



CATS + TORFP J02B0600106

SHA Enterprise IT System Administrator

Amendment #1 Issued: May 6, 2021

This Amendment is being issued to provide Pre-Proposal Conference information which includes the meeting agenda and the sign-in sheet for the above-mentioned TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

SEE ATTACHED INFORMATION:

- 1. Meeting Agenda**
- 2. Sign-In Sheets**

May 6, 2021

By: Ron Eshleman, Procurement Officer

Pre-Proposal Conference
TELECONFERENCE ONLY DUE TO CORONAVIRUS
TORFP: J02B0600106
SHA Enterprise IT System Administrator

Thursday, May 6, 2021 @ 10:00 a.m. (EST)

Good Morning and welcome to the Pre-Proposal conference for the Task Order Request for Proposals (TORFP) J02B0600106 for SHA Enterprise IT System Administrator. My name is Ron Eshleman and I am the Procurement Officer assigned to this TORFP. Also in attendance is the Project Manager Emmanuel Paderanga.

Please keep yourselves on mute during this conference unless you are speaking as this will reduce feedback and background noise. Everyone will have an opportunity to ask questions once we are finished our presentation.

I will be going over the Procurement part of this project. We will do our best to answer all questions regarding the scope of work, but strongly suggest all questions requiring an official answer be submitted in writing. No answers given at today's meeting will be considered binding or an amendment to the contract. Throughout this Pre-Proposal Conference, if you want a high-level response to any question you may have, I again ask that your questions be submitted to me, in writing via email.

- **Written questions must be submitted to me at reshleman@mdot.maryland.gov. The deadline for submission of questions is **Friday, May 14, 2021 at 10:00 am (EST)**.**
- The Questions and Answers will be released via an Amendment as soon as possible after the Question due date.
- The main purpose of this pre-proposal conference is to review the procurement requirements, address concerns, provide clarifications, provide instructions pertaining to the solicitation and scope of work, and answer questions.
- This TORFP was advertised to all Master Contractors under Functional Area 2 on Monday April 26, 2021.

- The Pre-proposal script and the attendees list will be posted as an Amendment later today.
- Changes to the scope of work or any response requirements will be published as an Amendment and supersede the original published documents per COMAR.
- The due date and time for proposal Submission is **Monday, June 7, 2021 at 2:00 P.M. Local Time**. Please see Section 5 of the RFP for specific proposal submission information.
- As a reminder, the Technical Proposal submission along with all of the required Attachments and Appendices (listed under Section 7 of the RFP), are to be delivered together, but separate from the Financial Proposal. The proposals must be e-mailed to the Procurement Officer.
- Please submit your offer in the format listed in section 5.3 of the TORFP, as this will help to ensure that you have submitted all requested information as well as assist the evaluation team to determine that all information has been received.
- The State will award this project to one (1) Master Contractor.
- Please be sure to review Section 6 – Evaluation and Selection Process, and in particular Section 6.2, TO Technical Proposal Evaluation Criteria.
- This is a Small Business Reserve procurement and the small business reserve affidavit must be filled out and submitted with your proposal.

Reference Checks for Key Personnel and the Firm:

I cannot stress enough the importance of giving good references in your proposal for the Key Personnel and your Firm. Please provide a working e-mail address and phone number for each reference. It is the responsibility of each offeror to provide accurate and up to date information for the references. These references will be checked by the Procurement Officer and are ultimately part of the overall evaluation.

MBE & VSBE Participation:

- Although there is no Minority Business Enterprise (MBE) Goal for this project and no VSBE goal, we encourage both MBE & VSBE participation with this procurement.
- Project Manager, Manny Paderanga will now go over the Scope of Work for this TORFP.

