

Request for Qualifications for IT Consulting Services

RFQ No. 2023-GA-04

Questions and Answers

8/23/2022

| | Question | Answer |
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| 1 | Is there any budget allocated for this contract? If yes, can you please let us know the same? | MassTech does not have a specific budget allocated for the services under this RFQ. |
| 2 | Have you ever worked with any Canadian vendors? If not, are you opposed to the idea? Are there any potential funding issues that may make this impossible? | MassTech has worked with Canadian vendors. All rates and billings should be proposed in U.S. dollars. |
| 3 | How many resources could a vendor propose? | Vendors should propose as many resources as necessary to provide the range of services listed in the RFQ. |
| 4 | Do we need to provide actual resumes or sample resumes? | Resumes of the proposed resources should be included in the proposal. |
| 5 | Is it necessary to provide a separate resource for each of the Services mentioned in the Section 2 Services Required, or could we combine some of the Services and provide a single resource? | A single resources may be proposed to provide multiple services categories. |
| 6 | Are you requiring/considering only qualified contractors who respond to all service categories or can qualified contractors respond to service categories they have specific expertise in? | Respondents may submit a proposal for one or more of the categories in which the respondent has expertise. |
| 7 | Are you requiring the qualified contractor to perform/execute the "vulnerability testing" (e.g., penetration testing) or only identification of vulnerabilities in the environment and support during a vulnerability test ? | MassTech does expect to perform some vulnerability testing, but all respondents do not need to seek qualification in that category. |
| 8 | We have a question regarding subject lined Requirement. "Resumes or bios for key individuals that would perform services for MassTech." Are you looking for the resumes of the contract management team or the actual resumes of the candidates. | Any resources that would provide the actual services requested or be assigned as a contract manager |
| 9 | What type of hardware spares has been in the inventory hold by MassTech ? Kindly provide more details | MassTech does not have a significant inventory of hardware spares for all of its network equipment. |

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| 10 | The emergency support required for software troubleshoot is only for operating system / database/exchange server or it is required for custom developed / COTS Application ? Please confirm | Emergency support is only for OS/database/Exchange. There are no custom developed applications. |
| 11 | OEM Contract support - Does MassTech has the Valid support contract with Microsoft and other vendors software being used by Mass Tech. Please confirm | MassTech does not have a support agreement with Microsoft. We do have support contracts for most other software. |
| 12 | Is Subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met? | Subcontracting is allowed. There are not any specific participation goals established but we do anticipate that the lead firm will be actively involved with provision of the services. |
| 13 | Is there any open source tools used by MassTech. Kindly provide more details | MassTech is not currently using any open source tools. |
| 14 | MassTech have performed any major upgrade / migration in the last six months ? If yes, provide more details ? | MassTech has not performed any major upgrades or migrations in the last 6 months. |
| 15 | Does MassTech has any plans for going for major upgrade in the coming 6 months ? | MassTech is planning to migrate from a mostly in house Microsoft environment to an Azure/M365 or similar environment in the next 6 months and MassTech will be upgrading its contract management tool, Icertis. |
| 16 | Could you share the last 6 months of incidents dump? Also confirm, if it has been grouped by priority wise? | We have had no significant events that would necessitate a dump in the last 6 months. |
| 17 | How frequently MassTech patching is being performed ? | Microsoft patches are performed monthly. Other patches of firmware, etc., are performed based on releases and publicized exploits/issues. |
| 18 | What is the patching window for the critical and non critical servers ? | All servers have Microsoft patches applied monthly. |
| 19 | Does MassTech has any third party integration with partners ? What type of integration has been used ? | Yes, we utilize third party integrations. Specifically, between our accounting system and a cloud hosted contract management system. The integration is based on Azure Message Bus utilization. |
| 20 | Please let us know if you would like to consider domestic offshoring and offshore combination option for cost optimization? | Offshore service is not excluded but services should be expected to be performed and staff available during business hours for Eastern Time. |
| 21 | Please mention the average contract duration for the contractors needed for Supplemental IT Support staffing | We anticipate that we would contract for a one year term that can be utilized as needed throughout the year. Typical duration would be 1-3 weeks depending upon the nature of the work. |
| 22 | Please let us know any details about the incumbent vendor? | MassTech does not currently have an active contract for these services. |

