



**Questions and Answers Volume 1**  
**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	None Provided	I see in your RFP 060B8400023 for IT - Statewide Network Management Services (SNMS) that you request proposals be valid for 180 days. That seems excessively long to me, considering I usually see quotes for 30 days or less. Why do you need 180 days? It seems like a dysfunctional decision process if it really takes that long.	Proposal validity for 180 days is a standard requirement on State solicitations.



2	None Provided	<p>Section 1.33.1 provides for subcontracting goals. So does section 1.41.3 (VSBE Goals). These goals fragment the work into at least 5 fragments (African-American MBEs, Hispanic-American MBEs, Woman-Owned MBEs, VSBE's, and the prime contractor). This appears to drive uneconomical and sub-optimal activity. What happens if 1 or more of these goals is not met?</p>	<p>With respect to the MBE goal, upon a determination by the State that the Contractor failed to make good faith efforts to comply with one or more of the specified MBE Program requirements or Contract provisions, the Contractor agrees to pay liquidated damages to the State as set forth in the Contract. Please see RFP Section 1.33.10 and Contract - Attachments A (Section 16.14.2.2), and D. With respect to the VSBE goal, please see RFP Section 1.42 and Attachment M.</p>
3	None Provided	<p>Would MDOT consider a dial-in option for the bidders conference?</p>	<p>Solicitations with MBE/VSBSE goals require in-person conferences to facilitate networking for primes and subs.</p>
4	None Provided	<p>Will MDOT publish a list of attendees from the bidders conference?</p>	<p>Yes. This has already been published on eMaryland Marketplace and the DoIT IT Bid Board.</p>
5	None Provided	<p>Would one company be able to meet both the 7% African-American MBE and 8% Woman-Owned MBE?</p>	<p>No, dual or multi-certified MBE firms may only be associated with a single subgoal.</p>
6	None Provided	<p>Has the state considered procure these services through the MD CATS+ contract?</p>	<p>Yes, it was considered and rejected.</p>
7	None Provided	<p>Will this be a single award contract?</p>	<p>Yes.</p>
8	None Provided	<p>Is the IT - Statewide Network Management Services (SNMS) RFP Number: 060B8400023 a new contract or a contract renewal?  IF this RFP is a renewal solicitation, who is the current incumbent or incumbents on the current contract?</p>	<p>There is no sole incumbent for this scope of work. MDOT's network management services is presently supported by CACI. DoIT's NetworkMD contract is presently supported by Skyline.</p>



9	None Provided	Regarding Key Personnel in section 1.23: Is the State still requesting resumes/letter of intent from the key personnel to supplied after NTP?	Yes, see Section 4.2.2.7.
10	None Provided	Would the State please consider extending the questions deadline by 5 business days to allow a bit more time for submission of question after the Pre-Proposal conference?	Please see Amendment 1 issued 10/22/2017 which extended the due date for questions to Friday October 27, 2017 2PM.
11	None Provided	What is the annual spend amount for last contract?	There is no single 'last contract' available to answer. MDOT's current NMS III contract has a total possible value of \$72,799,128 (if all options are exercised) whose POP is 8/27/09 thru 2/26/18 (options included). DoIT's network Maryland Task Order is a CATS+ award with a total possible value of \$42.5M (if all options are exercised) whose POP is 4/1/15 to 3/31/2020 (options included) Offerors may seek original award information on the Board of Public Works website under meeting documents and the CATS+ TORFP Status Page on the DoIT website.
12	None Provided	What is the estimated budget for this contract?	This information is not available to share.
13	None Provided	Is there any incumbent for this requirement or do you have an in-house team? If there is an existing incumbent, then please share the name of the incumbent along with the budget that was consumed under the contract.	Please see responses to Questions 11 and 12.
14	None Provided	since we are MBE certified in Information Technology NAICS and fall in Asian Pacific	This is not an Engineering and Construction solicitation. This RFP presently has no subgoals



		category can we work as a Sub if opportunity comes to work with an Engineering and Construction company . The reason I asked this question, in construction and engineering there is a big percent has reserved for Asian Pacific MBE company, which I heard stay unfulfilled because of lack of Asian Pacific company in that field .	for Asian-American MBEs. Asian-American MBEs may be utilized in fulfilling the overall MBE goal outside of the required subgoals.
15	None Provided	Who will be the Decision maker on this Bid?	Initial evaluations will be conducted and recommendation for award made by an evaluation committee. Final evaluations, including evaluation of the recommendation of the evaluation committee, will be performed by the procurement officer and the DoIT Secretary or his designee. Contract award is subject to approval by the Board of Public Works.
16	None Provided	To help with our plans and sizing the opportunity and completion, we need more information. What is the term of contract, identity of any incumbent contractor, and the total amount of annual billing for Capacity Management Services and Work orders/Task Orders respectively?	The contract provides for a Three (3) year base period with two (2) two-year option periods. Please see Question 13.
17	None Provided	In section 5.2.3 on page 121, do we correctly assume that reference to 4.4.2.14 should be 4.2.2.14?	Yes, this is correct. See Amendment #2.
18	None Provided	On page 126, do we correctly assume that Attachment T – Sample Diagrams should be Attachment V?	Yes, this is correct. See Amendment #2.



