State of Maryland
Department of Information Technology

Questions and Answers Volume 2
RFP 060B8400023
Statewide Network Management Services (SNMS)

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding upon the State, unless an addendum expressly amends the RFP. Nothing in the State's response 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 Offeror asking the question.

ID	REFERENCE SECTION	QUESTION	RESPONSE
1	2.1.2	In Minimum Qualifications Documentation Section 2.1.2: The Offeror has established and operated a 24x7x365 NOC for a minimum of three (3) years. Does the Offeror have to have the NOC and have to operate it in order to meet the above requirement? If the Offeror has an experience managing the NOC for a client, does the Offeror meet this 2.1.2 requirement?	Section 2.1.2 requires Offerors to have established and operated a 24x7x365 NOC for a minimum of three (3) years. Ownership in not required.
2	4.2.2.7	The Offeror shall provide an organization chart outlining personnel and their related duties. Does the agency want all proposed personnel in the organization chart or just key personnel in the organization chart?	All personnel should be included in the organization chart as described in RFP Section 4.2.2.7.
3	None Provided	What is the annual estimated budget and what is the estimated number of consultants needed for	This information is not available to share. Please see Q&A Volume I Questions 11 and 12.

		each Scope of Work subsection such as MDOT Network Program, MDOT Work Orders, and MDOT Capacity Management Services?	
4	Q&A #8 and #11	State's response to questions 8 and 11 seem to imply that the scope of the new contract is an overlap of the scopes of the current CACI and Skyline contracts. Response to Question 8 states that ALL work from the CACI's contract is within the scope of the new contract. a. So, which parts of the Sklyline contract are within the scope of the new contract? b. Additionally, do any of the items from the Skyline contract that are within the scope of the new contract fall under Capacity Management fixed priced tasks? If so, which ones?	To help clarify, see our response to Question 65. All work under the current CACI contract for MDOT network managed services is within the scope of the new contract. The services provided by Skyline under the DoIT NMS contract are within the scope of the new contract but none of that work falls under the Capacity Management fixed priced tasks of this RFP. Such work would fall under the on-demand services provisions of the RFP and could be added at a future date. There are no specific plans for additional on-demand services and Offerors should make no specific assumptions in that regard. The DoIT NSM contract is one of the "other contract vehicles" through which similar services are being provided today. No scope outlined as Capacity Management in this solicitation is being supported through the DoIT NMS contract with Skyline.
5	Q&A #74	We have examined the Reading Room materials and found that it consists of security documents and asset inventory materials. While this information is helpful, critical detail on quantities and types of work involved in the performance of Capacity Management tasks is not present. Please place material in the Reading Room such as that you describe in the answer to Question 74.	The State's position is that adequate detail exists in the RFP and in the Reading Room materials to allow Offerors with the requisite NOC experience to provide pricing on these component activities associated with NOC Services.

6	Q&A #96	a. Please verify that management, maintenance, and operation of the WAN equipment is vendor's responsibility b. Is the underlying LAN infrastructure and equipment at each TBU outside the scope of this contract?	See Q&A Volume I #149 regarding WAN equipment and Amendment #2 Item #7.
7	Q&A #107	Is this lab on state property or on vendor property?	The location of the lab is described in Section 3.6.4.44.1
8	Q&A #118	Is the vendor responsible for virus elimination only on the servers or also for the desktops?	Servers only.
9	General	Does MDOT currently use Service Now for any IT/Network management activities? If yes, which modules of Service Now are currently deployed at MDOT?	No.
10	Q&A #138	Do these move/add/changes numbers cited in Answer 138 correspond to all of the work performed within the scope of the Capacity Management tasks?	The move/add/change numbers cited in Answer 138 are representative of current enterprise weekly move, add and change volume for network and security devices (i.e.. Firewalls, IPS, servers, routers & switches).
11	Reading Room Docs	With respect to the security policy documentation provided in the reading room, which of the following is the vendor responsible for: 1. Abiding by Maryland security regulations and policies 2. Monitoring for and reporting violations 3. Actually enforcing these policies through the Capacity Management activities?	The Security Policy applies to all Contractors and contract-related activities. Yes, the Contractor will be responsible for 1,2, and 3.
12	Reading Room Docs	Of the hundreds for MDOT sites that have one or two routers/switches, historically, how frequently,	The State does not have that information readily available. See Q&A Volume I #100.

