1. Given that SHA's technical environment and Web support service delivery requirements involve a significant variety of practical Microsoft technical qualifications and experiences, would the agency consider expanding the list of Microsoft Development technical certifications to require at most one (1) relevant Microsoft technical certification in lieu of only two (2) certifications (i.e. Exam 70-339, Exam MS-301) as stated in the solicitation for the Sr. System Architect/Administrator position/labor category TORFP Section 3.10.3? Also, expanding certification options for Sr. System Administrator/Developer and Sr. I/Net Site Administrator/Developer?

   All requirements and certifications are as per the existing TORFP release no modifications to requirements via expanding the list of Microsoft Development technical certifications will be considered at this time.

2. Are we able to substitute any of the required certifications for others that could be relevant, i.e. MCSD, MCP or MCA for SharePoint, 365, etc.

   Yes, we will accept newer versions of the same certificate/ training than the one listed in the TORFP.

3. Is the VMWare considered a must have? A few candidates we have spoken to met a lot of other quals, but were lacking the VM Ware

   Experience with virtualization technologies is a must have.

4. Does the Architect need to have both the "Deploying SharePoint Server Hybrid" and "Managing Microsoft SharePoint Server 2016" certifications? Or one or the other?

   The candidate can have one of the certifications and the related practical experience for the other.

5. Within the bid, there are other certifications listed as valuable to the client. Are these certifications able to also substitute for any of the required certifications? From the bid below:

   3) Certifications that will garner additional evaluation points:

      a) Amazon Web Services Certified Solutions Architect -Associate

      b) Exam MS-900: Microsoft 365 Fundamentals

      c) Exam 98-369: Cloud Fundamentals

      d) Exam 70-778: Analyzing and Visualizing Data with Power BI

      e) Exam AZ-103: Microsoft Azure Administrator

      f) Exam 70-764: Administering a SQL Database Infrastructure

      g) Exam 70-486: Developing ASP.NET MVC Web Applications

   Please refer to Answer # 2

6. The following certifications have been very challenging to find in candidates who meet other required experience. 1) Microsoft 365 Fundamentals, 2) Developing ASP.NET MVC Web Applications, 3) Administering a SQL Database Infrastructure. Would SHA consider substituting these with years of experience or other technical study?

   Please refer to Answer #2

7. If an Offeror presents a candidate with other technical certifications, lists them on the Appendix 4 for TORFP requirements, and further explains the purpose or what the certification establishes about the candidate's knowledge and qualifications, will the Offeror still be considered?   Would this be an acceptable alternative approach to take if candidates cannot be found who possess these certifications?

   Please refer to Answer #2

8. Are candidates required to do orals in person or virtually due to Covid-19?

   During the Pandemic Oral Presentations will be conducted virtually via Microsoft TEAMS Meetings

9. The qualifications list certifications & trainings which are old. Would you accept newer versions of the same certificate/ training than the one listed in the TORFP.

   Yes, we will accept newer versions of the same certificate/training than the one listed in the TORFP, please refer to answer #2

10. Section 2.3.1
    Respond to critical trouble reports encountered after regular business hours by SHA's Network On-Call Personal How is after-hours work managed? Assigned? Is there an estimated number of hours the contractor should expect to spend on after-hours support?

    Web Support On call is rotated amongst the team members who will monitor the after-hour requests. On average, 10-15 hours a month per resource is spent working after hours.

11. Section 2.3.1
    Respond to critical trouble reports encountered after regular business hours by SHA's Network On-Call Personal. Is it required that the only personnel to provide afterhours support are those named on the contract as either key personnel or otherwise?

    No, the entire team would be expected to provide after-hours support.

12. Section 2.3.5.S
    Secondary skills needed to support legacy systems
    Can any specific secondary skills be named?

    No, the entire team would be expected to provide after-hours support.

13. Section 2.3.5.W
    The State shall be able to contact a Technical Support team member 24 hours per day, 7 days per week, 365 days per year.
    How is after-hours work managed? Assigned? Is there an estimated number of hours the contractor should expect to spend on after-hours support? What support would be required during these non-business-hours?

    Please refer to answer #10

14. Section 2.3.5.W
    The State shall be able to contact a Technical Support team member 24 hours per day, 7 days per week, 365 days per year.
    Is it required that the only personnel to provide afterhours support are those named on the contract as either key personnel or otherwise?

    Please refer to answer #11

15. There are 3 positions in the RFP but it is asked for 4 key personnel. So we would like to know how many resumes need to be sent for each position?

    Submit one resume for each of the four key candidates. One Sr. System Architect/Administrator and any combination of Sr. I/Net Site Administrator/Developer and Sr. System Administrator/Developer.

16. How many vendors are you gonna select for this RFP or are you going to select only ONE vendor?

    One vendor will be selected.

17. can we use the MBE forms without header and footer in our response or do we have to use them as it is mentioned in section 7 of the original RFP?

    The MBE forms format should be consistent with what is provided in the TORFP. No forms shall be altered.

18. Is there any incumbent vendor/candidate already doing this job for all the roles?

    Yes

19. How many resumes need to be submitted per position?

    Please refer to Answer #15

20. We have to submit E-1A - VSBE Subcontractor Unavailability Certificate only if we are not able to find a VSBE subcontractor right?

Correct, Submit form E-1A, VSBE Subcontractor Unavailability Certificate, in the event that VSBE's are not available and you are requesting a Waiver.

21. Do we submit the form E-1A - VSBE Subcontractor Unavailability Certificate with the Technical Proposal? Or only after if we are awarded? Or only after if we are awarded?