19	None Provided	Would it be possible to identify which firms have submitted attachment P, and are interested in the use of the reading room? (This will identify best candidates/MBE for potential partnership).	No. Please see a list of the interested firms who attended the Preproposal Conference as published on eMaryland Marketplace.
20	None Provided	Can we request an extension on the RFP response due date?	Please see Amendment #2 which extends the due date for proposals to Friday, December 8, 2017 2PM Local Time.
21	None Provided	Section 4.2.4.2 states “For each service, hardware or software proposed as furnished by a third-party entity, Offeror must identify the third-party provider and provide a letter of authorization or such other documentation demonstrating the authorization for such services.” Would the government please confirm that if no hardware or software is to be added within the perimeter of the MDOT boundary, that no letters of authorization are required?	This requirement is applicable only to that which is proposed by the Offeror.
22	None Provided	Can MDoT provide the RFP in Word format for ease of completing required forms?	A Word copy of the RFP can be provided. Please contact the Procurement Officer via email to request this version.
23	None Provided	Can DoIT/MDOT create a financial bid approach that identifies labor categories and number of hours for each to frame up an apples to apples comparison for the project history identified in 3.2.3?	No, the State is not modifying its Price Sheet.
24	None Provided	In Section 5.2 it states the evaluation criteria. Several of these reference requirements of section contents based on section 4.2.2.6. How will the evaluation team be able to evaluate effectively in descending order of importance	References identified in Section 5.2 to earlier sections of the RFP are for informational purposes only, intended to provide guidance to Offerors for the location of RFP requirements. The collective information provided by the Offeror

		based on the verbiage listed in 5.2 if when writing the solution the information cross references will point to overlapping sections. The descending order of importance is compromised if each section is not specifically delineated in either the technical requirements response or the eval criteria. Please clarify.	in its Technical Proposal will be taken into account when applying evaluation scores for each criterion. Offerors should adhere to the Proposal Format instructions in Section 4 of the RFP to ensure completeness.
25	3.2.4	Can you explain the process that the State would follow that would trigger a "true up" due to an increase in project load?	In addition to Section 3.2.4, please see Section 3.5.3.
26	3.2.5	Given the lack of a fixed set of project hours, how are you planning on assessing the proposal submissions on an apples-to-apples basis?	See RFP Section 5. In addition, the format of Attachment F, the Price Sheet, provides a uniform basis for all Offerors to provide pricing and for such pricing to be evaluated.
27	3.6.11	Capacity Management SLAs and corresponding penalties are non-standard as compared to our experience. Would MDOT be open to a markup more closely aligned with our industry experience?	Alternative SLAs are not desired, but see Section 1.24.
28	General	Given the requests of scope clarification would you consider an extension on the December 1 response submission deadline?	Please see response to Question 20.
29		Considering the complexity of the requested solution framework, will the State consider extending the response due date?	Please see response to Question 20.
30	1.37	For access to the meeting room materials, will the mentioned be executable ahead of the requested viewing date or the day of the access being granted?	Reading Room Materials are only available on the date and time scheduled with the Procurement Officer for viewing. Attachment P may be provided ahead of your appointment or



			brought with you (executed) at the time of appointment.
31	None Provided	How would MDOT rank a proposal with a lower overall evaluated price and fewer resources compared to a proposal that is more expensive overall, but proposes more resources and has a lower cost per resource?	See RFP Sections 5.2 and 5.5.
32	None Provided	Please clarify the evaluation process listed in 5.2.7 Maturity of DR/Security model. The directions are to respond to requirements of 4.2.2.6 in Tab E and 4.2.4 which is in Tab P. Within Tab E you have to respond to each Scope of Work of Section 3.0 and it is unclear where to present our maturity model to be evaluated fairly. Within Tab P, there are only sample documents. How do you intend to reconcile and evaluate?	Please see response to Question 24.
33	None Provided	In Section 5.2, four of the evaluation criteria refer to 4.2.2.6 (Tab E). How do you intend to evaluate each criterion when all the content is presented in the same 150 pages of Tab E? Would it better serve the evaluation committee to more narrowly reference evaluation criteria with specific Tabs or subsections?	Please see response to Question 32.
34	None Provided	Would the State grant an extension to the proposal due date? An extension is needed to allow offerors sufficient time to review the State's answers to questions and respond accordingly. It is difficult to develop a proposal when there are many outstanding questions.	Please see response to Question 20.



35	2.1 and 4.2.2.9	If we do not plan to use our minimum qualification contract as a reference for Section 4.2.2.9, what data does the State require the vendor to submit related to minimum qualifications in Section 2.1?	Please see Amendment 2.												
36	Price Sheet	<p>a. How many vendor staff currently support SNMS capacity management work?</p> <p>b. What is the estimated vendor staffing?</p> <p>c. What is the dollar value of the current SNMS contract?</p>	Assuming the question refers to the current NMSIII contract, MDOT does not keep a count of staff beyond the key personnel. MDOT expects/trusts the contractor to determine staffing that is sufficient to meet its obligations.												
37	None Provided	Please provide the names of the MBEs on the incumbent contract by category—African-American, Hispanic-American, Veteran-Owned, and Woman-Owned.	<p>As stated, there is no incumbent contract. To the extent the reference is to NMS III, following are the MBE contractors/category:</p> <table border="0"> <tr> <td>Upside Technology</td> <td>African American</td> </tr> <tr> <td>KBM Group, Inc</td> <td>African American</td> </tr> <tr> <td>Calvert systems</td> <td>Women Owned</td> </tr> <tr> <td>Servbeyond Solutions</td> <td>Asian</td> </tr> <tr> <td>C M Solutions LLC</td> <td>African American</td> </tr> <tr> <td>Gantech Inc</td> <td>Hispanic</td> </tr> </table>	Upside Technology	African American	KBM Group, Inc	African American	Calvert systems	Women Owned	Servbeyond Solutions	Asian	C M Solutions LLC	African American	Gantech Inc	Hispanic
Upside Technology	African American														
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Servbeyond Solutions	Asian														
C M Solutions LLC	African American														
Gantech Inc	Hispanic														
38	None Provided	Please provide a 14-day extension given a) we do not yet have access to the reading-room documents, b) it will take the State some time to answer questions, and c) the Thanksgiving holiday intervenes immediately before the due date.	Please see response to Question 20.												
39	None Provided	Can you quantify how much more preference is given to an organization that currently holds an ISO20000 certification over a vendor that does not?	There is no quantifiable number or percentage to provide for the ISO certification.												



