MARYLAND DEPARTMENT OF TRANSPORTATION

<u>**CATS + TORFP J02B0600002**</u>

<u>**Geographic Information System (GIS) Program and Application Support**</u>

<u>**Amendment #2 Issued: August 3, 2020**</u>

This Amendment is being issued to provide Answers to Questions submitted for this TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

SEE ATTACHED INFORMATION:

1. **Questions & Answers**

August 3, 2020
By: Ron Eshleman, Procurement Officer II

Questions and Answers #1

Question 1:   What is the contract value of this proposal?

ANSWER 1: MDOT is prohibited to release this information.

Question 2:   Will the prime on this solicitation need to have prior MDOT experience/regional DOT experience to competitively qualify?

ANSWER 2: The Prime must be an approved CATS+ Master Contractor in Functional area 4 and meet specific requirements as outlined in the TORFP.

Question 3:   How are the existing systems and database in SHA managed currently?

ANSWER 3: Currently we have a GIS DBA, a System DBA, and a GIS System Architect. These resources coalesce with the MDOT SHA Office of IT and leverage the higher-level IT infrastructure managed by that office to include, but not limited to, virtualized servers, Oracle RACs, and cloud computing.

Question 4:   Who will be responsible to provide the transition or knowledge transfer of the existing system, beyond 60 days of the transition timeline?

ANSWER 4: If the question is referring to Section 3.2.1 within the TORFP, it will be the Master Contractor to perform the end of transition requirements.

Question 5:   What is the detailed scope of work with respect to functional requirement, applications, other than acquiring a team of qualified (ESRI) based resources to manage Inter department Enterprise system?

ANSWER 5: Other than managing the Enterprise GIS system and infrastructure, this team is also a project delivery-based group. We work with nearly every office within MDOT SHA, and other Transportation Business Units, to fulfill their geospatial technology needs. If a division or team has existing GIS expertise, this team will supplement that support by acting in a governance capacity or technical support role. The project variety and scopes are far too great to itemize. We design, build, develop, manage, and maintain many maps, apps, datasets, and cartographic products. We are an ESRI based shop who pride ourselves in trying to squeeze the most of their platform. The Enterprise GIS Program takes a COTS (Commercial Off The Shelf) first approach in all the services we provide. Examples of ESRI tools used are ArcGIS, ArcGIS PRO, ArcPy, Survey123, Collector for ArcGIS, Quick Capture, AGOL, Portal for ArcGIS, Web App Builder, WAB

Developer Framework, Roads and Highways, and HUB. Examples of products produced by the team can be found here: https://data-maryland.opendata.arcgis.com/pages/mdot.

Question 6:   Is there any fixed range of Volumes of service levels (Critical, emergency, Urgent, Routine, Low) per month to be served by the deployed (ESRI) team?

ANSWER 6: Currently we have no fixed volume range for the service levels.

Question 7:   Any Example on kind of work to be delivered in each Service Levels (Kind of Development, data mgt., cartographic production, configure ESRI ARCSDE…) as mentioned in SLA?

ANSWER 7:

Service Levels	Phone Response Time	On-Site Resolution Time	Response Availability	Business & Financial Exposure	EXAMPLE
Critical	10 minutes or less	One (1) hour or less	7 days/week, 24 hours a day on a rotating basis (see "Work Hours")	Issues creates an *immense* business or financial risk exposure.	*This service level is rarely used for this team*
Emergency	30 minutes or less	Two (2) Hours or less	7 days/week, 24 hours a day on a rotating basis (see" Work Hours").	Issue creates a *serious* business or financial risk exposure.	*Troubleshooting failure of public facing operations data and applications. e.g. winter ops/snowplows*
Urgent	One (1) hour or less	Eight (8) hours or less	7 days/week, 24 hours a day on a rotating basis (see" Work Hours")	Issue creates a *moderate* business or financial risk exposure.	*Cartographic product for Administrator, Secretary, or Governor* *SDE database failure troubleshooting*
Routine	Four (4) hours or less	Seven (7) days or less	When necessary for project completion or problem resolution	Issue creates a *low* business or financial risk exposure.	*Most activities for this team including, not limited to, for map production, app development, and maintenance fall in these two categories*

Service Levels	Phone Response Time	On-Site Resolution Time	Response Availability	Business & Financial Exposure	EXAMPLE
Low	One (1) day or less	Thirty (30) days or less	When necessary for project completion or problem resolution	Issue creates a *very low* business or financial risk exposure.	

Question 8: What is the latest version of ArcGIS suite of products used by the SHA Enterprise GIS team?

ANSWER 8:
ArcGIS – Version 10.8
ArcGIS Pro – Version 2.5
ArcSDE – Version 10.6.1
ArcGIS Server – Version 10.6.1
Portal for ArcGIS – Version 10.8
Roads and Highways ArcGIS – Version 10.6.1

Question 9:   Would the State consider any / or a combination of offsite, on-site, off-shore delivery model; or do you expect for all resources to be on the MDOT premises?