    Submit, E-1A - VSBE Subcontractor Unavailability Certificate with the Technical Proposal if you are not able to find a qualified VSBE and are requesting a waiver.

22. Attachments E- Forms E-2 and Forms E-3, do we submit it within 5 or 10 Business Days after the award as in the TORFP ATTACHMENTS AND APPENDICES it says 5 business days after the award and in the form, it says within 10 business days after the award. Could you please confirm.

    Both the instructions and the forms should reflect five business days consistent with the changes that were made in the federal regs about three years ago. Please refer to the submission schedule Section 7.

23. 3.10.11 Professional Development -C. The Offeror shall submit a Professional Development Plan as part of the TO Technical Proposal that identifies both annual training course cost allotments as well as annual training time allotments for all resources planned on this Task Order. As per the 3.10.11, in the TORFP it says we have to submit a professional development plan as part of the TO Technical proposal, which identifies the cost. But as per the rule, we do not specify any cost or price in Technical Proposal, right? Then how should we provide the cost for the professional development in the technical proposal?

    Continuous training and professional development is an expectation to be included in your proposal but not as a fee or cost to MDOT.

24. In this TORFP says in the Technical Proposal under proposed services we have to include the below. Could you please explain what exactly should we specify? The Offeror shall identify the location(s) from which it proposes to provide services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State's requirements as outlined in this TORFP.

    This is a request to identify any off site locations you will be performing duties at for this contact if awarded. Please give specific locations including physical addresses. Please see Attachment L, Location of the Performance of Services Disclosure.

25. Is there a process like we have to acknowledge receipt of this solicitation and the amendments online through eMMA or DoIT website? NO
    Or we can just mention in the cover letter the acknowledgment of the amendments? Yes
    Is the Transmittal Letter the same as the Cover letter? Yes they can be, per the description in section 5.4.2 B.
    If not, where can we find a sample of the Transmittal Letter? Please follow the instructions of Section 5.4.2 B concerning the Transmittal Letter.

26. In the summary of statement, it says it requires a minimum of four (4) highly qualified technical resources in accordance with the scope of work described in this TORFP. In addition to the initial four (4) key resources who will be available as of NTP Date will require two (2) additional resources to begin immediately. At the time of submitting the proposal, along with the specified 4 key resources do you require (2) additional resources also? If yes, then what type of 2 additional resources do you require? Are these two resources mentioned in Attachment B? If yes could you specify which among the additional resources are they? If it is not mentioned in Attachment B, then how does this work?

    No, two additional resources are not required at the time of submitting your proposal. The Summary Statement, section 2.1, is not in conflict with Attachment B. Please review Attachment B, Planned Resources Section.

27. Should we provide an overall team organizational chart of all the resources of the company and not just the team resources who are available to fulfill the Task Order scope of work?

    Provide an overall team organizational chart with all team resources available to fulfill the Task Order scope of work per Section 5.4.2 F, including subcontractors

28. Should we submit the following along with the proposal? Current Balance Sheet, Financial Statement (P&L statement), Dunn and Bradstreet rating, Line of Credit, Financial track Record, Evidence of adequate working capital.

    This TORFP does not require Financial capability statements.

29. Should we include the instructions page that comes with all attachments while submitting the proposal Eg: MBE forms.

    It is not necessary to submit the instruction pages with the proposal. However, it is important to ensure that all required forms are submitted complete with the proposal.

30. Should we include MDOT MBE FORM B STATE-FUNDED CONTRACTS PART 1 – INSTRUCTIONS FOR MBE PARTICIPATION SCHEDULE - GOAL/SUBGOAL PARTICIPATION WORKSHEET while submitting the proposal?

    The Goal/Subgoal Participation Worksheet is not a required document in the submission; however, its submission is extremely helpful when errors occur in other parts of the MBE forms submission.

31. Should we submit a transmittal letter separately? Can we include the acknowledgment in the cover letter itself?

    It can be, please see instructions per Section 5.4.2 B

32. Should we submit the professional development below along with the proposal?
3.10.11 Professional Development - The Offeror shall submit a Professional Development Plan as part of the TO Technical Proposal that identifies both annual training course cost allotments as well as annual training time allotments for all resources planned on this Task Order.

Yes, submit your Professional Development Plan as part of the TO Technical Proposal.

33. Suppose if we submit the Proposal very much before the due date of the proposal, and if any addenda are released after we have submitted the proposal, then what can we do as it says we should acknowledge all addenda to this TORFP issued before the TO Proposal due date.

The proposal submission is to be submitted before the due date and time. Please allow enough time for your submission to transfer from your server to ours

34. Based on the information provided in this TORFP in the below sections, could you please advise if this TORFP is just to propose a team of resources and a Staffing plan or even provide COTS or custom software for Project execution as well?
Please advise.

Please follow the Proposal submission requirements under Section 5.4.2

GOAL/SUBGOAL PARTICIPATION WORKSHEET- [(Total Subcontract Amount) / (Total Contract Value)]x 100%
To calculate the percentage to be entered in Line 3.1 or Line 3.2 or Line 3.3 on column 3 in the MBE participation schedule form, what is the total contract value we have to consider? Have you specified the Total contract value in the RFP?

The total contract value for this solicitation is your projected total value for your bid submission.

35. 3. Information Provided to MBE firms
In the solicitation of subcontract quotations or offers, MBE firms were provided not less than the same information and amount of time to respond as were non-MBE firms.
Could you please explain the above statement?

