1. **Does MDOT 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: This TORFP is issued by the Maryland Department of Health (MDH) not the Maryland Department of Transportation (MDOT). Yes, there is an incumbent Contractor supplying the Technical Oversight Service for LTSSMaryland. This Contractor is currently Curtis Consulting. The incumbent is eligible to respond to the solicitation.

2. **Regarding TORFP Page32, Section 3.10.2: Offeror Experience**

   Per TORFP Section 3.10.2, "To be considered reasonably susceptible of being selected for award, an Offeror must provide proof with its TO Technical Proposal that their organization has previous experience within the last seven (7) years".

   Can the required experience be met by both Prime Contractor and Subcontractor together, or must the required experience be met solely by the Prime Contractor?

   Answer: The Prime Contractor's organization must meet the minimum requirements identified in the TORFP.

3. **What companies are excluded from being on a team that is bidding on this TORFP, due to conflict of interest? There are at least three awarded TORFPs that prohibit the prime and subcontracted companies from bidding on this TORFP – DoIT's Oversight Program Support Services (060B8400062), MDH's LTSS O&M (M00B8400002) and MDH's LTSS Software Development and Business Process Support. Please confirm any company on one of these contracts is excluded from bidding on this TORFP and provide a list.**

   Answer: The Technical Oversight Contractor, once awarded, will need to oversee and monitor the services provided by both the LTSSMaryland Operations and Maintenance and LTSS Software Development and Business Process Support vendors. As such, the Operations and Maintenance (O&M) and Software Development vendors would be precluded from bidding on this contract due to conflict of interest. Other vendors excluded provide direct oversight to the LTSSMaryland program. This includes the following vendors:
   1. FEi Systems
   2. GCOM / GANTECH, Inc
   3. Skyline Solutions LLC
   4. 22nd Century Technology

4. Regarding TORFP Section 2.2.2 Project Goals:

4.1. Will the State allow the Technical Oversight vendor to install monitoring tools (e.g. SolarWinds) on the O&M vendor's infrastructure?

Answer: This may be allowable, however, must be done in coordination with the Operations and Maintenance (O&M) vendor. SolarWinds is currently used by the O&M vendor and justification for installing new or duplicate versions must be approved by MDH. This applies to other monitoring tools that may be proposed. Offerors should document any tools being proposed with an appropriate rationale.

4.2. Will the State allow the Technical Oversight vendor to provide an out-of-the-box instance of the code/configuration management tools (e.g. Microsoft's Team Foundation Server), without the customizations and integrations that are made by the Software Development vendor?

Answer: No, the Technical Oversight vendor will be using existing instances of applications managed by the Software Development and O&M vendors. The Offeror will be responsible for supplying personnel resources trained to use the products. MDH will provide licenses related to COTS products already in use by the Software Development and O&M vendors.

4.3. There is no reference to obtaining the configurable items from the Software Development vendor for loading into TFS. What is the State's requirement for obtaining these items and on what frequency?

Answer: The Offeror must be capable of accessing and using the products provided by the Software Development and O&M vendors. This means that the Technical Oversight Contractor must supply personnel resources trained to use these or similar products. These products currently include Microsoft Azure DevOps Server (formerly Team Foundation Server), ServiceNow, and items identified in section *2.2.3.10 Existing Software* in the TORFP. MDH will provide an agreed on number of licenses related to COTS products already in use by the Software Development and O&M vendors. These products may change based on agreement between MDH and its vendors.

Any offerors that recommend other tools should identify these tools in their Technical Proposals with rationale. Implementation will be determined once the contract is awarded in collaboration with the Software Development and O&M vendors.

5. **The Network Engineer (Senior), labor category 2.10.53, is required to effectively monitor the LTSS System but the requirements do not include experience and skills with some of the key technical elements. Should Network Engineer (Senior) also be required to have skills and experience with the following COTS required to monitor system performance?**
    5.1.1. **RavenDB**
    5.1.2. **Microsoft SQLServer and SSRS**
    5.1.3. **SolarWinds**
    5.1.4. **HIPAA X-12 EDI**
    5.1.5. **VMWare**

Answer: Familiarity with these products is not a required qualification. However, any experience with any products that might be beneficial to the LTSS project would be taken into consideration during Technical Evaluation.

Offerors should elaborate on their resources' experience with these tools or other similar products within their Technical Proposals.

