

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 38729, dated April 22, 2010 for the Mississippi Department of Information Technology Services (ITS)

From: David L. Litchliter

Date: May 3, 2010

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 38729 is hereby amended as follows:

1. Specification 4.4 is revised as follows:

4.4 The awarded Vendor is precluded from selling hardware, software, and related services to ITS, in support of ITS' internal agency operations, for the duration of this contract. This does not preclude the awarded Vendor from selling hardware, software, and/or services to the ITS operational areas in support of ITS' enterprise IT service offerings to Mississippi state government.

2. Specification 5.2.1 is revised as follows:

	Technical Skill Set	Requirement
5.2.1	Microsoft Certification: Microsoft Certified Systems Engineer (MCSE) <u>or</u> Microsoft Certified IT Professional Server Administrator (MCITP-SA) <u>or</u> Microsoft Certified IT Professional Enterprise Administrator (MCITP-EA)	<u>Submit proof of a Valid Certificate</u>

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. The questions are ordered based on the LOC specification reference and/or associated content. This information should assist you in formulating your response.

Question 1: How many CONSULTANTS with these skills in TOTAL are you seeking?

Response: ITS anticipates making an award to 1 vendor for 1 individual; however, note that the State reserves the right to make additional awards based on proposals received in response to this LOC. Refer to LOC specification 4.2.

Question 2a: Is there an incumbent in this position?

Question 2b: Is this a renewal for an existing contractor/incumbent in place @ MSITS OR is this a complete NEW Position? Is there a reason the position is open?

Response: The incumbent for this service is Accessible Computer Experts, LLC.

Question 3: Is there a budget or rate range already established for this position?

Response: No.

Question 4a: I just wanted to know what would be the Job Title for the proposed individual for this RFP.

Question 4b: What will be the exact role of this resource?

Response: This LOC is to acquire the services of a LAN Administrator. Because the awarded services will be provided via a contract, a job classification from the Mississippi state government IT Career Path Chart is not relevant.

Question 5: Can you please describe your SW and HW in detail?

Response: The ITS LAN consists of 200+ user workstations running the Windows XP OS and 30 lab workstations running the Vista OS in a dual-boot configuration. The LAN Support Team supports software packages including Office Professional Plus and LotusNotes. This team is also responsible for the standard workstation configuration used by all computers on the ITS Domain, including customized software installations, license verifications, security patches and overall LAN security. Some of the software installations include Microsoft Visual Studio, IBM Websphere, Macromedia Suite, and Adobe CS.

Question 6: As per 4.4 - "The awarded Vendor is precluded from selling hardware, software, and related services to ITS for the duration of this contract". What do you mean by related services, we are a Consulting company and would not like to be precluded from selling any consulting services.

Response: 'Related services' in LOC specification 4.4 is defined as services purchased in conjunction with the sale of the hardware and/or software referenced in this specification, such as installation of a purchased server. Refer to the specification revision in this Amendment.

Question 7: Item 5.2.1 – MCSE Certification requirement – The newest certifications are MCITP–SA (Microsoft Certified IT Professional Server Administrator) and MCITP-EA (Microsoft Certified IT Professional Enterprise Administrator). Are these certifications acceptable?

Response: Yes. Refer to the specification revision in this Amendment.

Question 8: As per 5.2.1 - "Microsoft Certification: MCSE (valid Certificate)" - How do we provide this info. Would a link suffice?

Response: Proof of valid Microsoft certification should be submitted in printable form as part of the Vendor's LOC response, such as a pdf, image, or screen shot.

Question 9: If there are any training related to the project for the CONSULTANT provided, who pays for the COST?

Response: ITS does not expect the need for training of the awarded individual. Individuals proposed must meet or exceed the minimum experience and certification requirements as outlined in the LOC.

Question 10: What are the chances of extension beyond this period.

Response: As outlined in LOC specifications 6.3 and 7.1, and Attachment D (Standard Professional Services Agreement) Article 1.1, ITS anticipates the potential need to renew the contract with the awarded Vendor; however, the planned initial contract period ends June 30, 2011.

Question 11: Do we have to provide the rate for year 2 and year 3 for the individual(s) proposed?

Response: As outlined in LOC specification 6.3, Vendors must include in their LOC responses any annual percentage increase in the hourly rate for each proposed candidate. ITS will calculate the proposed hourly rates for years 2 and 3 based on this information. Alternatively, Vendors may submit both the escalation rate(s) and the hourly rates for years 2 and 3 in response to this specification.