Prime contractors frequently utilize a combination of both non-MBE and MBE subcontractors. All subcontracting firms, whether non-MBE or MBE, should be provided with the same information and amount of time to respond with the development of their quotations or offers. Both MBE and non-MBE firms should be treated fairly and have the same level of opportunity to participate on contracts.

36. To clearly understand the filling of the GOAL/SUBGOAL PARTICIPATION WORKSHEET and MBE Participation schedule is it possible to show calculation by providing realistic examples?

As bidders develop their bid packages, they develop a bid value for which they believe that they can perform the required tasks. Ex. The total bid value could be $100.00. If the solicitation has a 10% MBE goal, it means that the bidder must then expend at least $10.00 through the utilization of an MBE subcontractor for a commercially useful function. The bidder must look at the opportunities for which they might subcontract services and expend at least $10 through the services of an MBE subcontractor. If there are no subgoals, the $10 subcontract can be written with any certified MBE firm appearing in the MDOT MBE Directory. To complete the goals worksheet, the bidder would identify under which MBE classification the MBE subcontractor falls and enter 10% on that line. In the Totals line, the bidder should enter 10%. If more than one MBE subcontractor is used, the bidder would enter the appropriate percentage for each MBE classification area (African American, Hispanic, Woman-owned, Asian American, etc.) and total the percentages at the bottom of the table.

37. Could you please confirm if the below understanding is correct?
    5a - If we are using an MBE certified company and are certified to perform the required specific NAICS code services for achieving the MBE participation goal, then we apply the below rule. Please confirm the below calculation.
    [(Total Subcontract Amount) / (Total Contract Value)]x 100% 5b - If we are using an MBE certified company but is not certified to perform the required specific NAICS code services for achieving the MBE participation goal, then we apply the 60% rule. Please confirm the below calculation.
    [(Total Subcontract Amount) / (Total Contract Value)]x 60%
    5c - For each MBE firm that <u>is not</u> being used as a supplier/wholesaler/regular dealer/broker/manufacturer, to calculate the <u>amount</u> <u>of the subcontract for purposes of</u> <u>achieving the MBE participation goals</u>, divide the total amount of the subcontract by the total Contract value and insert the percentage in Line 3.1.

    5(a) – This statement appears to be accurate.
    5(b) – This statement is incorrect. A certified MBE is certified in specific NAICS codes. A certified MBE's participation can not be counted toward attainment of the MBE goal if the certified MBE is working outside of their certification.
    5(c) – This statement appears to be accurate.

38. Please confirm the below calculation.
    [(Total Subcontract Amount) / (Total Contract Value)]x 100%

    We Cannot confirm or deny the statement as MDOT does not know for what purpose it is being used.

39. A dually certified MBE firm can use its own forces toward fulfilling ONLY ONE of the MBE sub-goals for which it can be counted.- What does it mean by dually certified MBE? Same company certified in two states?

    Perhaps some of the best examples of dually certified MBE firms would be an MBE firm that is certified as both African American and Woman-owned or Hispanic and Woman-owned.

In these examples, the firm has two MBE classifications in their certification, but on a solicitation, only one of the certifications can be utilized. The firm could be counted either as an African American firm or as a Woman-owned firm, but not both. A dual certification has nothing to do with the number of states in which the MBE is certified.

40. Good Faith Efforts Guidance is required to be submitted only if we are requesting a waiver and has to be submitted within 10 business day only if we are awarded? Please confirm

If a Waiver is being requested the Good Faith Efforts are to be submitted with the proposal, additional information may be requested by the Procurement Officer to determine the Good Faith Efforts of the Offeror at any point during the evaluation.

41. Maximum how many companies can participate in achieving the VSBE participation goal? is there any limit and do we need to do any calculation similar to the MBE?

The State does limit to the number of companies' participating in the goal. Yes, calculations similar to the MBE goals would be necessary.

42. For preparing the proposal do we need to refer to MDOT IT Security Plan pdf document?

It is the responsibility of the TO Contractor to ensure adherence and to remain abreast of new or revised laws, regulations, policies, standards and guidelines affecting project execution. These include, but are not limited to the documents listed in Section 2.3.9

43. I just want to confirm the scope of this TORFP. Is this TORFP just to propose a team of resources and a Staffing plan or even provide software for Project execution as well? Please advise.

This TORFP does not ask for the provision of software by the offeror. Please refer to Section 2 of the TORFP. However, if the Offeror proposes software to be used under this contract, the Offeror must adhere to Section 2.3.10

44. I just want to confirm the scope of this TORFP.
Based on the information provided in this TORFP in the below sections, could you please advise if this TORFP is just to propose a team of resources and a Staffing plan or even provide COTS or custom software for Project execution as well?

See answer to Question 44

45. Please advise.
2.2.2   Project Background
The MDOT SHA is issuing this TORFP to obtain Operations and Maintenance (O&M) support for its Internet and Intranet systems operations. This support will consist of six (6) highly qualified full-time on-site resources with potential of adding, on a work-order basis, other O&M tasks which fall broadly within the intended scope of this TORFP. The resources provided (O&M) shall have a broad range of technical capabilities to manage Internet and

Intranet system operations, maintenance and support activities. These resources will be responsible for SharePoint, MSSQL and other Web Server activities of the mission critical business applications throughout SHA.

2.3.10 Product Requirements

A.   Offerors may propose open source software; however, the Offeror must provide operational support for the proposed software as part of its TO Proposal.