6. **The Application Development Expert, labor category 2.10.12, is required to effectively review source code, analyze application performance, and support application architecture decisions but the requirements do not include experience and skills with some of the key technical elements. Should the Application Development Expert also be required to have skills and experience with the following COTS required to review source code and analyze system performance?**
    6.1.1. **Microsoft Team Foundation Server**
    6.1.2. **Microsoft .NET Framework**
    6.1.3. **Microsoft SQLServer and SSRS**
    6.1.4. **Microsoft Developer Network**
    6.1.5. **RavenDB**
    6.1.6. **AppDynamics**
    6.1.7. **VMWare**

Answer: Familiarity with these products is not a required qualification. However, any experience with any products that might be beneficial to the LTSS project would be taken into consideration during Technical Evaluation.

Offerors should elaborate on their resources' experience with these tools or other similar products within their Technical Proposals.

7. **Since the TORFP does not include line items for COTS, start-up or ongoing hosting for Technical Oversight services, are costs for software licenses, computing infrastructure, network connectivity and installation, testing and setup**

of necessary infrastructure required for supporting the scope of work in the TORFP to be factored in to the hourly rates for proposed labor categories?

Answer: MDH will provide an agreed on number of licenses related to COTS products already in use by the Software Development and O&M vendors. This does not include personal and professional computing equipment used to conduct day-to-day work, including but not limited to: internet, printers, laptops, security software and ongoing updates, licenses on personal computers not directly related to conducting system monitoring (e.g. MS Office, MS Project).

8. **If labor categories are to be fully inclusive of COTS licensing, infrastructure, connectivity, and installation, please confirm the following COTS and infrastructure are to be provided at their cost by the Technical Oversight TO Contractor to fulfill the scope of work in the TORFP:**
   - 8.1.1. **Microsoft Team Foundation Server for code management**
   - 8.1.2. **SolarWinds for application and infrastructure monitoring**
   - 8.1.3. **Microsoft Developer Network for code reviews**
   - 8.1.4. **AppDynamics for application performance analysis**
   - 8.1.5. **Other software required to support the required capabilities – i.e. operating system, RavenDB, MS SQLServer, .NET Framework and other items listed in TORFP Section 2.2.3.2 Software Components**
   - 8.1.6. **Desktop and server computing hardware, hosting, network, etc.**

   Answer: Please see response to Question 7.

9. **Regarding TORFP Section 2.3.2.11 Maintain up to date system artifacts, the items listed appear to be deliverables produced by the O&M and Software Development vendors. Is it safe to assume that these vendors are responsible for maintaining a repository and that the role of the Technical Oversight vendor is to ensure their repositories are up to date? Or does the State require a document repository system to be provided by the Technical Oversight vendor?**

   Answer: The Technical Oversight Contractor should work with the Department to establish a document repository using state resources already in use, such as Google Drive.

10. **Attachment B – TO Financial Proposal – regarding the Role of Organizational Change Manager, the listed CATS+ Master Contract Labor Category is 2.10.93 Program Administration Specialist, which does not align to the role of an Organizational Change Manager. Would the State consider changing the Labor Category for this role to 2.10.27 Business Process Consultant (Senior)? See comparison of these roles below.**

2.10.93 Program Administration	2.10.27 Business Process Consultant (Senior)
Duties: Assists in the preparation of management plans and various customer reports. Coordinates schedules to facilitate the completion of TO and change proposals, Contract deliverables, TO reviews, briefings and presentations. Performs analysis, development, and review of program administrative operating plans and procedures. **Education: High school diploma or equivalent. A Bachelor's degree is preferred.** **General Experience: Must have three (3) years of experience working with project management tools and reporting systems. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting.** **Specialized Experience: At least two (2) years of direct program experience in Contract administration and preparing management reports. Has worked in support of a Program Manager on a government Contract**	**Duties: Develops business requirements and business processes re-engineering methodologies. Solves application and process related problems by creating detail process and system design specifications; and works with other areas across the business units to support a total solution approach. Communicates business requirements for reports and applications development. Facilitates collaboration within and across business units and across IT functions. Resolves problems and improves business units' technical environments.** **Education: Bachelor's Degree from an accredited college or university in Business, Human Resources Management or a related field. An MBA or MPA is preferred.** **General Experience: At least eight (8) years of experience in business process re-engineering.** **Specialized Experience: At least five (5) years of experience in reengineering large scale business** **processes.**

Answer: The Department is not able to change the requirements of the TORFP at this time. The labor category selected meets the needs of the Department.