Questions: (I will go down the attendance list one time and ask each firm if they have any questions. Reminder that these questions and any additional questions must be submitted in writing via e-mail to me for an official response)

Final Reminders:

- It is your responsibility to update your company's registration as necessary with DoIT. MDOT Procurement does not have the capability of updating contractor's information within DoIT.
- Please refer to TORFP Section 4.16.4 for assistance with SBR registration. Any questions or concerns regarding your SBR registration should be directed to the eMaryland Marketplace Advantage (eMMA) helpdesk: eMMA.helpdesk@maryland.gov.
- Only the information communicated by the Procurement Officer in writing shall be the official position of MDOT, and MDOT assumes no responsibility for information communicated by any other source.
- An Amendment will be sent out later today with a copy of the Pre-Proposal Script and a list of all attendees who signed up for this teleconference. An Amendment with questions and answers will also be sent out once all questions are received and properly answered.

This concludes the Pre-Proposal Conference. MDOT would like to Thank you for your attendance and participation. Have a good day everyone!

The End

**MARYLAND DEPARTMENT OF TRANSPORTATION
OFFICE OF PROCUREMENT
TORFP# J02B0600106**

Vendors Requested to Attend Via Teleconference
TITLE: SHA Enterprise IT System Administrator
DATE: Thursday, May 6, 2021 at 10:00 am (EST)

[X] PRE PROPOSAL MEETING

Page 1 of 2

COMPANY NAME	PRINTED NAME	E-MAIL ADDRESS
Cambridge Federal	Kelli Clark	Kelli_clark@cambridgefederal.com
Cambridge Federal	Mike Ross	Mike.ross@cambridgefederal.com
Bithgroup Technologies	Martine Prevost-Charles	mprevostcharles@bithgroup.com
Client Software Services, LLC	Mamatha Chittireddy	mamatha@clientssoftwareservices.com
Client Software Services, LLC	S.C. Friday	sheila@clientssoftwareservices.com
J29 Inc.	Nick Vass	Nick.vass@j29inc.com
J29 Inc.	Tracy Mills	Tracy.mills@j29inc.com
Group Z, Inc.	Nora Presti	npresti@group-z.net
Group Z, Inc.	Pantelis Zairis	pzairis@group-z.net
Infojini, Inc.	Crystal Cooper	presales@infojiniconsulting.com
Infojini, Inc.	Sandeep Harjani	presales@infojiniconsulting.com
ITnova, LLC	James Black	jblack@itnovaconsulting.com
ITnova, LLC	Carolina Seldes	cseldes@itnovaconsulting.com
ITnova, LLC	Carolina Villegas	Carolina.villegas@itnovaconsulting.com
Edify Technologies, Inc.	Anuradha S.	anuradha@edifytech.com
Edify Technologies, Inc.	Samiksha Talauliker	samiksha@edifytech.com
Edify Technologies, Inc.	Nanitha R.	nanitha.r@edifytech.com

**MARYLAND DEPARTMENT OF TRANSPORTATION
OFFICE OF PROCUREMENT
TORFP# J02B0600106**

Vendors Requested to Attend Via Teleconference
TITLE: SHA Enterprise IT System Administrator
DATE: Thursday, May 6, 2021 at 10:00 am (EST)

[X] PRE PROPOSAL MEETING

Page 2 of 2

COMPANY NAME	PRINTED NAME	E-MAIL ADDRESS
Edify Technologies, Inc.	Aubree Murray	aubree@edifytech.us
Software Consortium, LLC	Scott Bolden	sbolden@primesoft.net
Software Consortium, LLC	Mike Windebank	mwindebank@primesoft.net
Software Consortium, LLC	Subathra Dhanaraju	sdhanaraju@primesoft.net
iCUBE Systems, Inc.	Narayan Athreya	nvathreya@icubesys.com
Celerens, LLC	Chunlei Ding	cding@celerens.com
Elegant Enterprise-Wide Solutions, Inc.	Vikas Arora	govt@elegantsolutions.us
Mindseeker, Inc.	Chris Dobson	cdobson@mindseeker.com
Mindseeker, Inc.	Mahi Kanaparti	mkanaparti@mindseeker.com
Custom Software Systems, Inc.	Robert Cusack	rcusack@customsoftwaresystems.com
Custom Software Systems, Inc.	Jimmy Holt	jholt@customsoftwaresystems.com
The NERDS Group	Paul Johnson	paul@nerds.net
The NERDS Group	Larry Johnson	larry@nerds.net
Navitas Business Consulting, Inc.	Krishna Vemuri	Krishna.vemuri@navitastech.com
Navitas Business Consulting, Inc.	Srini Bayireddy	Srini.bayireddy@navitastech.com
CCI Int'l	Judy Elly	hr@cci-worldwide.com