Offeror shall be authorized to furnish the proposed goods and services. Offerors proposing to resell services of another entity must be authorized by such other entity (See TORFP Section 5.4.2.J.2.

3.15.1 TORFP Subject to CATS+ Master Contract

"In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS+ RFP issued by the Maryland Department of Information Technology (DoIT) and subsequent Master Contract Project Number 060B2490023

See answer to Question 44

46. Sr. System Architect/Administrator - Should the candidate have both the certifications?
    o Exam 70-339: Managing Microsoft SharePoint Server 2016
    o Exam MS-301: Deploying SharePoint Server Hybrid

    Please refer to Answer #4

47. Does the additional preferred qualifications apply to all the positions?

    Yes

48. Which 2 additional resources should be made available to join immediately when awarded along with presented 4 key Personnel's?

    It is up to the Offeror to propose.

49. Sr. I/Net Site Administrator/Developer - Should the candidate have all the certifications?
    o Microsoft 365 Fundamentals
    o Developing ASP.NET MVC Web Applications
    o Administering a SQL Database Infrastructure

    No, only one of the three is required per Section 1.1.1. B

50. Are there incumbent contractors currently performing this work? If so, please list them.

    G.R. Patel & Associates, Inc.

51. Is this a recompete intended to extend the period of performance of an incumbent contractor, or does the Department desire a new TO contractor for this Task Order?

    This recompete is intended to select and award a new contract to a contractor for the period stated in the TORFP.

52. How frequent is routine travel anticipated, and how frequent is non-routine travel anticipated? Will the non-routine travel include overnight stays, and if so how often?

    Resources assigned to HQ may need to attend meetings in Hanover depending on the projects they may be assigned to provide support for. On average, a resource may travel to the Hanover location once a quarter. Overnight stays are not included or required.

53. Page 10, Section 2.3.7.J vs Page 11, Section 2.3.8.L There are two different systems listed for entering status and time records, MS Project in one case vs Innotas in the other. Is the requirement to enter time and status into both systems or just one, and if just one, which one?

    We are moving to MS Project by the end of the 2020 calendar year.

54. Please clarify and quantify the acceptance criteria and quality requirements that will be used to determine that a Task Order payment would be deemed not due and payable, reduced or withheld as described in Sections 3.3.2 and 3.3.5 in any given monthly invoice, given that software in development may not be subject to acceptance testing for potentially months in the future, yet an invoice must be submitted within 30 days of work being performed.

    Acceptance criteria and quality requirements are clearly identified under Sections 3.3.2 and 3.3.5.

55. Page 20, Section 3.3.5D & F, please clarify the maximum amount that could be reduced or withheld from a given monthly invoice submission.

    We cannot determine and answer to this question at this time.

56. Is reducing or withholding invoice payments the only remedy for not meeting the quality requirements or are there other forms of penalty for not meeting the described service levels?

    Section 3.3.5 clearly states the remedies for not meeting the quality requirements of the TORFP

57. Is this reducing or withholding of invoice payments subject to the 1x amounts paid stated limit on liability?

    Yes

58. Page 31, section 3.10.3.A.1.c & Page 35, 3.10.9 These Microsoft Exams are shown on the Microsoft website as planned for retirement long before the anticipated NTP date of May 2021. Key personnel will not be able to maintain these certifications once they are retired, and there is little direction from Microsoft currently as to which exams, If any, will replace these during the 5 year period of performance. Will the Department consider staff who meet the experience requirements, but who may have different Microsoft certification(s) than these specific exams?

Please refer to Answer # 2

59. Will the Department accept staff who satisfy the selection criteria in every other way except these specific exams, if they are able to taking these specific exams or their replacement(s) if any, prior to starting work?

Please refer to Answer # 2

60. Please clarify the Department's expectation of remaining in good standing with these required certifications after these specific exams are retired by Microsoft.

Please refer to Section 3.10.11 Professional Development in the TORFP.

61. Please provide the page limit for the response to Volume I and its different sections, if applicable.

There is no page limit, but suggest economy of resources when putting together your submission

62. In section 2.1.4, Resources are required to work at MDOT SHA Headquarters. Given the Covid-19 circumstances represent unknowns regarding the ability to work from home, social distancing and the like, may staff work remotely?

It is not our practice to allow contractor personnel to work remote regularly.

63. Are we correct in understanding that references are the only minimum qualification documentation as proof of experience, i.e. there is no minimum qualification documentation required associated with the certifications listed in Section 1.1.1? Please clarify if documentation of certifications is required and if so what form does the Department expect for that documentation?

Along with the required references a copy of the requested certificates is also required in a format best transferable in your proposal submission

64. Page 51 sec 6.2 Please provide the relative weight percentage of each of the criteria listed as Sections 6.2.1-6.2.4

There is no percentage given to weight, each criterion is listed in descending order of importance with the first given a weight of 4 the second 3 and so forth. Each rating is also associated with a point value. An Outstanding rating provides five (5) points; a Good rating provides four (4) points; an Acceptable rating provides three (3) points; a Marginal rating provides two (2) points; and an Unacceptable rating provides one (1) point.

65. Page 52 sec 6.4.F Please provide the relative weight percentage for the Technical Proposal vs the Financial Proposal in making this "most advantageous" decision.

    There is no percentage give to weight. Financial weight is based in price

66. There are no responsibilities mentioned for the key personnel Sr. I/Net Site Administrator/Developer. But it seems that the responsibilities stated in Section 2.3.1 are for this position. Please confirm.