40	None Provided	Since it is a huge and complex statewide project with lots of scope increase when compared to the current NMS contract, which is mainly focused on MDOT requirements, can you consider multiple awards i.e. at least two awards for this RFP.	The State intends to make a single award for this RFP.
41	None Provided	Based on the current SOW and its restrictions and minimum qualifications of this RFP, we feel that it is wired for a multibillion dollar company that in fact strongly discourages small to medium size companies to compete. Any consideration to relax minimum qualifications would be greatly appreciated.	The State has no changes to minimum qualifications.
42	None Provided	Is the Security Policy document that was made available in the reading room to become part of the contract that results from the RFP?	Yes, please see RFP Section 3.3.1.
43	None Provided	Will vendors have to meet minimum qualifications on a per task-order basis or will minimum qualifications be based off this RFP?	Minimum qualifications shall be reviewed for the RFP.
44	None Provided	Will DoIT extend an additional Question deadline beyond 10/27/17 in order to accommodate those Offerors who plan to review the documentation in the reading room?	The State is not presently extending the questions due date.
45	None Provided	When is the Performance Bond to be provided? For example: 15 days after award.	Please see RFP Section 5.6. Performance Bond will be due within 5 days of notice of recommended award.
46	None Provided	Will the State grant a 15 Business Day extension in order to accommodate those Offerors who plan to review the documentation in the reading room and to fully develop a	Please see response to Question 20.

		solution that will be of the greatest benefit to the State.	
47	None Provided	Will the State consider exceptions to Attachment A provided in redline format in lieu of itemizations in the Executive Summary?	Yes. Please see Amendment 2.
48	None Provided	<p>Given that the State is awarding a fixed price contract for a combination of operations and project work, and that there is no fixed scope for the project work (only an historical perspective),</p> <p>a) How will the state evaluate proposals to determine the ability of the offeror to perform the operations work and the undefined amount of project work (i.e. does the proposed team have sufficient capacity, not specifically does the proposed team have enough people)?</p> <p>b) How can an offeror differentiate their proposal to demonstrate that the proposed team can exceed the work capacity requirements and has the ability to perform more project work than the (undefined) minimum requirement?</p>	Please see Section 5 of the RFP which describes the State's evaluation process and criteria. The State utilizes Offeror-provided past performance information to ensure responsibility and degree to which it will successfully meet or exceed the State's requirements.
49	None Provided	<p>The solicitation contains a section on non-visual access (section 1.39), talking about equivalent access.</p> <p>Can you please discuss this section and equivalent access as it relates to this procurement?</p> <p>Do you want monthly reports in braille, for example?</p>	The non-visual access clause applies only to Information Technology offered under the Proposal and would not, for example, require the submission of monthly reports in braille. For the same reason, the non-visual access clause is not applicable to written deliverables.

		Section 3.13.1.2 indicates a deliverables in what appears to be limited to visual access only. ("Unless specified otherwise, written deliverables shall be compatible with Microsoft Office, Microsoft Project or Microsoft Visio within two (2) versions of the current version. ") What would be equivalent access to a Visio file, for example?	
50	None Provided	As a follow up, the RFP provides several forms to be submitted. What do you consider to be equivalent access for those forms?	Please see response to Question 49.
51	None Provided	Section 1.34.5 talks to the Maryland living wage requirement. The note indicates that you may unilaterally quadruple the living wage without changing the contract price. This is an unconscionable term. Please remove it.	As explained in Attachment G, the living wage rate is adjusted by the annual average increase or decrease, if any, in the Consumer Price Index for all urban consumers for the Washington/Baltimore metropolitan area, or any successor index, for the previous calendar year, not later than 90 days after the start of each fiscal year.
52	3.3.3.5, 3.6.11.8.a.iv and 3.19.5.1.B	While we understand Table 5 in 3.6.2.13, as well as our ability to dispute as covered in 3.6.11.7, these liquidated damages seem high. Are these liquidated damage clauses in the existing contract? If so, how many times and for what total value were liquidated damages paid?	The structure is the same as the present NMS III contract, but price/hours of SLAs are different. The liquidated damages clause has been invoked twice on the current NMS III contract at a total approximate value totaling less than \$10k.
53	None Provided	Can MDoT provide bidders with any services that were not performed to the satisfaction of MDoT Capacity Management needs that were	The State does not track such information.



		originally specified and provided through the ACAI contract?	
54	1.24	To ensure the State receives the greatest number of respondents is the State willing to consider negotiated terms beyond currently the stated contractual requirements?	See RFP Section 1.24.
55	1.33	To confirm, a bidders proposal would be compliant with the stated MBE work requirement work percentage totals across a combined sub contractor pool partnered with the prime bidder?	An overall MBE subcontractor participation goal of 25% -- percentage of the total contract dollar amount -- (along with subgoals) has been established for this procurement. In the case of a certified MBE firm participating on a contract as a prime contractor, a procurement agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own work force towards fulfilling up to fifty-percent (50%) of the MBE participation goal (overall), such that the remaining 50% would need to be satisfied through the engagement of certified MBE subcontractors, and up to one hundred percent (100%) of not more than one of the MBE participation subgoals.
56	1.47	Is the State willing to negotiate the performance bond totals required in order to ensure the broadest competitive process for this Managed Solution from it's currently defined total value expectation?	See RFP Section 1.24.
57	None Provided	In section 3.4.1.1 it says that "MDOT anticipates fixed capacity as determined primarily by number of resources, performing blended O&M and 'project' work, with periodic true-ups to	See response to Question 109. See also Section 4.2.2.7.

