

ADDENDUM NO. 3

**MARYLAND STATE DEPARTMENT OF EDUCATION  
MSDE**

**RFP# R00R1600704**

**eCCATS**

January 27, 2021

This Addendum is hereby made part of the RFP specifications on which the Contractor shall bid, and is issued to modify, explain or correct the original specifications. All bidders shall acknowledge receipt of this Addendum on the Acknowledgement of Receipt form. It is understood that all bids submitted in response to RFP-R00R1600704, will be presumed to be based upon full knowledge of the contents of Addendum No.3. **All Questions Are Closed.**

**1. Questions and Answers:**

Q1. Would MSDE consider reducing the cyber insurance requirement from \$10M to \$5M?

*A1. No*

Q2. There seems to be several discrepancies with Section 7 TORFP Attachments and Appendices.

On page 55, there is no Attachment C listed, but on page 59 the MBE form instructions are labeled Attachment C. On page 60, the actual forms are labeled starting with D-1A.

**A2. Attachment C listed are instruction on what is ask for or needed to be completed for the Form D-1A MBE. There is no VSBE goal.**

Q3. Is the Proposal Affidavit not required for this TORFP?

**A3. Yes, it is required 5 days after receiving notification for recommendation of reward.**

Q4 On page 55, the VSBE forms are labeled as Attachment E. On page 85, the VSBE forms are labeled as Attachment D.

**A4. There is no VSBE goal.**

Q5. On page 56, Appendix 4 – Labor Classification Personnel Resume Summary references Appendix 2A and 2B. No such appendices were included.

On page 116, Instruction 4 states: “Complete and sign the **Minimum Qualifications Summary (Appendix 4)** and the **Personnel Resume Form (Appendix 5)** for each resource proposed. Alternate resume formats are not allowed.” No Appendix 5 was included. Instruction 4a. states “For each minimum qualification, indicate the location on the **Personnel Resume Form (Appendix <<laborResumeAppendixNumber>>B)** demonstrating meeting this requirement.” Please clarify.

**A5. This will be found Appendix 4**

Q6. Appendix 4A and Appendix 4B begin on page 118, and the title for 4A is “MBE4A Minimum Qualifications Summary.” 4A also states “Match to Form Appendix 2B:” and “<insert cross-reference(s) to the full description on Form 5B>”. Please clarify.

**A6. This will be found Appendix 4**

Q7. Will there be an extension of the due date given the holidays?

*A7. Yes*

Q8 Is the Backup Solution, and Disaster Recovery description required?

*A8. Sections 3.5.1 and 3.5.2 are not applicable to this contract.*

Q9. What is the anticipated date of award?

*A9. As soon as Possible*

Q10 Is this a new requirement or an existing requirement?

*A10. I'm not sure what this refers to.*

7. Q11. Is there an incumbent on this contract? If so, please provide the incumbent name, current contract number, length, value of the contract?

*A11. Bithgroup is the current incumbent. The contract number is R00B4400073. Tis contract was issued in April 2014.*

- Q12. The key personnel requirement asks for a Helpdesk Manager. However, from our understanding of the RFP an application support lead / manager would be a better fit, is this an acceptable alternative?

*A12. The Key personnel identified is for Help Desk Manager.*

- Q13. We understand that we will provide level 2 support as per section 2.3.1, who will provide Level 1 and Level 3 support?

*A13. Level 1 and level3 support are outside of the scope of this TORFP and will be provided by another vendor or OIT personnel.*

- Q14. The request is to provide application support rather than the infrastructure set up. Can you elaborate on the Disaster Recovery / Backup solution strategy requirement of the RFP?

*A14. See question 4.*

- Q15. What is the estimated budget of this TORFP?

*A15. We are looking to receive help desk, testing and application support from a vendor that can provide qualified experienced resources at the best price point.*

- Q16 Please disclose the incumbent name.

*A16. See questions 7.*

Q17. Does the MSDE have other resources under the same project?

*A17. There are other vendors that work with the Divisions data system.*

Q18. What is the estimated start date of this contract?

*A18. As soon as possible.*

Q19. We would like to request MSDE, to extend the due date?

*A19. Due date has been extended 2/2/2021 5:00 PM Local Time.*

Q20. Refer to section 2.4 Deliverables, it has mentioned that there are no deliverables for this solicitation whereas in Section 5.4. Volume I - TO Technical Proposal point 9 asking vendors to provide deliverable description and schedule as per Deliverables table in Section 2.4.4. Could you please specify?

*A20. Please disregard is not applicable.*

Q21. Please confirm whether the vendors need to provide the MBE Forms (D-1, D-2, D-3A, D-3B) with the proposal or not? As per "D-1A -MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT & MBE PARTICIPATION SCHEDULE" it is mentioned that this form needs to be submitted to the proposal whereas in the "TORFP ATTACHMENTS AND APPENDICES" checklist it is mentioned that these forms required after 10 Business Days of recommended award.

*A21. Please follow section 7 requirements.*

Q22 Refer to "MBE4A MINIMUM QUALIFICATIONS SUMMARY" under "TORFP Additional Requirements" it is referring to Section 2.1 of TORFP that is Summary Statement in which point 2.1.3 is again referring to CATS Plus Section 2.10. Our question is does the vendor need to demonstrate the key personnel only experience that meets the CATS Plus Section 2.10 requirements?

*A22. Yes*

Q23. The pricing spreadsheet cites 2080 hours is to be used for each labor category. Can those hours be altered?