11.   **Who is currently providing these services to MDH? And would they be eligible to re-bid?**

Answer: Please see the answer to Question 1.

12.   **What is the value of the previous contract?**

Answer: Details on the previous contract are below:
   Base Period: September 2, 2014- September 1, 2016
   Two One-Year Options: September 1, 2016 - September 1, 2018
   Extensions: September 2, 2018 - February 28,2021
   Contract Value: $8,297,910

13.   **What is the amount set aside for this procurement?**

Answer: The Department has not determined a budget for this project at this time. As this is a competitive procurement, Offerors' Financial Proposals will be an important consideration to award during evaluation. Therefore, Offerors will need to identify costs that they think offer the best value to the State of Maryland.

14.   **The due date of the proposal is August 27th, Thursday and not August 20th, correct? (We heard the date, August 20th as the due date during the pre bid).**

Answer: This was clarified during the pre-proposal conference, and the correct dates will be reflected in the meeting minutes when released. The correct proposal due date is August 27th, 2020.

15.   **Do we need to present resumes of the professionals requested?**

Answer: Yes, Offerors must include resumes for all Key Personnel identified in *Section 3.10* of the TORFP within the Technical Proposals. Offerors should fill out *Appendix 3. Labor Classification Personnel Resume Summary* completely, and are welcome to submit supplementary information describing the qualifications of proposed staff.

Resumes are not required for the personnel identified in *Appendix 5. Additional non-Key Personnel Resources* in the Technical Proposals. However, implementation of these resources during the course of the Contract will require review approval from the Department.

16.   **Would there be oral presentations as part of evaluation?**

Answer: Yes, as described in *Section 4.5 Oral Presentation* of the TORFP, the Department requires Oral Presentations and Interviews.

17. **When is the expiry of the previous contract and what would be the date of start for the new contract?**

    Answer: The current Contract expires on February 28, 2021. The goal start date for the new contract is 60 days prior to the end of the current contract in order to provide time for a transition.

18. **Page 8 Section 2.1 mentions position 4 as Application Development Expert (Senior) while Page 14 Section 2.3.1 G mentions it as Application Development Expert. Please clarify which one is correct.**

    Answer: CATS+ Labor Category: 2.10.12 Applications Development Expert is the correct labor category.

19. **Page 34 Section 3.10.3 - the table mentions the 4th position as System Application Analyst while pages 8 and 14 calls it Application Development Expert. Please clarify.**

    Answer: Please see response to Question 18. System Application Analyst is the working title for the job.

20. **Page 33 Section 3.10.3 - The link provided opens the previous version of the RFP where the Labor Category numbers do not match. However, the Amendment link provided in page 6 matches with the Labor Category numbers. Request the Agency to add the Amendment link on Page 33 as well.**

    Answer: The labor categories identified in Section 3.10.3 are correct based on the amended CATS+ Section 2.10 identified on page 6 and linked here: https://doit.maryland.gov/contracts/Documents/CATSPlus2016/060B2490023-2016_Section2.10_Amendment.pdf

21. **Page 33 Section 3.10.3 Job Description table – is it right to say that the text provided in the Experience column is a replica of the CATSPlus description for that Labor Category?**

    Answer: Yes, it is correct that the General Experience and Specialized Experience are replicas of the CATS+ labor category qualifications. The TORFP does not include the Duties, however.

22.   Page 34 Section 3.10.4 mentions 4th position as System Application Analyst. Please clarify.

Answer: Please see response to Question 18. System Application Analyst is the working title for the job.

23.   Attachment B Tab C- Prop Opt Personnel – The positions Project Manager, Senior Network Support and System Application Analyst have been repeated. These have already been listed under Tab B – Key Personnel. Are the positions listed in Tab C additional positions? Does the Agency expect the rates to be the same in both the tabs for these positions?

Answer: The Department does expect the rates for the same labor categories to be the same across the board. These positions are listed twice to provide the opportunity for additional as-needed hours for these staff positions beyond the work hours required by the resources proposed as Key Personnel.

24.   Attachment B Total Financial Proposal Sheet – may we request the Agency to replace the values in cells B3, B4 and B5 with appropriate formulae that would pick the values from the respective sheets rather than make it a manual entry?

Answer: The Department can provide an updated sheet with the formulas input.

25.   Can the agency consider making this an SBR procurement ?

Answer: No, the Department decided to not procure using the Small Business Reserve because this was in the best interest of the State.