		adjust discretionary capacity available for projects." Yet, Section 3.2.5 says, "MDOT is not interested in a pricing model that includes a set number of hours for project work, nor is MDOT interested in a labor and pricing model that separates O&M and project work." From what basis should the contractor establish its costs? Is MDOT asking for an initial staffing plan subject to adjustment?	
58	None Provided	Will DoIT limit Contractor's indemnification obligations to; (i) actual third party claims only, and (ii) only to the extent arising from or relating to the actual fault caused by Contractor?	See RFP Section 1.24.
59	None Provided	Will DoIT add the following to section 6 on Indemnity as a separate subsection (i.e., 6.?): "The Contractor's defense and indemnification obligations set forth in this Section are contingent upon (1) the State providing the Contractor prompt, written, and reasonable notice of the claims, demands, and/or causes of action subject to indemnification, (2) the State granting the Contractor the right to control the defense of the same, and (3) the State's full cooperation with the Contractor in defense of the claim, including providing information and assistance in defending the claim. Nothing herein, however, will restrict the State from participating, on a non-interfering basis, in the defense of the claim, demand, and/or cause of action at its own cost and expense with counsel of its own choosing. "	See RFP Section 1.24.



60	None Provided	Will DoIT restrict Contractor's obligation to restoring data; "that was in the Contractor's possession or control at the time of such loss."	See RFP Section 1.24.
61	None Provided	Is the State is willing to waive the Bid Bond and the Performance Bond if the bidder is an established provider of services with sufficient capitalization to meet the requirements of the RFP?	There is no bid bond requirement for this RFP. As for the performance bond, see RFP Section 1.24. The State considers the performance bond to be essential to the success of the project and has set the value at an amount it has determined to be appropriate.
62	None Provided	Will the State permit Vendors to attach their own Agreements and associated Exhibits, which would contain the terms of the offer in lieu of the State's terms or which could be used as the basis of a negotiation of a mutually acceptable contract?	No.
63	None Provided	Will the awarded contractor be able to bill the costs of obtaining ISO 20000 certification to the State?	Any costs associated with obtaining an ISO 20000 certification should be included in the FFP amounts proposed by Offerors. A separate billing is not allowed.
64	3.2.3 and attachment F	Section 3.2.3 states "Historically, MDOT "projects" comprised approximately 15,000 hours of Contractor's resources annually." The pricing evaluation in Attachment F evaluates 43,300 hours annually. What is the rationale for evaluating almost three times the number of hours that is historically required?	The two sets of hours are not related. The information provided in regard to MDOT project hours (approximately 15,000 hours) provides a historical level of effort, both in hours expended and types of projects, which Offerors should consider in developing their overall organizational requirements and FFP. As defined in the RFP scope of work, the FFP should consider what is required for MDOT Capacity Management O&M as well as sustaining engineering (projects). The pricing evaluation hours (43,300) represents the

			hours by labor category which <b>could</b> be consumed in supporting on-demand work orders initiated by DoIT.
65	None Provided	The Pre-Bid Conference indicated the Expiring Contract with ACAI will be fully replaced with this RFP. Are there any services that will overlap or compete with any other of the existing services contracts? Either with MDoT or DoIT service requests, statements of work or other unspecified tasks?	The scope of work which will initially be awarded under this RFP replaces the work currently being provided under an expiring contract with CACI. This RFP has capacity for additional on-demand services which may be provided through other contract vehicles or as new requests that are within scope of this RFP, but there are no specific plans and Offerors should make no specific assumptions in that regard.
66	None Provided	With regard to the ISO requirement, if the prime meets the requirements, will sub-contractor's services be considered meeting the requirement? Or will Sub-contractors and aligned MBE's be required to have the certification?	The ISO requirement applies only to the Prime Contractor.
67	None Provided	Within the minimum qualifications surrounding the delivery via the ITIL Framework, are there specific/direct requirements for resources to have individual ITIL certifications? Any resource or specific job functions?	The minimum qualifications for Key Personnel are outlined in Attachment T. These represent the only specific positions wherein a specific job classification and minimum set of qualifications are defined. All other positions required to support the scope of work outlined in this RFP are at the discretion of the Offeror. While no specific ITIL requirements may be identified in Attachment T job classes, it is expected that Offerors will support their assertion that they have/can deliver services via an ITIL framework by proposing individuals who possess ITIL certifications.

68	None Provided	<p>The RFP written expectations as well as the oral responses to bidder questions at the pre-bid conference surrounding O&amp;M and project work remain fuzzy. To provide a fixed price bid for potentially “variable project work” poses a significant risk. Please describe to bidders a more precise, acceptable bid structure beyond the O&amp;M tasks of capacity planning for the estimated project hours for those variable projects needed. If it helps, describe the tasks that bidders can bid solely as T&amp;M to compliment O&amp;M fixed price services. Any other clarifications to this will make for more consistent bids on pricing and allow for more competitive proposals.</p>	<p>The State is not modifying the Price Sheet. In addition, the State believes adequate project information is in Section 3.2 of the RFP. Also see response to Question 70.</p>
69	None Provided	<p>Can DoIT provide a breakdown of the approximately 15,000 hours of Contractor resources described in Section 3.2.3 of the RFP by Labor Category or equivalent position?</p>	<p>This information is not available to share.</p>
70	None Provided	<p>The data provided for historical data for additional projects is appreciated. However, during the meeting it was mentioned that the use of various personnel is fluid based on availability of MDOT PMs and cannot be accurately established. How can a non-incumbent contractor know the number and availability of personnel and have a fixed price rate for work that is so inherently vague?</p>	<p>In Section 3.2.2 MDOT outlines its desire for a proposal which supports traditional O&amp;M as well as sustaining engineering work ("a blended approach") and that this work is planned and managed in four general categories. In Section 3.2.3 MDOT provides historical data in regard to the sustaining engineering work - both in terms of hours and category. In Section 3.2.4 MDOT indicates that Offerors can use the historical performance data provided as a basis for the sustaining engineering work to be considered in their response to this solicitation. The fluidity</p>