		have the contractor personnel been required to travel to those sites to perform the Capacity Managements tasks.	
13	Reading Room Docs	What tools is the NOC using for automated upgrade and maintenance of Cisco devices? What tool is the NOC using for incident management and ticketing a. Vendor b. State of Maryland	For Cisco devices, the NOC uses CiscoWorks and Solarwinds Orion NCM. See Q&A Volume I #123. The NOC utilizes Maximo/Tivoli Control Desk ver7.6, provided by the State to the current vendor.
14	3.2.5	Table 1 and diagram (RFP 3.2.3) show six projects accruing 15,000 hours of labor for on-demand projects. a. Did O&M staff perform some of these hours? b. If so what proportion of the 15,000 hours did O&M staff perform and what portion did additional on-demand staff perform?	Table 1 and the diagram in Section 3.2.3 fall within Capacity Management, which includes O&M and sustaining engineering MDOT projects. On-demand work orders are not reflected in this table or diagram. See also the response to Q&A Volume I #70.
15	3.3.2.6	a. Does the State have a preference about which Cloud Service to use? b. Does State already have a cloud environment in place?	No preference. MDOT has several cloud contracts in place.
16	3.3.2.7	Which tool is State using to Manage Service Tickets?	Please see Question #13 above.

17	General	Please provide a 14-day extension given a) we do not yet have all of the pertinent information in the reading-room, b) once the information is available it will take time for vendors to access and digest the new information, and c) it will take the State some time to answer questions, which may have significant impact on vendor proposals.	The State is not extending the due date.
18	Q&A #64	Please provide the work order and task order volume for the past 2 years and anticipated work order volume for the next 2 years so that offerors can properly construct a successful operating model under the ISO 20k standard.	The Capacity Management volume of work is described in Section 3.2.3 and covers approximately seven years. The work has been steady enough that dividing by 7 will give you an idea of yearly volume. Work order volume is not as consistent; see Section 3.2.5 for more detail.
19	Q&A #89	Ongoing operation within the ISO 20k environment requires ongoing external audits. As such, it will require some level of financial reporting (budgeting and accounting for services). It's expected that certain financial information will need to be supplied by the State (to the contractor and external auditors as the contractor does not have authority for financial controls impacting items such as State provided tools that the State is mandating. In order to meet ISO 20k Annul Audit Requirements; how will the State provide financial reporting and other information required?	The State will provide this information in a manner which supports the certification and external audit processes. The exact manner in which that information will be provided will be agreed upon by the State and the awarded Offeror.

20	Q&A #89	With regards to the Configuration Items (CIs) referred to within the Configuration Management Database (CMDB), who will have financial control over these items?	The State funds all hardware/software purchases and takes responsibility for cost information in the financial system.
21	Q&A #89	Who will have the authority and responsibility for the maintenance of these devices for upgrades, replacement, and/or software changes? Will the contractor be directly responsible for maintenance of the devices?	Yes, the contractor is responsible for all of those actions mentioned - for assets in scope of the contract. Decision to take action will be a collaborative effort between the contractor and the State.
22	Q&A #89	RFP Section 3.8.6 refers to a "ISO 20000:1-2001 Certification Status Report" while Section 3.3.3.6 indicates "Contractor shall identify milestones and projected timelines for obtaining the ISO 20000-1:2011 certification for the organizational unit providing Contract services". Please describe the differences between the "2001" and "2011" references and clarify to all contractors the correct certification.	Section 3.8.6 should read "ISO 20000-1:2011 Certification Status Report". A correction will be issued in forthcoming Amendment 3. Also, in Section 3.3.3.7 we found an incorrect reference to ISO 20000-1:2001. The Amendment #3 will also address this error.
23	Q&A #89	In terms of a general question relating to ISO 20000:1-2011 certification, is the State granting the contractor full responsibility and authority to set policy and run the compliance program as contractor's own?	The State will support the awarded Offeror in both obtaining and maintaining the requisite certification as necessary.
24	Q&A #89	In order for the contractor to comply with ISO 20000:1-2011 requirements, please confirm that the State will make any and all requested changes to: (i) the State owned tools which the State	Please see Question #23 above.