CATS + TORFP J02B0600106

SHA Enterprise IT System Administrator

Amendment #2 Issued: May 17, 2021

This Amendment is being issued to provide Questions and Answers for the above-mentioned TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

SEE ATTACHED INFORMATION:

1. Questions and Answers #1

May 17, 2021

By: Ron Eshleman, Procurement Officer

J02B0600106, SHA Enterprise IT System Administrator

Questions and Answers #1

Question 1: Will subcontracting be allowed? And if so, will we be able to use the subs experience as one of our past performances?

ANSWER 1: Yes, subcontracting is allowed, and subcontractor experience can be used to demonstrate past performance related to Section 5.4.2 (G) of the TORFP.

Question 2: I noticed the noted TORFP was released as an SBR. Can you please refresh me on the percentage amount the SBR is guaranteed for these solicitations?

ANSWER 2: There is no percentage for SBR designation. Your firm must be a Registered SBR firm to be eligible for award of the Task Order for this Procurement.

Question 3: The TORFP says SHA can add additional resources in future thru WO. The price proposal is for pricing for the key personnel only. Will the additional resources, if at all sources in future thru WO, will it be based on the same Key personal rates or the rates will be negotiated at that time or are you going to amend the price proposal to include additional resource prices?

ANSWER 3: Yes, Rates provided will be the basis for T&M Work Orders and will be issued in accordance with pre-approved Labor Categories with the fully loaded rates proposed in Attachment B for Key Personnel. Please Refer to section 3.13.

Question 4: In reference to sub-contracting, given that it will be allowed (as per answer during the pre-proposal conference), can the Preferred Offeror Experience defined in Section 3.9.2 of the TORFP be the subcontractors experience? We assume Yes, based on 6.2.3, but would like to verify.

ANSWER 4: Yes, as long as the subcontractor has the qualifications and experience required in the TORFP.

Question 5: To which email address do we send the proposal? The Key Information Summary does not show an email address in the "TO Proposals Due (Closing) Date and Time" field.

ANSWER 5: reshleman@mdot.maryland.gov.

Question 6: How do we get the passwords for the technical proposal and the financial proposal to you? A separate email? Addressed to whom?

ANSWER 6: The Procurement Officer will contact you after the Proposal Due date for your password. Please refer to Section 5.3.4 of the TORFP.

Question 7: Are these positions leaning toward immediate on-site work or remote start?

ANSWER 7: Due to the pandemic all members of this team are currently working remotely. Anyone selected for this position would be expected to work remotely at this time. While we will give access to our network and its resources, the State will not be providing a computer or internet access and would expect each resource to be able to provide both. However, these positions are all considered on-site resources and they will be required to come into the office on a daily basis when MDOT SHA determines it is safe to do so. This will be communicated to the TO contractor by the TO manager.

Question 8: Does MDOT or 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?

ANSWER 8: Yes, the incumbent is iCUBE Systems, Inc., and they are eligible to respond to this solicitation.