			<p>which you describe ("dynamic allocation of resources") is recognition of the fact that resources supporting this contract may be used to support both O&amp;M and sustaining engineering work depending on availability after satisfying traditional O&amp;M requirements. Ultimately Offeror's proposals should consider the resources required to satisfy the O&amp;M requirements outlined in the scope of work as well as the sustaining engineering work required based on the historical data provided. Lastly, in response to Question 106, MDOT has identified that it currently has eleven project managers assigned support these projects.</p>
71	3.1.1	<p>Does the State intend for this new contract to serve as a master pricing schedule for additional agencies to purchase from? If so, how will additional agency Managed Services considerations be managed what procurement process will that adhere to (new RFP per agency, per requirement, etc)?</p>	<p>No. DoIT is issuing the RFP and all additional work requested will be in accordance with Section 1.1.2.</p>
72	2.1 and 2.1.1	<p>We have a client for which we performed relevant services for 9 consecutive years. The last month of service was December 2012 and thus well within the last 7 years. Please confirm that this client example will meet the RFP 2.1 Minimum Qualification Requirements for the qualification timing.</p>	<p>The RFP does not require that the three consecutive years fall completely within the last seven years.</p>
73	3.4.3.2	<p>Is management of the "homogeneous agency-wide infrastructure" part of this SNMS contract scope?</p>	<p>The "homogenous agency-wide infrastructure" is a reference to the MDOT IT Network, which is in scope.</p>

74	Price Sheet	Please indicate why B.4 is broken out into 10 sub-items when B.1-B.3 and B.5-B.6 are not. Without the workload data for each sub-item, it is not possible for non-incumbent vendors to provide credible prices at the sub-item level.	The State believes there is adequate detail in the RFP and in the Reading Room materials to allow someone with the required NOC experience to provide pricing on these component activities associated with NOC Services. MDOT believes this information is meaningful and therefore has requested the breakdown. The State would also remind Offerors that only the Total Evaluated Price will be used in determining financial ranking of proposals.
75	None Provided	What type of Configuration Management Database does DoIT utilize today?	The initial scope of work to be awarded relates to MDOT's Capacity Management work order. Details relative to MDOT's technologies can be found throughout Section 3 – the Scope of Work. The specific information requested in regard to DoIT technologies, plans, processes, and procedures is outside the scope of the current solicitation.
76	None Provided	What type of DHCP, DNS, IPAM platform does DoIT utilize today?	See answer to Question 75.
77	None Provided	Does DoIT have an existing QoS strategy? If so, can this be shared?	See answer to Question 75.
78	None Provided	What are the State's plans for PSTN Access in a converged network, via a centralized PSTN via SIP or distributed model?	See answer to Question 75.
79	None Provided	Are there standards developed or documented for agencies when they connect to network Maryland? If so, can these be shared?	See answer to Question 75.
80	None Provided	Does DoIT or the agencies have Out of Band (OOB) capabilities currently?	See answer to Question 75.



81	None Provided	What is the current standard for hypervisor within the DC?	See answer to Question 75.
82	None Provided	Does DoIT automate any network functions today and if so, what functions and by what tools?	See answer to Question 75.
83	None Provided	Does DoIT require that all state agency wireless networks be converged onto a single platform?	See answer to Question 75.
84	None Provided	Can DoIT provide more information regarding the current Disaster Recovery plan?	See answer to Question 75.
85	None Provided	Can DoIT provide current design of Windows Active Directory?	See answer to Question 75.
86	None Provided	How does/will MDOT's voice and video architecture integrate with DoIT's NwMD infrastructure?	At this time, no integration between MDOT and DoIT is planned with regard to voice or video architecture.
87	None Provided	What degree of standardization exists between the agency networks and NwMD? (example reference architectures, designs, configurations and product selection.)	Beyond the network operated by networkMaryland, no specific standardization exists.
88	None Provided	DoIT and MDOT have a number of vehicles from which to procure contingent staff. What will determine procurement of staff off this contract?	The State does not view this solicitation as a contract for procuring contingent staff. See Sections 3.14 through 3.16 for additional detail in regard to the types of services and process supporting the State procuring on-demand services.
89	None Provided	What is the State's vision of the benefits to the State that will accrue from partnering with a Contractor with ISO 20000-1:2011 certification? (underlying question: why does the State think it needs ISO?)	As large decentralized organizations comprised of multiple distinct lines of business, DoIT's and MDOT's IT service organizations depend upon a structured framework in order to deliver quality IT service management to their customers. We,

