

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 41971, dated September 9, 2015 for the Mississippi Department of Corrections (MDOC)

From: Craig P. Orgeron, Ph.D.

Date: October 1, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 41971 is hereby amended as follows.

1. Items 5.2.1 through 5.2.9 have been replaced with the following.

	Technical Skill Set	Requirement
5.2.1	Microsoft Windows Server 2008 and 2012 administration (Enterprise and Data Center versions)	2 Years
5.2.2	Server management, maintenance, and support	2 Years
5.2.3	Dell SonicWALL and Cisco Firewall maintenance Dell SonicWALL, Cisco Firewall, or other industry mainstream firewall maintenance	2 Years
5.2.4	Active Directory 2008 and 2012 administration	2 Years
5.2.5	Disaster recovery monitoring for Exchange e-mail replication, SQL replication, and file updates SQL administration (2008 or above) and Exchange administration (2010 or above)	2 Years
5.2.6	Knowledge of computer/network systems infrastructure requirements and standards	2 Years
5.2.7	Ability to identify and resolve network issues	2 Years

	Technical Skill Set	Requirement
5.2.8	Ability to install, configure, and maintain networks, and/or related hardware and software	2 Years
5.2.9	VMware administration	2 Years

2. **Item 8.2 is being modified to read, “Individuals will be required to work on-site at MDOC, located at 633 North State Street, Jackson, Mississippi 39202, a combined average of 32 hours per week during normal business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.) under the direction of Jerry Horton. Individuals may occasionally be required to travel to correctional facilities throughout the State of Mississippi. Offsite work has only occurred a few times in the past, and this work was conducted at the Rankin County facility during regular business hours. Offsite work would be a rare event.”**

3. **Item 8.3 has been amended to add the following.**

8.3.1 Work outside normal business hours is rare. Normally, this work would be with critical servers immediately prior to 8:00 a.m. or within two hours after 5:00 p.m. for minimal impact on MDOC’s users. This work is generally performed remotely by the engineer.

8.3.2 MDOC expects the awarded individual(s), if not already onsite, to provide either remote access or onsite response time within one hour of the request.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Specification 2 (pg. 2) states “they operate both a high availability Dell SonicWALL Firewall and a Cisco ASA Firewall. Specifically what are the quantities, models and physical locations of the SonicWALL and ASA firewalls?”

Response: **There are two Sonicwall E5500 Universal Threat appliances and one Cisco ASA5520. These devices are located at the ITS Data Center.**

Question 2: Specification 3 (pg. 3) states that work begins on 12-1-15 and that contract negotiations BEGIN on November 10th. However, no date is given as to when contract negotiations will either be completed or abandoned by ITS/MDOC. What will be the minimum number of calendar days between the completion of contract negotiations including the issuance of a purchase order and the date that work is to begin?

Response: **Please refer to Item 7.21 of the LOC. Once the contract is executed, MDOC will be able to issue a purchase order in five to seven business days. The minimum number of business days between contract negotiations and the individuals’ start date is 16.**

Question 3: 5.2.3 requires 2 years of experience with SonicWALL, but the spec does not require any manufacturer certified degree of technical expertise for that product. In our judgment, this relatively small component of the overall LOC scope would unnecessarily limit the number of LOC responses received if MDOC intends to keep its SonicWALL support agreement current with Dell. Will MDOC accept a Dell SonicWALL certification for the 2 engineers in lieu of a requirement for 2 years of experience? If so, what SonicWALL course certification(s) listed at <https://support.software.dell.com/essentials/sonicwall-certification-programs> would be required and within what time frame would the certifications need to be obtained. For example, MDOC may require (in lieu of 2 years' experience with no required certification) that engineer #1 obtain within 2 months of the contract start date certification NS-102, while MDOC may require that engineer #2 to obtain within 4 months of the contract start date the certifications for both NS-102 and NS-202 (both the Basic & the Advanced courses).