		requires the contractor to use, or(ii) changes to the State's internal policies and procedures	
25	Q&A #89	Is the State taking the approach of becoming ISO 20000-1:2011 certified and then managing the contractor as per the ISO 20000-1:2011 standard that applies to supplier management?	No.
26	Q&A #89	Our interpretation of the ISO 20k Information Technology System Management requires ownership and financial responsibility for the devices that are being managed. How does the State envision the MDOT Network Program achieving this requirement?	The State will support the awarded Offeror in both obtaining and maintaining the requisite certification as necessary. The State does not believe ownership of devices, as implied in the question, is a requirement.
27	Q&A #89	Does the State intend that MDOT and DoIT resources (devices, tools, and personnel) will be a part of the MDOT Network Program as it pertains to achieving ISO Certification?	The initial work being awarded relates to the MDOT Network Program. Offerors should consider only MDOT devices, tools, and personnel in their plans regarding the ISO certification requirement.
28	Q&A #89	Please explain if and how the State is planning to allow the Contractor to assume financial oversight of the tools and the devices in order to become ISO compliant.	See Question #23 above.
29	16.17(a)	where we can find section 3.7.9 (A-D) referenced in section 16.17(a) in the RFP?	This is an error. The reference should read "The Contractor shall notify the State in accordance with Section 16.17A-D ......" This correction will be addressed in forthcoming Amendment #3.
30	PG 61	Regarding MDOT WAN DEVICES, MDOT MLS, Can you provide a breakdown of the MLS devices or advise if the following items make up the list of the MLS devices? Vendor	The State interprets the question as referring to Multi-Level Security (MLS) devices. Yes, this list comprises the MLS devices.

			Description	
			McAfee	
			Enterprise FW	
			McAfee	
			Network Security Mgr.	
			Microsoft	
			Exchange Online Protection	
			Entrust	
			Entrust Identity Guard (tokens)	
			Cisco	
			TACACS+	
			McAfee	
			McAfee AntiVirus	
			Blue Coat	
			Blue Coat Proxy Server & Reporter	
			Axway	
			Secure Transport	
			Shavlik	
			NetCheck Pro	
			Imperva	
			Web Application FW	
			Juniper	
			SA6500 VPN Appliance	
			IBM	
			QRadar	
			Tripwire	
			IP360 & Security Intelligence Hub	
			McAfee	
			DLP Endpoint	
			Good	
			Good for Enterprise	

31	None Provided	Regarding Rebadging employee - Are you looking for the vendor to rebadge existing contractors if awarded the contract?	Appropriate MDOT badges will be required.
32	Price Sheet	Column B (Annual) of tab F-2 Labor, Is the intent of this column to show the hourly rate times (x) the hours listed in Column K (Model Annual Labor Category) or is this Column meant to be the offerors proposed number of hours?	No. The intent is to allow Offeror's to propose an annual rate in those instances where an on-demand work order or task order requires a labor category for a full calender year. How that rate relates to the hourly rate is at the discretion of the Offeror, however, there is an expectation that the annual rate be equal to or less than the hourly rate multiplied by 1,920 hours.
33	Price Sheet	Column K (Model Annual Labor Category) of tab F-2 Labor, list hours across many of the categories of 100. Is it the intent of MDOT to receive a sampling of pricing or will the labor categories be for full time employees.	As indicated in footnote ** on the referenced worksheet, *"Model Labor Category Annual Hours" (Column K) are not to be construed as "guaranteed" hours. The total number of hours shown in this column is an estimate only for purposes of price sheet evaluation.
34	Price Sheet	Column L (Extended Price) of tab F-2, the formula hard coded into the spreadsheet calculates a sum multiplying the hourly rate (Column C x Column K). Should there be an extended price for the annual column as well as the hourly column?	No. The annual rates, as indicated in response to Question 32 above, are to allow Offerors to propose potentially discounted amounts (relative to the hourly rate multiplied times 1,920 hours) when resources are required for a full calendar year. The financial evaluation will be based on hourly rates times the hours identified in Column K.

Thank you for your consideration.

Sini Jacob
Procurement Officer

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