			<p>therefore, have determined that certain key vendors possess third party certifications to assure the quality of the services they provide. ISO 20000 is an international standard for IT service management. It was developed to reflect the best practices established within the ITIL framework. ISO 20000 requires that the accredited organization establish and maintain an integrated process approach where the organization plans, establishes, implements, operates, monitors, reviews, maintains, and improves its service management system. ISO 20000 is therefore an effective standard for organizations, like the State of Maryland, that are seeking services from service providers and require assurance that their service requirements will be fulfilled with a consistent, quality driven approach.</p>
90	None Provided	<p>What is the background (specifically expressed or implied need) to have the responders to the RFP obtain or already be ISO 20000-1:2011 Certification? We need to understand the customer's position as to the requirement for this registration.</p>	<p>See response to Question 89.</p>
91	None Provided	<p>If the responder is to provide manpower to further support the State of MD NOC, why would they be required to hold an ISO 20000-1:2011 Certificate of Registration? The nature of the ISO 20000-1:2011 is designed for management of devices which would not be in scope for the service being supplied.</p>	<p>See response to Question 89.</p>



92	1.1.1	<p>The Department of Information Technology (“DoIT” or “the Department”) is issuing this Request for Proposals (RFP) to obtain, on behalf of State agencies (Q1:How many Agencies involved? Section 3.4.2 states 8 Agencies, any others?),</p>	<p>The number you reference is the number of Transportation Business Units (TBUs) within MDOT. DoIT currently provides IT services/support to varying degrees to all branches of State government and to most agencies within State government. The ultimate number of agencies which will be supported by this contract has not been determined as there are currently no specific plans regarding DoIT’s use of this contract.</p>
93	1.1.1	<p>How many maximum users anticipated through out all the agencies? (Comment: Numbers are provided in section 3.4.3.8, but what is the anticipated max? So, a threshold can be set)</p>	<p>With respect to the scope of work associated with MDOT's Capacity Management, see Section 3.4.3.8 Table 2 which shows the approximate number of end users currently supported by MDOT's WAN. Support of additional agencies and users may be added through the issuance of on-demand work orders and task orders, but there are no specific plans in that regard on which to base a maximum number of users.</p>
94	1.1.1	<p>On-demand technical services will require VPN/MOBILE?</p>	<p>On-demand requirements are not established at this time.</p>
95		<p>The State intends to furnish these services to State agencies (each a “Requesting Agency”) in conjunction with networkMaryland™, the State’s backbone high speed network that currently provides data, voice and video services (the “Enterprise Network”), furnished under a separate contract (Q: How much of a integration is needed here?).</p>	<p>networkMaryland is operated as a service provider network. The integration is no different than with any other network service provider.</p>



96	3.4.2	How much Integration is required? Is the infrastructure between these agencies following similar components?	MDOT manages the wide area network supporting the TBUs as a service provider. The underlying infrastructure supporting the LANs is a common architecture but managed by each of the TBUs.
97	None Provided	What will the responsibility be of the contractor to work with other peered networks operated by county governments (i.e. FiberNet)? Is this purely a task/project execution, or is the contractor involved in planning and communication with those network operators?	See answer to Question 95 above. DoIT manages the relationship with these providers.
98	None Provided	Based on section 3.2.5 of the RFP, the scope appears to be focused more on the O&M. Does MDOT anticipate the scope of the resulting contract to include new services, expansion in existing services, or the turn-up of new hardware, software, etc. to accommodate existing service offerings?	The scope is inclusive of O&M and Project work however, maintaining contract service level agreements always take precedence over Project work (reference Section 3.2.2). As technology continues to change, MDOT's network needs to change, which requires constant review and refresh of the Service Catalog, resulting in ultimate implementation of new or enhancements to services.
99	None Provided	Will subcontractors and partners to the awarded offeror be required to obtain ISO 20000 certification as well?	No. The prime contractor is the only organization required to obtain the ISO 20000 certification.
100	None Provided	We understand that the NOC portion of services is provided remotely. We are uncertain regarding "place of performance" for certain aspects of Capacity Management Services. Which Capacity Management Services require on-site presence and approximately how many annual labor hours are historically require on-	There are no minimum hours or estimate of hours for on-site work. On-site service is expected "on demand" or as needed and is applicable to any of the MDOT locations. All locations are in Maryland. On-site activities may include meetings, engineering work, incident

		site service? What is the location of a few of the sites where on-site support is commonly required?	management, etc. Location information is available in the Reading Room materials.
101	5.2.7	In section 5.2.7 on page 121, does our DR model need to conform to all of 4.2.4 or just to 4.2.4.3?	Your response must address all elements of Section 4.2.4
102	None Provided	Section 3.6.7.9 states “The Contractor shall administer and manage the vulnerability patch management and anti-virus suite software to all networked systems and devices.” Can the government identify if this is inclusive of all devices (ENT and non-ENT) or only ENT devices.	*This may need clarification: This requirement applies to all ENT and non-ENT devices with regard to patch & anti-virus tool management and delivery. However, any required remediation of non-ENT devices is out of scope due to the desktop exclusion.
103	None Provided	Section 3.18.1.9.D Timesheet Submission and Acceptance states “Within three (3) business days after the 15th and last day of the month, the Contractor shall submit a semi-monthly timesheet for the preceding half month providing data for all resources provided under the Task Order or Work Order.” Are timesheet submissions required for FFP Task Orders?	Only Time & Materials-based Work Orders will require Contractors to submit a timesheet.
104	None Provided	The pre-bid conference talked specifically to Capacity management needs and the State’s willingness to include solution replacement. References at the meeting indicated this appears to be just software / monitoring tools. If the network improvement includes the need for new hardware to improve capacity management, would hardware be included in such	Solution replacement, or pro-active engineering, applies to all aspects of the contract. MDOT will purchase and license all hardware/software assets introduced to its environment.