*A23. The 2080 is the allotted number of hours per resource.*

Q24. Are all Level Two Help Desk Support application issue requests received only from the MSDE OIT Level One Help Desk or can they be received by other means?

*A24. The level two help desk support request comes directly from end users and other vendors.*

Q25. Page 14, Section 2.3.5 states “By responding to this TORFP and accepting a Task Order award, an Offeror specifically agrees that for any software that it proposes for use by the State in response to this TORFP, the State will have the right to purchase from another source, instead of from the selected Offeror”. Is the government using any current software today proposed by the incumbent?

*A25. No.*

Q26. Page 48, Section 5.4.2.11, a “Non-compete clause” is required for submission in the Technical volume. Will this be added to the Solicitation?

*A26. Please follow instructions for “Non-compete clause.”*

Q27. How many personnel are currently doing this work? What are those labor categories?

*A27. There are a total of 10 personnel which includes Help Desk Manager, Testing Specialist Help Desk Senior, Help Desk Junior, Office Automated Specialist.*

Q28 2.1.5 Could you please provide details on any planned solicitations at this time, that could potentially create conflict of interest?

*A28. The Division is in the planning phase of modernizing its data system. This TORFP requires the Vendor to provide support with Help Desk, Testing and Application Support before, during and after the modernization.*

Q29. 2.2.6 Can you provide stats on tickets (L1 Vs L2) and tier (level of complexity) for the past year?

*A29. Level 1 tickets are not part of the scope of work for this TORFP. There were 960 total tickets from January 2020 – November 2020. The December 2020 report has not*

*been submitted yet. Majority 54% were mid-level classified as Normal. 36% were Critical/High and 10% were low.*

Q30. 2.3.1 Please enlist the tools used to address the functions below: 1. ITSM (ticketing Tool) 2. Knowledge Management 3. Code Version control 4. Deployment tools 5. Test Automation Tool other than Katalon.

*A30. The tools being used are provided by the current vendor.*

Q31. 2.3.3 What are the QA drivers from MSDE point of view?

*A31. The QA drivers would be for testers to set testing goals and requirements and to establish a clear workflow for regression and user acceptance testing. Also to assess data risk and do risk based testing.*

Q32. 12.3.3 What testing measure and metrics do you collect?

*A32. These are not required under the current contract.*

Q33. 2.3.3 What is the current release frequency?

*A33. As needed.*

Q34 What are the key Quality Engineering tasks performed today? (e.g., coding best practices, code performance etc.)

*A34. These services are provided under a different contract.*

Q35. Please provide 10 sample test scripts covering high, low and medium complexity.

*A35. Proprietary to the existing vendor.*

Q36. How long does it take to run a full regression cycle?

*A36. Depends on the number of resources, and other factors.*

Q37. What is the current state of test automation (e.g., Automation Strategy, Automation Coverage)?

*A37. Only partially automated. More is under development.*

Q38. How many test cases have been automated?

*A38. May provide to awardee.*

Q39. Is there a Code Versioning System in place currently to manage changes to the code / configuration of the application, data schema, and/or master data?

*A39. Yes, and this is managed under a different contract.*

Q40 Please provide current SLA/KPI summary report for the last 1 year >?

*A41. May be provide to awardee.*

35. Q42. As the data completely resides and handled by personnel at the MSDE network, we are assuming that SOC type 2 audit is not applicable for this engagement. Please confirm.

*A42. The TO Contractor shall have an annual audit performed by an independent audit firm of the TO Contractor's handling Sensitive Data and/or the Department's critical functions. Also read letter H under sections 3.9.2.*

Q43. Could you please elaborate on the response expected for this requirement? Please confirm if we need to provide our compliance to all the general requirements and provide detailed response for key requirements/scope.

*A43. Please provide evidence of your compliance to all of our requirements.*

Q44. Could you please elaborate more on the backup solution requirement?

*A44. See question 4.*

Q45. We are assuming that DR and Security requirement is not applicable for this engagement. Please confirm.

*A45. See question 4*

Q46. General What is the current team size for Level 1 and L2 Support? What volume are initially expected for coverage?

*A46. Current team size for level 2 support is 10 personnel.*

Q47 General Have you measured customer satisfaction? Could you please share with us results and elaborate on the main customers complaints?

*A47. We have not conducted a customer satisfaction assessment.*

Q48 General What are the major pain points you would like to address as part of this engagement?

*A48. Our goal is to obtain a vendor who is able to provide qualified resources that can manage with large volumes of data, conduct efficient regression testing and provide effective help desk service.*

**\*\*\*END OF ADDENDUM NO. 3**

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**MARYLAND STATE DEPARTMENT OF EDUCATION  
MSDE**

**RFP NO. R00R1600704**

**eCCATS**

**ACKNOWLEDGEMENT OF RECEIPT**

The undersigned acknowledges that **Addendum No. 3** dated January 27, 2021 to Maryland State Department of Education (MSDE) Specifications for RFP No. R00R1600704 has been received by the undersigned and will be incorporated into all copies of said specifications in the possession of the undersigned.

It is understood that all bids submitted in response to RFP No. R00R1600704 will be presumed to be based upon full knowledge of the contents of **Addendum No. 3**

\_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_  
(Signature-Authorized Official)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

**NOTE: PLEASE SIGN AND DATE THE “ACKNOWLEDGEMENT OF RECEIPT AND RETURN TO THE PROCUREMENT OFFICER BY EMAIL OR SUBMIT WITH YOUR BID SUBMISSION**

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