    Correct, the responsibilities stated in Section 2.3.1 are for all key personnel.

67. Does MDOT- SHA have any incumbent contractor(s) currently working, or who recently worked, on this project? If so, is the incumbent eligible to respond to this solicitation?

    Yes, and the incumbent is eligible to respond to this solicitation.

68. For the position on Sr. System Architect/Administrator, please clarify whether both Microsoft SharePoint Server 2016 and Deploying SharePoint Server Hybrid Certifications are required from the key personnel or the vendor can propose key personnel with either Microsoft SharePoint Server 2016 Certification or Deploying SharePoint Server Hybrid Certification?

    Please refer to Answer # 4.

69. What is the visa requirement for Key Personnel?

    All personnel working under this contract are required to be legally allowed to work in the US

70. Is this a new requirement or is there an incumbent(s)? If so, can you please disclose the incumbent(s) name and if possible please provide the incumbent proposals?

    The Incumbent is G.R. Patel & Associates, Inc.

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

    Specific Budget information for this procurement shall not be provided at this time. Also see answer to Question 78

72. To offer you competitive pricing, please share the incumbents' cost proposal.

    That information is proprietary and shall not be provided.

73. Refer to 5.3.5 Two-Part Submission, it is our understanding that the TO Technical/Financial Proposal would be submitted in Microsoft Word format, and searchable Adobe PDF format, and one searchable redacted copy in Adobe PDF format. Is it correct?

   Per Section 5.3.5 this is accurate.

74. It is our understanding that the Additional Preferred Qualifications given in 3.10.3 Personnel Experience are for all three positions? Is it correct?

   Correct for all positions

75. The certifications listed in section 1.1.1 and 3.10.3 are actually exams. Will the State change the wording of the TORFP or clarify the requirements?

   Certification(s) for each Labor Category are required as listed in Sections 1.1.1 and 3.10.3

76. Is the incumbent allowed to bid on this TORFP?

   Yes

77. I just wanted to know the previous contract information if you can provide its very helpful for us. J02B5400007_SHA Web Support Services last awarded to G.R. Patel & Associates, Inc. (GRPA), Can you please provide budget information.

   Original Contract Amount: $5,127,000 Modification Amount: $1,453,528

78. Please reiterate what you said about a list of attendees at the Pre-Bid conference. What if any information, such as company names, individuals or email addresses will be provided so that we can network with other firms to build our MBE teams?

   Spreadsheet created from the collection of Attachment A was created and provided as part of Addendum # 2

79. On DoIT's website https://doit.maryland.gov/contracts/Pages/CATSPlusMBEParticipation.aspx there is a link to the Department of Veterans affairs veteran's business search site (VETBIZOPS) at: https://www.vip.vetbiz.gov/. This link does not work and returns the error "This site can't be reached. www.vip.vetbiz.gov's server IP address could not be found." Please provide the website where we can find a list of VSBE certified businesses that will meet the TORFP requirements.

https://vip.vetbiz.va.gov/

80. TORFP Section 4.5 "Oral Presentation" talks about "oral presentation" by the Offeror and/or "interviews" of proposed personnel. Can MDOT SHA clarify if it intends to have an oral presentation with all the proposed resources present in the oral presentation (i.e., a "group"

interview with the Offeror being present) or separate interviews for each of the proposed four (4) key personnel?

This will be determined at a later date

81. What is the approximate timeframe for MDOT SHA to have the "oral presentation" or "interviews" of the proposed key personnel candidates? Phrased differently, what is the "no-later-than" month that MDOT SHA plans to hold "oral presentation" or "interviews" for the candidates of short-listed contractors?

Oral presentations and interviews are scheduled and held after the Technical Requirements portion of the Evaluations are held. We cannot specify a date range at this point.

82. Can MDOT SHA provide the Attachments / Appendices (as mentioned in Section 7 of the TORFP) that need to be submitted along with the Proposal in <u>Microsoft Word format</u>? This will enable the Contractors to fill out the Forms.
This includes the Bid / Proposal Affidavit; MDOT MBE Forms A and B; VSBE Form E-1; Maryland Living Wage Requirements for Service Task Orders and Affidavit of Agreement; Conflict of Interest Affidavit and Disclosure; Location of the Performance of Services Disclosure; and Labor Classification Personnel Resume Summary (Appendix 4A and 4B).

Request was granted via addendum

83. The TORFP, it is requiring the submission of four (4) Key personnel however, there are only 3 positions listed, i.e., Senior Microsoft SharePoint, SQL, and IIS, System Architect/Administrator (Sr. System Architect/Administrator), Senior Microsoft SharePoint, SQL, and IIS, System Administrator/Developer (Sr. System Administrator/Developer), and Senior Internet/Intranet Site System Administrator/Developer (Sr. I/Net Site Administrator/Developer). Of the three listed, which one requires the submission 2 candidates; or do we make the selection?

Please refer to Answer #15

84. Can Federal Small Business Administration (SBA) certified Veteran Owned Small Business (VOSB) be used in place of State of MD MDOT Veteran Small Business Enterprise (VSBE) vendors and the bid still be compliant?

All VSBE's listed at https://vip.vetbiz.va.gov/ can be used to fulfill the VSBE goal

Will the TORFP 4.5 Oral Presentation be conducted virtually, and can the Key personnel and contractor staff participate virtually due to COVID-19?

Yes, Orals and Interviews will be held virtually due to COVID-19

85. What is the initial and final contract value of the incumbent?

Please refer to the answer for question #78

86. Is 1 out 2 certifications mentioned for Sr. System Architect/ Administrator acceptable or do the consultant for this position need to have both. Please confirm.