Question 12: Since there is only a minimum of 3 yrs of experience required - if a person has only worked at 2-3 companies in their lifetime, but still meets the mandatory requirements would 5 separate company references still be required?

Response: If a Vendor's proposal includes less than 5 references for a candidate, then the Vendor must respond to LOC specifications 6.6 and 6.12 with "EXCEPTION," using the format outlined in LOC specifications 1.3 and 8.

Question 13a: Bid document states individuals proposed must be able to work 7AM-10AM Mon-Fri. - this totals 15 hours per week - however it states the work week is 20 hours. Please advise which it is.

Question 13b: Item 7.1 states an average of 20 hours per week Monday – Friday. However Item 7.3 states 7am to 10am Monday through Friday which is 15 hours per week. Item 7.1 states not to exceed 1,140 annual hours which averages more than 20 hours per week. From these items, is it safe to assume the required hours of the contract will be regularly scheduled from 7am to 10am each week Monday through Friday with the possibility of additional hours needed through the extension of the time from 10am? (example: may need to stay till 12 or 1pm on some days) Or will the additional time expected be afternoon hours or weekend hours not extended past the 10am time? (example: 3pm to 5pm on some afternoons – 9am to 12pm on Saturday)

Question 13c: As per 7.1 - "Initial contract period will be from June 1, 2010, through June 30, 2011. The number of contract hours will not exceed 1,140 hours ". Does that mean the individual must be available for 12 months part time.

Response: Regarding LOC specification 7.1, the initial contract period (June 1, 2010, through June 30, 2011) is 57 weeks. Using the average of 20 hours-per-week referenced in LOC specification 7.2, the number of contract hours for the initial contract period is calculated as follows.

$$57 \text{ weeks} \times 20 \text{ hours/week} = 1,140 \text{ hours}$$

Regarding LOC specification 7.2, ITS is using an average number of hours per week to calculate the not-to-exceed number of total contract hours. The role, as outlined in the LOC, is part-time.

Regarding LOC specification 7.3, the awarded Vendor must report to the ITS offices Monday through Friday at 7:00 a.m. and work until 10:00 a.m. each day, totaling a minimum of 15 hours work per week.

Specification 7.3 further indicates that additional work hours may be required. The additional work hours will be coordinated in advance with the awarded individual. ITS expects these hours to be worked through a combination of extended office hours past 10:00 a.m. on some days, and planned/scheduled server maintenance activities to be performed after normal business hours.

Question 14: Is there any chance of this Part time position becoming a full time contract?

Response: No.

Question 15: Is there any chance of providing a consultant who provides these services for 40 hrs/week, use up the 1140 hrs and then return again when the money is allocated in the next year budget?

Response: No.

Question 16: As per 7.3 - "The individual(s) must be available during the hours of 7:00 a.m. to 10:00 a.m., Monday through Friday. Individual(s) may occasionally be required to work outside of these hours." If a person is not available certain days for the timing above would they NOT be considered?

Response: The awarded individual must be available as outlined in LOC specification 7.3.

Question 17: Item 7.5 – attend standing or on-site meetings – is the compensation of the individual's time to attend these meetings included in the not to exceed 1,140 hours stated in Item 7.1?

Response: Yes. These meetings will either be held during the awarded individual's standard work hours (Monday through Friday, 7:00 a.m. to 10:00 a.m.) or scheduled in advance for a time outside these hours.

Question 18: Would any Travel be required?

Response: No travel is anticipated. As outlined in LOC Section 7. (Requirements for Awarded Work), ITS expects the work to be performed on-site at ITS offices. As outlined in LOC specification 6.2, Vendors must propose a fully-loaded hourly rate, including travel.

Question 19: Would the Consultant need to be on call or on beeper duty at any time?

Response: No.

Question 20: As per 7.6 - "The individual(s) awarded to provide these services will use ITS's trouble ticket tracking system" What software is currently being used for this?

Response: The ITS LAN Support Team uses a significantly customized LotusNotes/Domino application purchased several years ago.

LOC responses are due Thursday, May 13, 2010, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Lynn Ainsworth at 601-359-2750 or via email at lynn.ainsworth@its.ms.gov.

cc: ITS Project File Number 38729