		improvement? If hardware could be provided as part of the service (not purchased by contract users but deployed for contract task orders), would it be considered?	
105	None Provided	Point of clarification on the NOC requirement. Is the RFP asking the Contractor to staff any NOC facilities within MDoT or DoIT? Or is the requirement for the contractor solely to provide services from the Contractor's remote NOC following the 24 by 7 by 365 requirement? Please fully clarify NOC staffing and logistic expectations.	NOC Staff will be located at Offerors proposed location and shall provide the NOC services as specified (see Section 3.6.5).
106	None Provided	In reference to Section 3.2.4 of the RFP, how many MDOT Project Managers are currently employed or contracted to support the current MDOT IT projects?	Eleven.
107	None Provided	In reference to Section 3.6.4.44, does this physical space have the same technical requirements as the lab identified in Section 3.6.4.36 and can they be the same space or do they need to be separate. How much space is required for MDOT to "experiment" with hardware and how much and type of power may be required?	It can be the same space. if the same space is used then the all requirements for both sections must be met by the space. The space and power required for testing should be adequate to test typical configurations or elements of the enterprise network that are deployed.
108	None Provided	How much time is currently or anticipated to be scheduled for each of the meetings listed in Section 3.6.3.3 of the RFP?	Each meeting is either weekly or monthly (stated in the section you reference). Most are 1 hour with some up to 3 hours, such as the CAB and the Project & Portfolio meetings.
109	None Provided	Based on section 3.4.1.1 MDOT is looking for fixed price responses monthly. Without specific	The Offeror is expected to mature its pricing model from a two-dimensional, labor hours x

		hour allocations and only historical data to establish a pricing threshold, how can any contractor other than the incumbents have truly accurate data to create a fair competitive pricing landscape?	labor rate, to a multi-dimensional model based on the many other factors provided.
110	General	Can you clarify your expectations on who's responsibility it is to provide Infrastructure, Hardware and Software for both current environment and future enhancements? A RACI Matrix for each section would be very helpful.	MDOT provides the actual hardware and software for its environment. The contractor is expected to only provide the engineering design and implementation services.
111	3.6.2.1	What is the expectation of work effort for ad-hoc working groups?	Assembly of ad-hoc working groups is all in a day's work under Capacity Management. The ad-hoc working groups are engaged for feasibility sessions, etc. Once a solution path is determined, the effort may be transitioned to a Capacity Management project or the group may be disbanded.
112	3.6.2.2	What is the estimated work effort for upgrade activities?	The State desires ITIL continuous service improvement, with a direct correlation to ISO 20000.
113	3.6.2.2	Can you categorize the anticipated upgrade work effort as Simple, Moderate and Complex?	Some of each may occur throughout the duration of the contract.
114	General	Who is responsible for Problem Management?	The Service Operations Manager. This is one of the "key personnel" positions.
115	3.6.2.7	Can you provide statistics on the number of Move, Add and Changes for both maintenance and proactive network configurations events?	This information is not available to share.

116	3.6.4.25	Can you expand on your expectations of the Contractor responsibilities in the event of a Force Majeure or disruption of service event?	To follow the ITIL Incident Management process with appropriate levels of escalation. Refer to Section 3.6.5 for a detailed description of NOC activity, roles, responses, and escalations.
117	3.6.7.3	Can you provide more clarity around the expectation of the Contractor to assess and implement Security enhancements as they relate to new functionality, tools and future upgrades?	This would be a function of ITIL Service Design and Service Strategy.
118	3.6.7.14	The RFP states that there is an expectation the Contractor is responsible for Virus elimination. Given the level of effort cannot be determined it has been our experience this type of activity is normally performed as a project. Would MDOT be open to handling Virus remediation as a billable project?	No.
119	3.6.9	Can you expand on your expectations of the Contractor responsibilities in tracking "all" MDOT resources in the ITAM system?	Please see Section 3.6.9 which pertains to IT resources, devices, and services. Responsibility applies to all of these.
120	3.6.9	Is Asset Management limited to electronic discoverable assets and those assets, spare parts and consumables in storage?	Asset Management is not limited to, but includes those items.
121	3.6.9	Can you elaborate on what the word "all" means by including a list of expected items requiring Asset Management?	"All" refers to configuration items (any component of an IT infrastructure). Please also see the Reading Room materials for MDOT Asset information.
122	3.6.9	Is there an expectation that all endpoint devices and printers are included? Are you looking for the Contractor to manage Software Assets &	No, endpoint devices and printers are not included. See section 3.4.3.8.

		licensing? If so, is it limited to Tier 1 applications? Etc.	
123	3.6.9	Is MDOT providing asset tracking tools or are they Contractor provided? If MDOT supplied, what tools are being proposed?	MDOT utilizes and owns Maximo licenses which it provides to employees and contractors.
124	General	Can you provide details on the current staffing levels for each tower?	This information is not available to share.
125	2.1.2	Will the State reconsider the prime requirement for an established NOC versus leveraging a combined Service Management capability to ensure best of breed partner construct and solution delivery?	The offeror shall meet all requirements as outlined in the 3.6.5 as it relates to NOC services.
126	None Provided	For a 24x7x365 best practice base, lowest cost - highest value model, would overseas NOC support components be acceptable as part of the prime bidder solution?	Please refer to Section 3.6.5.1.4.
127	3.2.5	Is the State's intent to have the bidder/awardee assume responsibility for MDOT's project team personnel for project and solution management?	No.
128	3.2.5	Is the State expecting the awardee to provide the personnel for the mentioned program and project governance requirement?	Yes.
129	3.11.2 -C	Would the State please clarify how Non-Business Hours support is to be applied given that capacity management is fixed price for all services. Are specific planned efforts and emergencies conducted outside normal State business hours considered additional work above and beyond capacity management, and	Non-Business Hours support is part of capacity management. The contract is service-based, meaning services must be available except for planned outages. The contract explains NOC hours. Take note of the SLA requirements which are independent of normal work hours.