Please refer to Answer # 4

87. We assume that consultants with advanced certification, other than those listed in TORFP are acceptable. Please confirm.

Yes

88. Is Microsoft Transcript acceptable in lieu of copy of required certification?

Yes

89. Down the road, if any consultant leaves the project – can the replacement consultant attend this mandatory training during off business hours or on weekends?

Yes

90. The incumbent's (GR Patel & Associates) contract expired in April. Have the start extended this contract? If so, until when (what date) is the contract extended?

The current Contract was extended to December 26, 2020.

91. What is the total contract value of the incumbent contractors' contract (i.e. TORFP J02B5400007) with extensions?

Please refer to Answer #78

92. In the price sheet, it is listed for 4 Key Personnel and 2 additional Sr. I/Net Site Administrator/Developer positions at NTP for a total of 6 people (i.e. 1 Sr. System Architect, 2 Sr. System Administrator and 3 Sr. I/Net Site Administrator) at NTP. Is our understanding correct?

Yes.

93. In the price sheet, the state is asking price for nine (9) optional resources. In the current incumbent contract (TORFP J02B5400007) how many additional resources have the state procured and how many total resources are working on the contract (i.e. Key personnel + optional resources).

The current number of resources are six (4 key + 2 optional)

94. What is the expected start date for the new contract?

Currently December 27, 2020

95. There is no PM listed in this TORFP. Is the SHA PM responsible for managing these resources?

   The Web Support Section Chief is responsible for managing these resources.

96. Substitution of Experience for Education, Page 40, 3.10.8. B. Please confirm that the professional certifications required for the key personnel can be substituted by experience or other relevant certifications.

   yes

97. Can you clarify the process for finding VSBE's? MDOT provides a MBE directory but no reference materials to see who is registered in MD as a VSBE.

   Please visit https://vip.vetbiz.va.gov/

98. Can you clarify the past performance that the vendor must show in .NET or associated SharePoint backend projects, as this is primarily team augmentation with no support provided by vendor SME's?

   Experience working on projects providing support for .NET applications (existing and new). Experience in planning, building and maintaining a SharePoint environment. The entire team is expected to provide administrative support for the application farms we manage. We currently have 2 Senior Advanced Technology Application Developers and 4 Senior Internet/Intranet Site Developer who currently provide those services for MDOT SHA. The team has completed projects where multiple SharePoint farms were built and the team developed the code that runs on it.

99. Would the MDOT procurement team consider an extension to the due date, due to the upcoming 7/4 holiday and the schedule that answers to the Q&A will be released to vendors?

   Yes

100. Can the proposed personnel be replaced before the start in an event that they are not available at the time of start?

   Please refer to Section 3.11 for the substitution policy

101. We are reviewing 4.7.2 of the RFP and would need some guidance so that we are certain that UVS, as an MBE can fulfill the MBE requirements internally. Please confirm:

4.7.2

In 2014, Maryland adopted new regulations as part of its Minority Business Enterprise (MBE) program concerning MBE primes. Those new regulations, which became effective June 9, 2014 and are being applied to this task order, provide that when a certified MBE firm participates as a prime contractor on a contract, an agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own forces toward fulfilling up to fifty-percent (50%) of the MBE participation goal (overall) and up to one hundred percent (100%) of not more than one of the MBE participation subgoals, if any, established for the contract. Please see the attached MBE forms and instructions.

If UVS is a certified MBE firm listed in the MDOT MBE Directory, expenditures for participation by UVS can be counted up to 50% as long as UVS is working within its MBE certification.

102. As it is mandatory to provide the source file of the technical proposal in a word document and since in the RFP it says No attachment forms shall be altered and the TO Technical Proposal and all supporting material should be in Microsoft Word format, version 2007 or greater, when we try to copy-paste or insert the pdf to word converted attachment forms in a word document, we are coming across a lot of alignment issues.

A WORD version of the TORFP has been provided

103. would it be okay to fill the forms in a pdf editor and then take images of those filled attachment forms from the PDF and then copy-paste it as images in the source word document?

A WORD version of the TORFP has been provided

104. Technical Proposal - Proposed Services -Identify the location(s) - The Offeror shall identify the location(s) from which it proposes to provide services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State's requirements as outlined in this TORFP. Question - Is the above referring to Attachment L - Location Of the performance of services disclosure and should we insert the Attachment L under the Proposed services - identify the locations?

Yes, please provide attachment L

105. 4.6 Limitation of Liability. The TO Contractor's liability is limited in accordance with the Limitations of Liability section of the CATS+ Master Contract. TO Contractor's liability for this TORFP is limited to one (1) times the total TO Agreement amount. Question - What is the meaning of the above statement?

If the contractor is Libel under Section 4.6 or any Terms & Conditions under the contract the liability would be 1 X (times) the total contract amount.

106.   What is the maximum number of resumes that can be submitted for each position?

One each, for each of the Key Personnel.

107.   For contractors submitting as a team, is there a maximum or minimum number of required past performances/experiences that must come from the Prime offeror vs. Subcontractors?

There is no maximum or minimum past performance / related experience information required however the Prime must be able to evidence of capability to perform contractual duties.

108.   Can you clarify the information we should include in the Proposed Solution section? The instructions say "The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3." Some of the requirements listed are statements such as Section 3.3 Invoicing. Do you expect a response for these items, and if so, should it be a statement acknowledging the requirement?