Question 9: Page 42 item 6.2.4: Past performance will be evaluated for relevancy (similar size and scope), recency (within the past five (5) years), and performance feedback (reference check). Please provide at least three (3) Firm contact references. Page 39 item 5.4.2.G: Provide up to three examples of engagements or contracts the Master Contractor or Subcontractor, if applicable, has completed that were similar to the requested scope of work. Include contact information for each client organization complete with the following. Based on these two items, could you please clarify if the three firm contact references can include references of either the prime or the subcontractor or both?

ANSWER 9: For Section 6.2.4, the reference must be for the Firm (Master Contractor). For Section 5.4.2 (G), the reference can be for the Master Contractor or Subcontractors.

Question 10: Is this a remote position?

ANSWER 10: Please see Answer #7.

Question 11: In the key information sheet it says "The State may request resources to attend meetings or perform short term assignments at any location within the State of Maryland.", do they have to attend in-person meetings?

ANSWER 11: Yes. Also, please see Answer #7.

Question 12: At the time of submitting the proposal, how many resources can we submit?

ANSWER 12: Please refer to Section 3.9.4 of the TORFP.

Question 13: Can we submit two resources?

ANSWER 13: Please see Answer #12.

Question 14: Can we provide one resource each for Salesforce Enterprise IT System Administration and another one for QlikView Administration as it is quite challenging to get a resource with knowledge in both Salesforce and in QlikView?

ANSWER 14: No.

Question 15: 5.4.2.A.2 Proposed solution - A more detailed description of the Offeror's understanding of the TORFP scope of work, proposed methodology, and solution. The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3. Here it is to provide one key personnel, in that case, other than the Staffing management plan what kind of proposed solution is expected?

ANSWER 15: The proposed solution shall be organized to exactly match the requirements outlined in Sections 2-3.

Question 16: Does the offeror provide professional development based on the certifications and technologies mentioned in the RFP, and can we add additional certifications not mentioned in the RFP in the professional development plan?

ANSWER 16: Yes, the offeror may complete additional training and certifications as long as the training adheres to Section 2.3.5 of the TORFP.

Question 17: 5.4.2.D.5.a Planned team composition by role (Important! Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP). What should we provide in this section of the proposal as we are already providing the key personnel and the experience details in Appendix 4B Personnel Resume Form? Also, it is mentioned to provide only one key personnel.

ANSWER 17: You may want to list all personnel from your firm that will be involved with the task order, including the one (1) Key Personnel.

Question 18: Could you please explain what you mean by Planned team composition by role?

ANSWER 18: These are the individual roles that the offeror and any subcontractors will have in fulfilling the TORFP requirements.

Question 19: What do you mean by providing the history for the proposed resources?

ANSWER 19: Fill out Appendix 4A and 4B for your proposed Key Personnel.

Question 20: 5.4.2.F Overall Offeror team organizational chart. Provide an overall team organizational chart with all team resources available to fulfill the Task Order scope of work. Should we provide the management team members and the four key personnel details in the org chart? Should we provide biographical details with an org chart? Should we just provide the name and designation?

ANSWER 20: Section 5.4.2.F states the requirement. However, the offeror shall decide what information is to be included for this section.

Question 21: 5.4.2.H State Assistance. Provide an estimate of expectation concerning participation by State personnel. What should we exactly provide in this section of the TO Technical proposal?

ANSWER 21: Explain what expectations your firm has from MDOT/SHA in fulfilling the requirements of the TORFP.

Question 22: 5.4.3.E -A. TO Proposals submitted via e-mail must not exceed 20 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. If the TO Proposal exceeds 20 Mb size, maximum how many email submissions are allowed for the TO Technical proposal?

ANSWER 22: You can send as many e-mails as it takes to submit your entire proposal but they must be titled in accordance with Section 5.3.4.E.

Question 23: How many labor categories are expected to be proposed? In the attached Attachment B, no Labor category is mentioned and only one key personnel is mentioned.

ANSWER 23: One (1) labor category should be proposed for the one (1) Key Personnel and it's the responsibility of the offeror to select which labor category to use from the CATS+ RFP, Section 2.10.