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| 23 | For cost optimization and value addition are you willing to consider a fixed price bid for the whole project as a Managed service project which will be a combination of onsite and offshore model? | Offshore services are not excluded but services should be expected to be performed and staff available during business hours for Eastern Time. |
| 24 | Please let us know about some of your future projects? | We expect to move to Azure AD and M365 applications in the next 6 months. The migration is not part of this RFP but ongoing support may be. |
| 25 | The link to the Services Agreement and Statement of Work does not work, could you please provide it again? | https://masstech.org/sites/default/files/2022-08/Services%20Agreement%20and%20SOW.pdf |
| 26 | How many vendors is the agency planning to award under this contract | MassTech would expect to prequalify consultants and enter into an agreement with one or two for provision of services over the next few months. |
| 27 | Could the agency clarify if this is an IT staff augmentation contract? | A portion of the services is for staff augmentation but only on an as-needed, occasional basis. |
| 28 | Is the agency looking for staffing services in the following categories? IT Inventory and Infrastructure Roadmap, IT Project Support, Emergency IT Services, IT Security Services categories | We are not seeking staffing services. We are seeking consulting support in areas identified in the RFQ. |
| 29 | Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets? | Yes, replacements would be allowed subject to approval by MassTech |
| 30 | Will the Task Orders released under the below mentioned categories be T&M or FFP? IT Inventory and Infrastructure Roadmap <ul style="list-style-type: none"> • IT Project Support • Emergency IT Services • IT Security Services categories | We expect that for the most part this will be time and materials based but the inventory and infrastructure roadmap may be submitted as FFP. |
| 31 | What is the estimated budget for each category in this contract? | We do not have a specified budget for each category. |
| 32 | For Supplemental IT Support category, which job titles should we provide hourly pricing in Attachment C? | Desktop support specialist, network and systems administrator. |
| 33 | Since no Job Titles are given, should we provide our IT staff augmentation catalog? | Our primary needs for IT Support will include Desktop support specialist and network and systems administrator roles but respondents can provide a catalog of other roles that can be offered. |
| 34 | Do we have to provide resumes of our internal team who will be managing the contract or candidates who will be delivering under different categories? | We are most interested in the resumes of the candidates delivering the services. |

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| 35 | Are there any SBE/MBE/Set-Aside goals? | any certification as a minority-owned business enterprise (MBE) or woman-owned business enterprise (WBE) |
| 36 | Will the vendor that performed your migration from Drupal 7 to Drupal 9 be part of the RFP process? If yes, could you expand on the RFP process - is this due to standard procurement rules? If no, is there a particular reason why not? | No, the move from Drupal 7 to Drupal 9 is being performed at this time by another party. |
| 37 | Is there any limitation on providing resumes of the personnel, i.e., if the requirement is for two candidates; do we need to submit only two resumes or can we propose resumes of more than two candidates for agency's consideration? | You may provide resumes for any staff that may be assigned to these projects. |
| 38 | Would you accept services delivered from resources based in Canada? | MassTech would consider resources based in Canada |
| 39 | Could you please provide an estimated ageing report on your current technologies? | No server or equipment is more than 8 years old. We do not have a specific ageing list at this time. |
| 40 | Could you please provide your IT asset list? | This information is not available at this time. |
| 41 | In Attachment C, could you clarify if the "Personnel in category" column is in reference to the count of resources available for that category, or do our resources need to be named in this column? | The Personnel in Category column should include the name of the resource. |
| 42 | Do you intend to move to a cloud-based infrastructure for back office infrastructure such as email? | Yes, within the next 6 months. |
| 43 | Do you require Database Administration services | We do not require Database Administration services at this time. |
| 44 | What is the MFA solution currently in place? | We currently have a solution in place that uses a well-recognized authenticator app. |
| 45 | Regarding Cisco Call Manager phone system, are you using hardware phones only, or soft phones as well? | MassTech is using hardware phones only. |
| 46 | What is the version of Cisco Call Manager in Unity is in use today? | Version 11.5.1 |
| 47 | Are hourly rate ranges acceptable for proposed personnel including key? | Yes, it is acceptable to respond with hourly rate ranges provided there is an explanation and basis for the range. |
| 48 | What is your expected response time for emergency IT services? | Please provide your response time options. This is very situation specific. It is possible that in an emergency situation we would be requesting very short response times. |

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| 49 | What services, including onsite services, are you expecting with emergency IT services? | Emergency IT services may include troubleshooting issues with infrastructure or services including but not limited to hardware failure rebuilds or replacements, software issues, or security breaches |
| 50 | How often do you require vulnerability testing? | Vulnerability testing frequency will be established as part of the scope of work agreed upon by the parties. |
| 51 | Is vulnerability testing required under a specific regulation or framework you need to be compliant with? | Respondents should propose their recommended approach to vulnerability testing as well as the recommended framework. |
| 52 | Is there an anticipated level of volume for work - both remote and on-site? | The volume of work for remote and on-site is not determined at this time. |
| 53 | Could you tell us if you have a preferred brand? | We do not have preferred brands |
| 54 | Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance | We may require onsite staffing for certain projects but for the most part it remote work will be allowed. |
| 55 | What is the tentative award date for this contract? | Tentatively October 1, 2022 |