We expect a response for each item in order as organized to match the requirements. A statement acknowledging would be considered a response if applicable.

109.   In Section 2.3.1, bullet U states that "Retain daily backups for one (1) month and retain weekly backups for two (2) years'. It is our understanding that the State would own and maintain backups. The TO Contractor is merely providing personnel to assist with the tasks. Can you please clarify.

Backups are configured on State hardware by personnel in conjunction with support from MDOT SHA Network team. Periods referred to by statement are in reference to production application backup settings.

110.   In Section 3.5, the RFP seems to indicate that the TO Contractor would be maintaining the State's data on the TO Contractor's hardware. It is our understanding that all hardware and hosting infrastructure will be owned and maintained by the State and that the TO Contractor is merely providing personnel. Can you please clarify. Similarly in section 3.5.2, the RFP requests the TO Contractor to provide import and export of data. Since all the data is housed and owned by the State, it is not clear as to what this section implies. in section 3.5.2, the RFP requests the TO Contractor to provide import and export of data. Since all the data is housed and owned by the State, it is not clear as to what this section implies.

Please refer to Answer # 110

111.   In section 2.1.2, the RFP states that "In addition to the initial four (4) key resources who will be available as of NTP Date, will require two (2) additional resources to begin immediately." In Attachment B, the RFP states "Sr. I/Net Site Administrator/Developer 1-key personnel, 2 personnel at NTP". Does this imply all 6 at NTP or just 4 at NTP?

All Six resources at NTP

112.   The Offeror key personnel proposed must possess the following certifications:

A. "Sr. System Architect/Administrator": 1) Deploying SharePoint Server Hybrid 2) Managing Microsoft SharePoint Server 2016 Question? Is the Sr. Architect/Administrator required to have both certifications or one of either?

B. "Sr. System Administrator/Developer" (each proposed must have at least one certification from the list below): 1) Microsoft 365 Fundamentals 2) Developing ASP.NET MVC Web Applications 3) Administering a SQL Database Infrastructure

C. "Sr. I/Net Site Administrator/Developer" (each proposed must have at least one certification from the list below): 1) Microsoft 365 Fundamentals 2) Developing ASP.NET MVC Web Applications 3) Administering a SQL Database Infrastructure

Please refer to answer # 4

113.   Section 2.3.1 of the TORFP indicates "General Responsibilities", with no specific key personnel role notated. Are the General Responsibilities in 2.3.1 for all key personnel roles, or specific to the Sr. I/Net Site Administrator/Developer role?

For all key personnel roles.

114.   Do the Recurring Daily/Weekly/Monthly Responsibilities in 2.3.4, Existing System Maintenance Responsibilities in 2.3.5 and the New System Development Responsibilities in 2.3.6 apply to all key personnel roles?

Yes

115.   Appendix 4A Minimum Qualifications Summary states "Minimum qualifications and required certifications as defined in Section 2.10 of this TORFP"; however, we cannot find Section 2.10 in TORFP J02B0600023. Could you please provide clarification on the minimum qualifications and required certifications and section of TORFP J02B0600023 offerors should reference here?

You should be referencing the Section 2.10 in CATS + RFP.
https://doit.maryland.gov/contracts/Documents/CATSPlus2016/060B2490023-2016_Section2.10_Amendment.pdf

116.   Appendix 4B Labor Classification Personnel Resume Summary states "Requirement (See Section 2.10)." Could you please confirm that we should be referencing Section 2.10 of the CATS+ RFP and not TORFP J02B0600023?

Please refer to Answer #116

117.   Must the Prime Offeror meet all offeror experience requirements or can this be met between of mix of experience between the Prime Offeror and subcontractors?

Yes, experience requirements can be met by the Offeror and its subcontractor(s)

118.   Section 5.4.2, D, 5a) – Planned team composition by role (Important! Identify specific names and provide history only for the proposed resources required for evaluation of the TORFP). By history for the proposed resources, do you mean you want to see a resume or overview of their experience in addition to the Appendix 4s?

Yes

119.   I see there is MBE and veteran goal and can we respond without fulfilling those goals or are they mandatory?

Fulfilment of the MBE goal requirements is mandatory unless a waiver is requested and approved.

120.   We have not find any role and responsibility for Sr I/Net Site Administrator/Developer.

Please refer to Answer #68

121.   Orals Presentation (Page 43): Can we done through phone or online?

Oral Presentations will be conducted via Microsoft Teams. Teams can be accessed by phone or computer.

122.   Candidate should be on W2 or we find candidates on 1099?

Candidates may be either but noted as direct employee or contractual employee

123.   How big is the existing team which currently managing the Internet & Intranet services?

There are currently six resources on the team.

124.   What is the TCV of the current contract? What is the duration?

$6,580,528. Expires December 2020

125.   Being a self-satisfied MBE can we team up with a Non MBE sub? Will that be an compliance issue?

"Self-satisfied MBE" is not a status that is counted toward the attainment of an MBE goal requirement. All MBE participation must be attained through the work of an MDOT certified MBE firm listed in the MDOT MBE Directory and working within their approved certification categories. With the information provided, it is impossible to make a determination regarding whether the situation constitutes a compliance issue.

126.   Section 3.2.4 - TO Contractor End of Transition Support for the RFP is exactly the same as Section 3.2.5 – TO Contractor End of Transition Support. Should we be responding to both or is the duplicate a mistake? Please advise on how to proceed.

Section 3.2.5 is a duplicate of Section 3.2.4. you only need to respond to it once in your Proposal.

