images or videos.*

11. For requirement 3.4.4.H, you ask for the ability to export map views. Can you describe the destination format and/or enterprise system?

    ANSWER: *Ability to print to multiple formats which might include, for example, .pdf, .jpg, .gif, etc.*

12. For requirement 3.4.4.K, you request the ability to generate descriptive and/or predictive analytics. Can you provide examples of the types of predictive analytics or summary statistics the State is would like to be able to generate?

    ANSWER: *Section 3.4.4 lists optional SaaS functionality that Master Contractors may provide. The State does not have examples.*

13. Will there be an opportunity for MBEs to network and align with Prime Contractors?

    ANSWER: *This pre-proposal period offers such an opportunity. Please see Section 1.22 of the RFP – prime Contractors are required to identify Subcontractors as part of their Proposal at the time of submission.*

14. As an MBE, with extensive training experience, I'm interested in responding to the training portion of the RFP. Can I submit a proposal to provide training to support the process, and/or provide other pertinent options utilizing data visualization tools?

    ANSWER: *An Offeror may respond to all or some of the Functional Areas for this solicitation. An Offeror may only be awarded to those Functional Areas to which it responds.*

15. You require one overall proposal, two volumes (Technical and Financial). Within each volume, I will have a Technical Response for each Functional Area I'm responding to and a Financial Response for each Functional Area, as well.

    Therefore if I am responding to all three Functional Areas; in Volume One you will find three Technical Responses (one for each Functional Area) and three Financial Responses (one for each Functional Area).

    ANSWER: *Please see Section 4.4 of the RFP. Technical and financial information must not be commingled, and must be packed in the appropriate proposal volume. Technical responses for the Functional Areas to which your company proposes shall be submitted under independent tabs for each Functional Area as outlined in Section 4.2.2.6.*

16. What is the date that awards will be made?

    ANSWER: *At this time, there is no planned award date. A number of variables, including the number of responses received by the Department, will affect this and prevent the Department from making a reasonable estimate.*

17. When we respond do we have to list the specific subareas for Functional area 1?

    ANSWER: *You are proposing to offer services within a specific functional area. The subareas help to define the scope of the requested offerings. If you propose Functional Area 1, that portion of your proposal should discuss all of your Functional Area 1 offerings.*

18. Section 3.1, 1) b. lists CADD without providing a definition. Is this supposed to represent Computer Aided Design and Drafting, or Computer Aided Dispatch, or both?

    ANSWER: *Computer Aided Design and Drafting*

19. Section 3.3.12 B. refers to the DoIT's Non-Visual Standards. The Nonvisual Access Guidance: Regulation .02 Scope (General Exceptions) states: "Pursuant to State Finance and Procurement Article, §3A-311(b), a unit is permitted to purchase information technology and provide information technology services that are not non-visually accessible if (i) the information technology is not available with nonvisual access because the essential elements of the information technology are visual and nonvisual equivalence cannot be developed." Given this exception, is a proposer required to 1) justify the non-visual nature of its offering(s) or 2) claim an exception?

    ANSWER: *Please see Section 1.24 of the RFP. An Offeror that takes exception to a provision of the RFP and the associated contract must clearly identify its exception in the Executive Summary of the Technical Proposal. Any exception will be taken into consideration when evaluating an Offeror's Proposal.* **The Department reserves the right to accept, negotiate or reject any exceptions.**

20. [Company]'s licensing fee uses a formula driven pricing structure that involves a client's population (such as the population for a given county) and the number of authorized users with access to the tool. If the Financial proposal defines the pricing structure, unit costs and provides several examples (such as small, medium and large jurisdictions), will that be sufficient to allow state and local customers to determine the cost of the SaaS products?

    ANSWER: *Please see the responses to Questions 1 and 2 above. Prices provided at this stage will represent maximum rates for the offering over the life of the contract. Prices provided in response to a PORFP represent what the State will actually pay for the services if the PORFP is awarded to the Contractor. PORFP prices may be less than, but not greater than, the maximums established in the Offeror's Financial Proposal. This assumes the award of a Master Contract to the Offeror.*

21. Can a subcontractor or partner be added to a contractor's proposal after award? Because of the length of the contract could span 7 years the addition of a training partner or service support partner might be required to meet unknown future needs.

    ANSWER: *Please see the answer to Question 13.*

22. Section 6.0 – [Company] does not accept performance based indemnity, only negligence based.Question-Can this be amended? Our professional liability insurance does not cover performance based indemnification.

    ANSWER: *There is no plan to amend this requirement. Offerors will be required to meet all conditions of this RFP for award.*

23. The reference to 3.13.6.2 in the following paragraph seems incorrect?

    Section 3.13.7.1 -Administrative, physical and technical safeguards shall be implemented to protect State data that are no less rigorous than accepted industry practices for information security such as those listed below (see 3.13.6.2), and all such safeguards, including the manner in which State data is

collected, accessed, used, stored, processed, disposed of and disclosed shall comply with applicable data protection and privacy laws as well as the terms and conditions of this Contract.

ANSWER: This is a typographical error. This will be addressed by amendment.

24. Section 4.2.2.5 3) H. seems to repeat the requirements of both letter E and F. Can letter H be eliminated?

    ANSWER: This is a typographical error. This will be addressed by amendment.