Question 24: In the attached Attachment B, no Labor category is mentioned and only one key personnel is mentioned. So it is expected to propose only Labor category right?

ANSWER 24: Please see Answer #24.

Question 25: Do we have to provide labor rates for personnel or resources not mentioned in Attachment B?

ANSWER 25: No.

Question 26: Does it mean if the offeror was awarded the CATS+ contract vehicle in 2018, then the rate provided for this TORFP should be less than or equal to the rate provided for 2020 in CATS+ Master Contract?

ANSWER 26: Labor Rate Maximums: The maximum labor rate that may be proposed for any CATS+ Labor Category Shall not exceed the maximum for the CATS+ Master Contract year in effect on the TO Proposal due date. Refer to your firms Attachment F-A1 Labor Rate Schedule, Year 9 of the Master Contract for the labor rates that cannot be exceeded.

Question 27: 3.9.2 Offeror Preferred Experience. At least two (2) years of demonstrated experience providing Salesforce.com administration support services with SFDC Certified Administrator 201 or higher resources to U.S. based commercial or government entities with at least 1,000 end-users. In addition, the engagement must have lasted at least one (1) year. Is this experience mandatory?

ANSWER 27: The experience is preferred and will be evaluated as part of the TO Technical Proposal (see the Offeror experience, capability and references evaluation factor from Section 6.2):

Question 28: 3.7.6 Security Plan-Should we provide a security plan along with the proposal? Or after the award?

ANSWER 28: Yes, it should be provided with the proposal.

Question 29: 5.4.2.A.1 Executive Summary: A one-page summary describing the Offeror's understanding of the TORFP scope of work (Sections 2-3) and proposed solution. Is it possible to exceed one-page for the executive summary? Regarding the proposed solution, other than the resume of the one key personnel what should we propose?

ANSWER 29: Please do not exceed one-page for the Executive Summary. Also, see Answer #16.

Question 30: Appendix 6 - Small Business Reserve Affidavit. Hope the offeror can submit a proposal for this RFP even if the offeror has just recently applied for the SBR certification? or is there any rule that a minimum of one year has to be completed before we start submitting the proposal?

ANSWER 30: The Offeror must have an SBR Certification at the time of proposal submission and the proposal must include the SBR Affidavit.

Question 31: Appendix 5 – MDOT IT Security Plan -Should we submit any Security Plan?

ANSWER 31: Yes, please see Answer #29.

Question 32: There is not a Labor Category of “Enterprise IT System Administrator” defined within the CATS+ LCats – should we choose the best suited LCat?

ANSWER 32: Yes, please see Answer #24.

Question 33: Appendix 4A refers to TORFP Additional Requirements as “Minimum qualifications and required certifications as defined in Section 1 of this TORFP” which in turn refers to the CATS+ Master Contracts Lcat Requirements which are already addressed under Generalized Experience. Would the State prefer to have Preferred Personnel Experience shown here as defined in the TORFP Section 3.9.3?

ANSWER 33: Yes, the preferred experience under Section 3.9.3 can be addressed in Appendix 4A or Section 5.4.2.D(1).



CATS + TORFP J02B0600106

SHA Enterprise IT System Administrator

Amendment #3 Issued: May 18, 2021

This Amendment is being issued to provide Questions and Answers for the above-mentioned TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

Specific parts of the TORFP have been amended. The changes/additions are listed below; new language has been double underlined and marked in bold (ex. new language) and language deleted has been marked with a strikethrough (ex. language deleted).

Amend the Question and Answer #24 as follows:

Question 24: In the attached Attachment B, no Labor category is mentioned and only one key personnel is mentioned. So it is expected to propose only Labor category right?