127.   The TORFP page 57 - Attachment B provides the Job titles for Sr. System Administrator/Developer and Sr. I/Net Site Administrator/Developer roles with their required Master CATS+ labor categories, however the TORFP Job Titles/roles are blending Labor Category qualifications of developer and system administrators labor categories which is out of scope from the defined labor category duties and qualifications defined in the Master CATS+ Section 2.10 – Labor Categories and Qualifications Amendment. Reference CATS+ Section 2.10 – Labor Categories and Qualifications Amendment document for labor categories: 2.10.11 Application Developer, Advanced Technology (Senior) Duties & 2.10.79 Internet/Intranet Site Developer (Senior) Duties.
Would the Government consider narrowing the scope of the TORFP's Sr. System Administrator/Developer and Sr. I/Net Site Administrator/Developer role qualifications to either be a CATS+ Section 2.10 System Administrator labor category or to be a CATS+ 2.10 Developer labor category but not both to comply with the agreed CATS+ Labor Category definitions in the IDIQ contract?

No, the state will not narrow the scope of the TORFP for the job titles in question. The Cat+ Labor Categories for each Job Title in the SHA TORFP remain as the governing standard. The Job Titles from the SHA TORFP remain as the descriptor of the needs of the SHA. The CATS+ Master contract sets the minimum qualifications for the Labor Category and the TORFP spells out the needs of the Agency from the Labor Category. The agency, in designing its contract, is allowed to expand on the minimum descriptions within the CATS+ Master Contract Labor categories. In terms of the scope, the entire team is expected to provide administrative support for the application farms we manage. Also note: The **Specialized Experience** for the Internet/Intranet Site Developer (Senior)- At least three (3) years of experience designing, developing and deploying Web sites and/or Web applications, including product selection, configuration, installation, **maintenance,** and site-specific Web development languages and relational databases." Additionally, it should be reiterated that the CATS+ Labor Categories are the governing or overarching job descriptions fortified by the Additional Preferred qualifications.

128.   Does MDOT-SHA require past performance & experience from the Master Contractor only or from the Master Contractor and all proposed team members? If Subcontractor past performance and experience are required, what is the impact in terms of proposal evaluations?

All proposed team members. If a subcontractor will be fulfilling any of the obligations of the TORFP that subcontractor s performance and experience are required.

129.   Can the past performance examples be from either the Master Contractor or the Subcontractor?

Yes

130.   Can the certification be substituted with years of experience, for example, 10 years of relevant hands-on experience, or having designed the Microsoft training courses, or authored books on the relevant topics?

Please refer to Answer #97.

131.   As it is mandatory to provide the source file of the technical proposal in a word document and since in the RFP it says No attachment forms shall be altered and the TO Technical Proposal and all supporting material should be in Microsoft Word format, version 2007 or greater, when we try to copy-paste or insert the pdf to word converted attachment forms in a word document, we are coming across a lot of alignment issues. So, would it be okay to fill the forms in a pdf editor and then take images of those filled attachment forms from the PDF and then copy-paste it as images in the source word document?

The Solicitation document has been provided in Microsoft Word format.

132.   Section 5.4.2 Should we prepare the technical proposal and financial in word document with the company's info in the header and footer. Or header and footer is not necessary? Should we include page numbers on the footer?

Please follow the instructions starting at section 5.1 Use of Headers and footers is your choice.

133.   Section 5.4.2 Is it okay if we include cover letter and Table of contents before the proposed services in the technical proposal?

Please follow the instructions of section 5.4.2. The Transmittal Letter and a Table of contents may precede if you choose.

134.   Section 5.3.5 (B)- TO Financial Proposal and all supporting material in WORD format, Just to confirm, we are preparing the financial proposal in word format and not excel format?

Either format is acceptable.

135.   Section 5.3.5   Two Part Submission:1- TO Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater 2- in searchable Adobe PDF format. 3- a second searchable Adobe copy of the TO Financial Proposal, redacted in accordance with confidential and/or proprietary information removed (see Section 5.4.2.I).With the reference to the above statement, what do you mean my searchable? Is it mandatory to submit a second searchable Adobe copy of the TO Financial Proposal, redacted in accordance with confidential and/or proprietary information removed (see Section 5.4.2.I)?

Yes, please follow the instructions of the section as they are written. If nothing in your Technical or Financial Proposal is proprietary state that in your Transmittal Letter and the redacted version is not necessary.

136.   Section 5.3.4 c - Offerors will provide these two passwords to MDOT SHA upon request or their TO Proposal will be deemed not susceptible for award. Subsequent submissions of TO Proposal content will not be allowed. So, we will not send the passwords of the technical and financial proposal along with submitting both the proposals? Please confirm.

No. The procurement Officer will request the Passwords when ready.

137.   Section 5.3.4 € TO Proposals submitted via e-mail must not exceed 18 Mb. If a submission exceeds this size, split the submission into two or more parts and include the appropriate part number in the subject (e.g., part 1 of 2) after the subject line information below. Does this mean if the technical proposal word document we are submitting itself is greater than 18 Mb, we must split the word document into parts? Or we must split and send the word and pdf copies in two emails?

Both may be necessary if your individual file or your collection of files exceed 18 MB.

138.   Our company has eMM# and eMMA# numbers. We got the emm# at the time of responding for CATS+ RFP back in 2018. Recently we got the eMMA number. Which one should we include in the cover letter?

Please provide the eMMA (e -Maryland Market Place advantage) number. eMM is no longer in existence.

End.