26.   Can the agency include MBE and DBE goals to this procurement ?

Answer: No, the Department's Procurement Review Group decided that Minority Business Enterprise (MBE) and Veteran Small Business Enterprise (VSBE) goals were not required based on the scope of work for this Contract.

27.   Will there only be a single award or the agency planning on procuring multiple vendors ?

Answer: The Department plans to award one Contractor.

28.   Who is currently providing the LTSS support for the agency?

Answer: Please see the answer to Question 1.

29. **Will there be conflict of interest for a contractor to win this opportunity, if a contractor wins the award for the solicitation MDH – MMT (Medicaid enterprise system modular transformation) Project Management office (either Category 1 or Category 2 or both)**

    Answer: The awardees for the MDH Medicaid Enterprise System Modular Transformation contracts will not have a conflict of interest for the LTSSMaryland Technical Oversight Contract. These vendors will be eligible to bid.

30. **It is our understanding if we have to replace a key personal we have to show the agency that the key personal that was originally proposed were our (w2) Staff and not a 1099 but, if we are not replacing a proposed key personnel the proposed key personnel can work as a 1099 consultant for the contractor . Can the agency confirm this ?**

    Answer: Key personnel being proposed in the offer may be staff or contractors. However, please refer to 3.11.2 Substitution Prior to and 30 Days After Task Order Execution for clarification on substitutions.

31. **If the agency wants only w2 Staff to be proposed as key personnel by the contractor – can the agency confirm our understanding that these resources are required to be on W2 only at the time of starting to work on this contract ?**

    Answer: Key personnel being proposed in the offer may be staff or contractors. Please see the answer to Question 30.

32. **Can the agency allow 1099 contractors to work as key personnel on this contract?**

    Answer: Yes. Please see the answer to Question 30.

33. **What is the expected time of award for this contract?**

    Answer: Please see the response to Question 17.

34. **Of the following contracts which will be the contract for which the selected contractor will be performing the oversight :**
    34.1. **Long Term Supports System (LTSS) Software Development & Business Process Support**
    34.2. **Long Term Supports System (LTSS) In Home Supports Assurance System (ISAS) Technical Infrastructure Support - Active**
    34.3. **Long Term Supports and Services System (LTSS) Operations & Maintenance (O&M) (2nd Generation)**

Answer: The Technical Oversight Vendor will provide oversight and monitoring of the Long Term Support and Services (LTSS) System Software Development & Business Process Support and Long Term Supports and Services System (LTSS) Operations & Maintenance (O&M) vendors.

The Long Term Supports System (LTSS) In Home Supports Assurance System (ISAS) Technical Infrastructure Support is the current Technical Oversight Contractor that is the subject of this procurement.

35. **Can an offeror propose one of their existing 1099 consultants who is currently working on a project, as one of the key personnel for this solicitation so if we get awarded we could bring them on board to work on this contract?**

     Answer: Please refer to 3.11.2 Substitution Prior to and 30 Days After Task Order Execution.

36. **Can the key personnel be from a Sub contractor and other teaming partners?**

     Answer: The Key Personnel may be provided from a subcontractor but must still meet all requirements identified by the Department and the Labor Categories.

37. **If a Joint Venture is going to submit a response to this contract can the agency confirm that the Qualification of the each of the members in the Joint Venture becomes the actual qualification of the Joint Venture?**

     Answer: This Contract allows for one Prime Contractor to bid with Subcontractors. The Prime Contractor's organization must meet the minimum requirements identified in the TORFP. No other Joint Venture is acceptable.

38. **Can the offeror use its sub contractors experience to meet the offeror evaluation and minimum qualification criteria listed in this situation?**

     Answer: The minimum requirements for the Offeror must be met by the Prime Contractor.

39. **Can the offer submit past performance from its sub contractor?**

     Answer: The minimum requirements for the Offeror must be met by the Prime Contractor.

40. **With all due respect can we ask the agency to accept 1099 resources for key personal position as It is difficult to hold a resource till the time of award especially for a small business.**

Answer: Please see the response to Question 30.

41. **Can the agency confirm the potential date of award?**

    Answer: Please see the response to Question 17.

42. **Who is vendor currently supporting the agency on this pursuit, and what is the amount obligated till date?**

    Answer: Please see the responses to Question 1 and Question 17.

43. **What is the budget allotted for this procurement?**

    Answer: Please see the response to Question 13.

Questions Received After Friday