ANSWER 24: Please see Answer #24.**23**

SEE ATTACHED INFORMATION:

1. Questions and Answers #2

May 18, 2021

By: Ron Eshleman, Procurement Officer

J02B0600106, SHA Enterprise IT System Administrator

Questions and Answers #2

Question 34: This RFP shows 0% VSBE and MBE goals to be met. But if we decide to partner with an MBE or a VSBE subcontractor at the time of submitting the proposal, do we have to submit the MBE and VSBE forms? Or whatever the case maybe we don't have to submit the MBE and VSBE forms?

ANSWER 34: Since there is no VSBE or MBE goal for this TORFP, offerors do not need to fill out VSBE or MBE forms even if they subcontract with a VSBE or MBE firm.



CATS + TORFP J02B0600106

SHA Enterprise IT System Administrator

Amendment #4 Issued: May 28, 2021

This Amendment is being issued to provide Clarification for Question & Answer #9 posted under Amendment #2. All information contained herein is binding on all offerors who respond to this TORFP.

Specific parts of the TORFP have been amended. The changes/additions are listed below; new language has been double underlined and marked in bold (ex. new language) and language deleted has been marked with a strikethrough (ex. language deleted).

Amend the Question and Answer #9 as follows:

Question 9: Page 42 item 6.2.4: Past performance will be evaluated for relevancy (similar size and scope), recency (within the past five (5) years), and performance feedback (reference check). Please provide at least three (3) Firm contact references. Page 39 item 5.4.2.G: Provide up to three examples of engagements or contracts the Master Contractor or Subcontractor, if applicable, has completed that were similar to the requested scope of work. Include contact information for each client organization complete with the following. Based on these two items, could you please clarify if the three firm contact references can include references of either the prime or the subcontractor or both?

ANSWER 9: ~~For Section 6.2.4, the reference must be for the Firm (Master Contractor).~~ For Section 5.4.2 (G) Yes, the references for either Section 6.2.4 or 5.4.2.G can be for the Master Contractor or Subcontractors.

May 28, 2021

By: Ron Eshleman, Procurement Officer II



CATS + TORFP J02B0600106

SHA Enterprise IT System Administrator

Amendment #5 Issued: July 19, 2021

This Amendment is being issued to provide changes to the TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

**The TORFP reference number has been changed. The new TORFP reference number is:
J02B0600113.**

July 19, 2021

By: Ron Eshleman, Procurement Officer II

VENDOR FEEDBACK FORM

To help us improve the quality of State solicitations, and to make our procurement process more responsive and business friendly, please provide comments and suggestions regarding this solicitation. Please return your comments with your response. If you have chosen not to respond to this solicitation, please email this completed form to the attention of the Procurement Officer, Ron Eshleman at reshleman@mdot.maryland.gov.

Title: SHA Enterprise IT System Administrator

Solicitation No: J02B0600106

1. If you have chosen not to respond to this solicitation, please indicate the reason(s) below:
 - Other commitments preclude our participation at this time
 - The subject of the solicitation is not something we ordinarily provide
 - We are inexperienced in the work/commodities required
 - Specifications are unclear, too restrictive, etc. (Explain in REMARKS section)
 - The scope of work is beyond our present capacity
 - Doing business with the State is simply too complicated. (Explain in REMARKS section)
 - We cannot be competitive. (Explain in REMARKS section)
 - Time allotted for completion of the Proposal is insufficient
 - Start-up time is insufficient
 - Bonding/Insurance requirements are restrictive (Explain in REMARKS section)
 - Proposal requirements (other than specifications) are unreasonable or too risky (Explain in REMARKS section)
 - MBE or VSBE requirements (Explain in REMARKS section)
 - Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section)
 - Payment schedule too slow
 - Other: _____

2. If you have submitted a response to this solicitation, but wish to offer suggestions or express concerns, please use the REMARKS section below. (Attach additional pages as needed.)

REMARKS:

Vendor Name: _____ Date: _____

Contact Person: _____ Phone (____) _____ - _____

Address: _____

E-mail Address: _____