25. [In regard to Section 2.1 – Offeror Minimum Qualifications] - What is being asked for to demonstrate minimum qualifications are met? Is it a showing of past experience and performance? How should this be demonstrated?

    ANSWER: Offerings will be analyzed to determine whether they meet the conditions of the Functional Area for which they are proposed. If an offering is out of scope, the offering will not be made part of Offeror's suite of offerings. If all offerings are outside the scope of the Functional Area for which they are offered, that Offeror will not be awarded to the Functional Area proposed.

    Offerors must also provide evidence that they are authorized to furnish the proposed offerings. Please note that, per Section 2.1.2, authorization for open source is to demonstrate compliance with the open source license.

26. [In regard to Section 3.1 – Background and Purpose] - When responding to Functional Area I should each of the items noted as a-f be responded to separately? Are the details for each offering as noted in 3.3.6 to be completed for each item under Functional Area I, a-f that the offeror wishes to respond to? Are the details under 3.3.6 to be used in response to offers under Functional Area II?

    ANSWER: As the Department understands your question, the items in a – f of 3.1 are examples of products which fit within the scope of Functional Area 1 of this solicitation. For any offering proposed by the Offeror, the Offeror shall provide the information as requested in Section 3.3.6. For more assistance, please see Section 4.2.2.6.

27. [In regard to Section 3.3.6] - In letters b. and c. is this referring to the software being used to develop the service, or the service itself. For example, if the offeror can provide c. web mapping, is it the map itself that is being manufactured or is the question related to the software being used to develop the mapping?

    ANSWER: This refers to the manufacturer of the offering which the Offeror proposes to provide if awarded to the Contract.

28. [In regard to Section 3.3.6 n.iii] - Is this asking the offeror how many support staff they have, or looking for a number in the total population of the tech world that can provide tech support on the service(s) being offered?

    ANSWER: The State is interested in the total population that can provide tech support on the service(s) being offered.

29. As specified in the RFP bids are to be submitted in two Volumes: Volume I – Technical Proposal and Volume II – Financial Proposal. Each volume is to be prepared in Microsoft word format and a searchable pdf copy with proprietary information redacted. Will those documents be uploaded as intact files through Emaryland market place? Or is there a specific form or template to be used via Emaryland marketplace?

    ANSWER: *Documents will be uploaded as intact files via the process outlined by eMaryland Marketplace. Please contact the Maryland Department of General Services for eMaryland Marketplace assistance.*

30. For the Microsoft word version, will image files (i.e. pictures, graphs, etc) be acceptable within the body of the document? Should they be included as separate attachments under a new Tab? Or do all files have to be converted into word format?

    ANSWER: *Image files may be used in a response; however, the images must be sufficiently clear so that the Department can review the contents of the image during the evaluation process. Please note that Sections 4.2 and 4.3 outline the requirements of the Technical and Financial Proposals, respectively, and please note Section 1.13 – Economy of Preparation – when preparing your response.*

31. How should signatures be provided in the original word document? Are electronic signatures/typed signatures sufficient or would an image of a signature satisfy, or an actual signature scanned into the document?

    ANSWER: *Please see Section 1.32 of the RFP.*

32. [Company]'s SaaS product is currently under development and we believe that the resulting platform will present a strong value proposition to state, county and local municipality GIS users. However, we anticipate that the platform will be available for use within the next nine (9) months. We believe that our design specifications will initially meet the requirements of Functional Area I and subsequently provide the capabilities of Functional are [sic] II three months later. Considering the IDIQ nature and potential 7-year term of this Master Contract, can [Company's] GIS SaaS offering, currently in development, and set to 'go live' within 1 year – be proposed to the state under this Master Contract?

    ANSWER: *As the Department understands your question and the conditions surrounding it, your Company's product is not currently available for sale. As such, it could not be included as part of your product offerings. If this is the only offering you would propose in either of these Functional Areas, your response would not be susceptible for award.*

    Master Contractors awarded to a Functional Area may subsequently add offerings in that awarded functional area throughout the life of the contract pursuant to the conditions outlined in Section 3.7 of the RFP.

    At the State's discretion, DoIT may announce expansion windows to the GIS SaaS Master Contract. Please see Section 1.4.5 of the RFP.

33. Does the price sheet(s) proposed as Volume II represent a price ceiling for each service offering?

    ANSWER: *Please see the answers to Questions 1 and 2.*

34. Can specific abilities beyond those outlined as "desired abilities" in section 3.4.3 and 3.4.4 be offered if not currently listed?

    ANSWER: *The "desired abilities" in Section 3.4.3 and 3.4.4 (and 3.5.3) represent functionality which the GIO is generally looking for in offerings within Functional Areas 1 and 2. However, the GIO is not opposed to other functionality, so long as the conditions of 3.4.1 and 2 and 3.5.1 and 2 are met.*

35. Please clarify if the insurance requirements specified in section 3.9 are required to be in place at the proposal or upon award for the duration of the Master Contract period.

    ANSWER: *Please see Section 5.1 of the RFP. Evidence of meeting the requirements of 3.9 is required within five (5) Business Days upon receipt of notice of recommended award.*

36. Is there a guidance document – that outlines the State's Single Sign-On system and Secure Auth requirements – that we can reference to confirm compatibility?

    ANSWER: *A guidance document is not available.*