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DPSCS TORFP - Q00B9400125
Microcomputer/Printer Maintenance
TORFP – Q00B9400125
Questions & Responses

May 12, 2020

Dear CATS+ Master Contractors:

This **Questions and Response** document is being issued to clarify certain information contained in the above named Task Order Request for Proposals (TORFP) in response to questions submitted to the Department by Master Contractors who received this TORFP.

The statements and interpretations of contract requirements, which are stated in the following questions from Master Contractors who are potential Offerors, are not binding on the Department, unless the Department expressly amends the TORFP. Nothing in the Department's responses to these questions is to be construed as agreement to or acceptance by the Department of any statement or interpretation on the part of the Master Contractor asking the question as to what the contract does or does not require.

Question 1: The Key Information Sheet identifies the Task Order Agreement (TOA) as Fixed Price /Time & Materials. However, "Attachment B – TO Financial Proposal Instructions & Form" appears to be a financial proposal for T&M only. Please clarify if the TOA is to be Firm Fixed Price, Time & Materials, or a combination of the two? If the TOA is to be a combination, which tasks are which?

Response: The work to be performed under this Task Order Agreement (TOA) will be on a Time and Materials basis.

Question 2: **Section 2.3** states that the TOA will not be for staff augmentation with services to be provided on call; as needed. Since a Master Contractor can propose up to four (4) resources, are the proposed annual 2,000 hours per resource, for all four resources or divided among the resources?

Response: The 2,000 hours will be allocated among the resources, as needed.

Question 3: Are DSCE and MCP certifications required in addition to CompTIA A+ certification?

Response: DSCE and MCP certifications are required in addition to CompTIA A+ and other required certifications as presented in **Section 3.7.3.**

Question 4: Are additional years of experience acceptable in lieu of certifications?

Response: No. Additional years of experience cannot be substituted for current required certifications as identified in **Section 3.7.3**.

Question 5: Can the proposer add its own CATS+ labor categories to its proposal?

Response: No. Only the labor categories identified in **Sections 1.3, 1.3.1., 3.7.5** and in **Appendix 4** are acceptable unless otherwise directed by the Department.

Question 6: In **Section 2.3.1**, are any of the technical requirements' activities billable for the TO Contractor's TO Manager?

Response: No. A Master Contractor can only propose a maximum of four (4) key resources as defined by the CATS+ Labor Categories selected by the Department to perform the Statement of Work (SOW). The 2,000 hours are billable only by those resources during the term of the Task Order Agreement.

Question 7: How does the Department track warranty versus non-warranty equipment? What equipment is currently under warranty and which is not?

Response: The Department's inventory database contains the warranty information. Newer desktops, laptops and tablets are under warranty, but many older units are not. For example, the Department's Dell 790s, 3020s, 6530s, 6540s and 5285s are out of warranty but in daily operation.

Question 8: How are system updates pushed to the equipment to be serviced?

Response: Microsoft patches are pushed using our WSUS servers. OS updates are usually done manually.

Question 9: Please clarify the Department's expectations of "upgrade" in the statement, "This is the equipment the TO Contractor will assist ITCD to maintain, upgrade, repair or replace under the Task Order Agreement (TOA)" as presented in **Section 2.2.1.**

Response: An upgrade generally entails replacing old equipment with newer versions. For example, the Department is "upgrading" its desktop inventory by replacing older desktops/laptops that have reached end of life (EOL) status, cannot run current operating systems and software and are no longer compatible with the Department's network environment.

Question 10: Please confirm that the TOA Contractor will provide all parts that may be required?

Response: The TO Contractor shall provide all parts that may be required for maintenance and repairs unless directed by the Department's TO Manager to use parts the Department may have in inventory. (Also see **Section 2.3.1**)

Question 11: Please confirm that all equipment under this TOA have been inventoried and have a Department or State of Maryland property tags.

Response: All equipment identified in this TORFP and located in the Department's facilities identified in Appendix 6 are documented and tagged as property of the Department and the State of Maryland.

Question 12: Section 1.1 states that, "TO Contractor must demonstrate that it is a licensed reseller or distributor of needed parts. Assuming that the Department's equipment inventory is comprised of several manufacturers, please identify what details are necessary to "demonstrate" that a TO Contractor is able to provide the needed parts.

Response: Please refer again to **Section 1.1** which further states, "The Master Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or *has fostered strategic alliances with other firms for providing such services*". In addition, Master Contractors shall provide copies of official letters of authorization from the manufacturers and distributors they represent.

Question 13: How is the decision made to route service calls through the TO Contractor versus calls through Department staff?

Response: This decision is made by the team Supervisor or Director based on the type of task, urgency, and the availability of Department staff.

Question 14: What is the volume of monthly service calls? Per facility?

Response: The Department receives approximately 200-300 requests for service tickets per month, most of which originate from the Department's facilities in the Baltimore area. Less than 10% of the service requests are assigned to the TO Contractor.

Question 15: How many moves, additions and changes (MAC) requests are submitted annually?

Response: The types of large moves that a vendor would participate in generally happen 2-3 times per year.

Question 16: In regards to monitoring, will the TO Contractor utilize the current system monitoring application, or be required to provide a system monitoring application? If the latter is the case, please provide system and monitoring capability requirements.

Response: The TO Contractor will not need to provide a monitoring application. Any monitoring will be performed by the Department's IT staff.

Notice of these **Questions and Responses** is being sent to all current CATS+ Master Contractors for Functional Area 6 - Systems/Facilities Management and Maintenance, to whom this TORFP was emailed.

Please confirm receipt of this document via return e-mail. Proposers shall acknowledge receipt of this and any other addendum or amendment with their proposal submission as a condition to be considered susceptible for award of this task order agreement.

Please contact me immediately should have any further questions.

Date Issued: May 12, 2020   By: *Arthur E. Petersen, Jr.*

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