

Maryland Department of the Environment
Office of Information Management and Technology
Web & Systems Application Maintenance and Support
CATS+ TORFP BPO#U00B4400007

We had the following questions for the referenced TORFP:

Q#1: WSIPS is slated to go into production at the end of November. Normally, such projects have a warranty period where the contractor who developed the system provides initial support – does this project have a warranty period and, if so, for what period of time? Will that Contractor be available for meeting(s) during the Transition Period?

MDE Response: Yes, this project has a 90-day warranty period. The implementation contractor should be available during transition.

Q#2: 2.4.3 states “Application troubleshooting, maintenance, content management, development, and network administration shall be performed on-site unless otherwise determined by MDE.” [my underline] Please provide guidance -- will MDE allow remote support?

MDE Response: MDE will allow remote support.

Q#3: 2.5.2.1 states “The TO Contractor shall provide key personnel for software support and system administration whom shall be located at MDE’s Headquarters at 1800 Washington Blvd, Baltimore, Maryland 21230 unless otherwise agreed to by the TO Manager and the TO Contractor.” [my underline] Since this contract does not provide enough hours for a full-time resource, could MDE expand upon their vision for fulfilling this requirement?

MDE Response: Key personnel should be available onsite if needed, but may work remotely.

Regarding the Attachment 5: Does "location" apply to the location of the organization for which the work was performed, or to the location where the resource was working at the time of performing the work? i.e., in the case where the work is project-based, the work may be for an organization based in 'City A,' but the resource may be performing the work from an office located in 'City B.'

MDE Response: “Location” applies to the location of the organization for which the work was performed.