Response: **MDOC will not accept Dell SonicWALL certification in lieu of the required two years of experience for Dell SonicWALL and Cisco Firewall maintenance. Please see amendment to Item 5.2.3 above.**

Question 4: The LOC requests for Two individuals who are interchangeable for MDOC. Would it be acceptable to respond with a team approach to this LOC? A Team approach would allow for more than two individuals to assist MDOC's requirements. In this approach, there would still be a main engineer(s), but with the vast skill set required, it seems MDOC could benefit from more of a Team/Pooled resources.

Response: **The State is requesting two individuals for these services. Vendors should respond to the LOC requirement as specified.**

Question 5: Specifications 7.4.1 and 7.4.2 request 2 hourly rates, one for work in Jackson and a second for work outside of Jackson. Would it be correct to assume that ITS/MDOC does not want vendors to quote alternative higher rates for work and travel time that is outside normal business hours? If so, what is the maximum percentage of total hours billed in each year for on-site work and travel time that will not be for time between 8AM and 5PM Monday through Friday excluding state holidays?

Response: **MDOC does not want Vendors to quote alternative higher rates for work and travel time outside of normal business hours. The State is requesting two hourly rates for these services. Vendors should respond to the LOC requirements as specified. Please see amendments to Items 8.2 and 8.3 above.**

Question 6: Specification 7.4.2 states that "vendor must propose a fully-loaded rate for work at and travel to the correctional facilities". Does "work at and travel to" mean that the vendor's hourly rate would be charged on a portal to portal basis? For example, if an engineer's travel time from Jackson to Parchman was 2 hours & 15 minutes (4.5 hours roundtrip) and if the engineer was on-site for 1 hour, then would the vendor charge MDOC for 5.5 hours as a portal to portal labor charge?

If not (if only on-site hours are chargeable) what would be the minimum number of on-site billable hours per trip for sites outside of Jackson?

Response: **If the awarded individuals are required to travel to the correctional facilities, the billable travel rate would include travel time.**

Question 7: Will MDOC keep all manufacturer support agreements current for all LOC-supported production products for the duration of the LOC award?

Response: **Yes.**

Question 8: When providing the number of months for a given individual for a specific customer project for a given Technical Skill Set on the Information and References Workbook, what is the determining factor for entering the value of the number of months? Please reference the sample workbook that was provided with the LOC for the following example. For the Technical Skill Set "Microsoft Windows Server 2008 and 2012 administration (Enterprise and Data Center versions)" for the reference company XYZ Corporation, the duration of the project was ~110 months (Dec 1999 to Jan 2009). Does the 72 months experience in Cell D7 for the XYZ company represent the total time for the project during which the administration of Windows Server 2008 and 2012 was performed as needed and as requested? Is there any criteria to be used regarding the amount of time that was spent performing the specific Technical Skill Set? For aforementioned 72 month period, would 72 months of available service for Win Server Admin be counted if that service over a 72 month project span was performed as needed and as requested by the customer whether that be daily, weekly, monthly, quarterly or annually?

Response: **When providing the number of months of experience for reference listed in the Information and References Workbook, the individual should enter the actual number of months of experience utilized for the required skill set. In reference to the example, the 72 months represent the actual number of months the individual utilized the required skill set for that particular reference. There are no criteria used regarding the amount of time spent performing the specific skill set. How often the skill was utilized is not a factor.**

Question 9: How many hours were used on this contract in the past year?

Response: **Approximately 32 hours per week were used.**

Question 10: What is the breakdown of hours by location in the past year?

Response: **The majority of the hours were used at Central Office. Any offsite work for the past year was negligible.**

Question 11: Is it anticipated that the amount of hours used on the last contract will be similar to this contract?

Response: **Yes.**

Question 12: What is the expected response time from the vendor when ITS/MDOC requests a consultant? How quickly will the consultant be expected to be on site?

Response: Please refer to Item 8.2 of the LOC and see amendment to Item 8.3 above.

LOC responses are due Thursday, October 15, 2015, 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 Teresa Washington at 601-432-8049 or via email at teresa.washington@its.ms.gov.

Enclosures: Attachment D, REVISED Example Experience Information & References Workbook
Attachment E, REVISED Experience Information and References Workbook (blank)

cc: ITS Project File Number 41971