		can be billed on an hourly basis using the agreed upon rates? Should capacity management pricing not include after-hours support?	
130	None Provided	Can you explain what you mean in Section 3.2.3 that “dynamic allocation of resources performing traditional O&M activities” is required to perform MDOT Projects? It reads as if any resource can be tapped to do projects, while putting O&M work at risk. Specifically, is MDOT expecting Service Operations staff to also perform Service Design and Service Transition functions?	O&M always takes priority; however, the same resources can be assigned to projects
131	None Provided	To better understand the extent of Capacity Management (O&M and project work) versus Work Orders available and periodically used by MDOT, please classify the following examples: 1) Data Center relocation, 2) additional Data Center, 3) State Highway Traffic Signal upgrade, and 4) replace existing State Highway Traffic Signal system with a new technology.	All of these are capacity management projects.
132	None Provided	In section 3.2.4, can you explain the relationship between the Contractor Resources and the MDOT Project Managers? It appears that the contractor provides a fixed pool of resources to dynamically allocate to competing Project Managers.	The contractor and MDOT will work together
133	None Provided	Is the contractor expected to have a PMO in their staffing plan or integrate with the MDOT PMO?	Contractor is expected to project PM services as described in the Service Catalog.

134	None Provided	What has priority: O&M SLAs or Project Milestones?	O&M SLAs
135	Price Sheet	For non-incumbent vendors to price this contract effectively, please provide workload data for pricing items B.1 - B.6. If workload data for one or more items, B.1 - B.6, is not available, please provide Government's best estimate so that non-incumbent vendors can offer a fixed price against a defined scope.	See response to Question 109.
136	None Provided	Were the Project Hours Table and Graph on page 44 independently produced by MDOT or were they produced by the current contractor?	Project estimation information is an assimilation of data from a variety of sources.
137	None Provided	Does the current contractor track their time in MDOT's time keeping system or their own?	To the extent the Contractor tracks its time, it does so on its own system.
138	None Provided	What is your current daily move, add and change volume for network and security devices (i.e.. Firewalls, IPS, servers, routers & switches)	Enterprise Move/Add/Changes are captured in the ITSM tool as Standard and Normal Changes. Daily numbers are not always equally consistent, but weekly, MDOT averages approximately 10 Normal and 30 Standard changes.
139	None Provided	Please provide physical location of security devices	The Reading Room materials provide a general idea of location of assets. Physical locations are all in Maryland.
140	None Provided	What is the basis for 512Kbps required for each call (Sec. 3.6.2.39)? How many concurrent voice calls should be planned for during peak utilization?	We have understood the reference to be 3.6.4.39. The 512Kbps is an industry standard. Information regarding concurrent voice call volume is not available.
141	None Provided	What is the current network management platform?	Please see Reading Room materials.

142	None Provided	Can you provide the standard operating procedures (i. e. run-book/play book) for the network infrastructure?	SOPs are not available to share, however, the MDOT network infrastructure presently follows ITIL practices.
143	None Provided	What class is the state's IP address space in? How much of this address space is utilized?	MDOT is in multiple class B public and private IPv4 addresses.
144	None Provided	Has the state performed any vulnerability tests in the last 6 months? 12 months?	Yes, MDOT typically runs vulnerability tests monthly.
145	None Provided	Currently, how many full time equivalent, whether State or Third Party, are dedicated to supporting MDOT's Network Program today?	MDOT does not maintain such a count.
146	None Provided	Provide an inventory of all equipment to be managed as part of this solution include: make, models, release and counts per model per location. Please advise if any of the items are redundant.	Please see Reading Room materials.
147	3.4.3.8	A-Can you clarify this item further- There's an asterisk by the "endpoints" which says that "endpoints are not in scope for certain services". Can are not in scope?	Please see Amendment 2.
148	3.4.3.8	B-Also, the asterisk does not apply to the Servers. Is it the intention that all of the Server qty counts will be part of the vendors solution? Will these devices be requested In addition to all the WAN devices? This is referenced in the Table-IBU section of RFP. Can you clarify this item further?	Yes, servers are part of the vendor's responsibility. Yes, the quantity of servers listed in Table 2 are covered by this contract.
149	1.1.1	What is the Data Capacity Load anticipated? (Comment: Numbers are provided in section 3.4.3.8, and in Section 3.6, I did not see any	This information is not available to share.

		numbers in Terabytes or Gigabytes etc, what is the anticipated max on users and data? So, a threshold can be set)	
150	1.1.1	How many of the users will need access from remote?	Remote access is granted on an as-needed basis.
151	1.1.1	Will the remote users access via VPN (Virtual Public Network)?	VPN is one mechanism for remote access.
152	1.1.1	MOBILE applications dashboard?	The State does not understand the question.
153	1.1.1	Where are the DR (Disaster Recovery) Centers located? Will they need in-house support for those as well?	DR centers will require Contractor support. All DR centers are located in Maryland.
154	1.1.1	Will the DR Centers communicate with FEMA?	No.
155	1.1.1	Enterprise Architecture allowable to CLOUD?	The State is open to cloud solutions.
156	None Provided	As written, the RFP requires dedicating staff/resources to this contract. This puts strong limits on the amount of innovation and improvement that can be executed within the scope of the contract; specifically, it prevents the implementation of automation technologies that won't require an automation engineer except for the initial transition. As a result, rather than being able to save DoIT money, the contractor is bound to whatever workload they step into with little ability to improve it. Is there any possible latitude for this requirement?	The key resources identified in the RFP are intended to provide MDOT the innovation and improvement recommendations that you mention in your statement.



Thank you for your consideration.

Sini Jacob  
Procurement Officer

**End of Document**