ANSWER 9: All resources are required to be on-site at MDOT premises.

Question 10:   Please clarify if you wish for all resources to start on the same date or in a phased approach.

ANSWER 10: Seventeen (17) resources are required at Notice to Proceed (NTP).

Question 11:   Are we allowed to submit any exceptions to the terms and condition, if we must?

ANSWER 11: Please refer to Section 1.21 and Attachment A of CATS+ Master Contract# 060B2490023. A proposal that takes exceptions to these terms may be rejected.

Question 12:   For references, in the current situation with people working remote, not all are not ready to share their personal mobile numbers. Could you please accept just email id and phone number as optional? In most cases, the phone numbers are office numbers, you have to leave a message, and they will call you back whenever they pick up the message.

ANSWER 12: Yes. However, if only an e-mail address is provided Offerors must make sure it is correct as MDOT is not responsible for contacting Offeror's for correct contact information. The phone number is a good backup to have in case the e-mail address is not valid.

Question 13: Is there an incumbent vendor now? If so, who is the vendor company and when is their contract expiring?

ANSWER 13: Current incumbents are Johnson, Mirmiran and Thompson, Inc. (JMT) and KCI Technologies Inc. The contracts expire 2/28/2021.

Question 14: Does MDOT have any incumbent contractor(s) currently working, or who worked, on this project and if so, is the incumbent eligible to respond to this solicitation?

ANSWER 14: See Answer #13 for the incumbent contractors. Yes, the incumbents are eligible to respond.

Question 15: What is the estimated budget for this contract? If unknown, please provide the previous spending.

ANSWER 15: MDOT is prohibited to release budget information for a new TORFP.

Question 16: Please disclose the incumbents' name and if possible, please provide the incumbent proposals?

ANSWER 16: See Answer #13. MDOT is prohibited to release this information. A formal PIA request can be made for this information to MDOT's Office of Policy and Regulation.

Question 17: To offer you competitive pricing, please share the incumbents' cost proposal.

ANSWER 17: MDOT is prohibited to release this information. A formal PIA request can be made for this information to MDOT's Office of Policy and Regulation.

Question 18: How many professionals are currently working under this contract? Also, please specify how and when the transition of the employees will be done from incumbent to a new vendor?

ANSWER 18: Current staff is built using three (3) different contracts. Between those contracts there are currently seventeen (17) on-site resources. Other resources are made available through the work order process. For the Transition In, the new vendor or awardee will follow Section 3.1 of the TORFP.

Question 19: Is there currently an incumbent on this contract and if so, can you provide us with the name of the incumbent?

ANSWER 19: See Answer #13.

Question 20: Can the Preferred Offeror Experience (Section 3.8.2) be met by the team, or only the prime vendor?

ANSWER 20: Preferred Offeror Experience is to be met by the Master Contractor.

Question 21: Does the DBE vendor need to have GIS experience?

ANSWER 21: The DBE vendor must have the required experience under the labor category that will be used to fulfill the DBE goal.

Question 22: Is there any incumbent for this solicitation and if so, are they allowed to bid, what is the name of the incumbent, and what was the dollar amount of the past solicitation?

ANSWER 22: See Answer #13 for the incumbent information. Yes, incumbents can bid. CATS +Task Order Award J02B4400002 - $5,313,854.00, CATS+ Task Order Award J02B5400101 - $17,187,000.40, and CATS+ J02B6400002 - $13,843,335.80.

Question 23: Are there any new applications which have to developed or are all existing ones (how old). Can a complete list of applications and software be made available?

ANSWER 23: The MDOT SHA Enterprise GIS Program has a combination of legacy and new applications that is required to be maintained and supported by this team. Technology used in these applications ranges from the ESRI Flex API (circa 2011) to the ArcGIS Web AppBuilder (Developer Edition). As stated in Answer #5, the current development approach is COTS first. All new maps and apps leverage the Maryland ArcGIS Online infrastructure provided by the Maryland Department of IT, or the Portal for ArcGIS framework. A list of public maps and apps can be found here: https://data-maryland.opendata.arcgis.com/pages/mdot **This team is a service provider. Our projects are dictated by the needs of other offices, divisions, and agencies.**

Question 24: There are NAICS codes listed in the MBE forms but no mention in the TORFP. How do we map these to the requirements and expectations listed in the TORFP?

ANSWER 24: A search can be created by criteria in the MDOT MBE Directory at: https://mbe.mdot.maryland.gov/directory/ Firms NAICS codes are listed for the products and services provided.

Question 25:   Will the Evaluation Criteria listed in 6.2 and 6.3 be weighted for final selection?

ANSWER 25: Please refer to Section 6.4.F of the TORFP.

Question 26:   What is the budget for this TORFP?

ANSWER 26: See Answer #1.

Question 27:   When do you expect to issue the award?

ANSWER 27: The anticipated Task Order Award Date for the TORFP is 12/31/2020.

Question 28:   What is the expected start date?

ANSWER 28: The anticipated Notice to Proceed (NTP) date is 3/1/2021.