



Questions and Answers No. 2
Request for Proposal MDM0031023850
Systems Operations Support RFP
January 20, 2016

Ladies/Gentlemen: This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. Nothing in MHBE's response to these questions is to be construed as agreement to or acceptance by the MHBE of any statement or interpretation on the part of the Offeror.

1. Question: Is the incumbent still covering the last 6 months' period?

RESPONSE: Yes, the incumbent will be covering the last 6 month's period

2. Question: Our understanding as per Sec - 3.13 (Work hours- Page No 52) is that, the support personnel can work remotely outside the core business hours. Is that correct?

RESPONSE: Yes.

3. Question: What is the expected Dunn and Bradstreet Rating, and Standard and Poor's Rating? Is there any range?

RESPONSE: No expected range. See RFP Section 4.4.2.11

4. Question: For remote support resources (off office hours and weekends), will MHBE provide necessary software and hardware?

RESPONSE: No. However, MHBE will provide necessary access to remotely carry out the functions as outlined in the RFP.

5. Question: What is the estimated level of effort provided by the incumbent?

RESPONSE: Will not be providing

6. Question: What is the average number of full time equivalents used by the incumbent?

RESPONSE: Will not be providing.

7. Question: What is the monthly or annual billing value billed by the incumbent?



RESPONSE: Will not be providing.

8. Question: What is the Grant and Ceiling for this RFP?

RESPONSE: Will not be providing.

9. Question: ‘Integration Services Administrator’ is mentioned twice in Sec 3.7 bullet (d) and (g). Is one of the roles a Lead and the other a team member?

RESPONSE: Bullet (g) will be removed. An Amendment to the RFP shall be issued.

10. Question: Subsection c) states: “The Contractor shall participate in all security audit tasks, including but not limited to, drafting of Security Assessment Reports, SOC audits including SSAE No16 and SOC 2 type II audits.”

How is “participate” defined?

RESPONSE: Participate, in this case, shall include but not be limited to attending meetings, providing updates and implementing corrective actions to any of the aforementioned

11. Question: Subsection e) states: “The Contractor shall participate in Plan of Action and Milestones (POA&M) activities including but not limited to configuration management, patching, and risk mitigation efforts.”

Does “participate” only pertain to remediation and mitigation efforts? Will MHBE develop, maintain and close POA&Ms?

RESPONSE: Yes. The vendor shall provide support functions to MHBE in correcting and/or assisting with correction and mitigation efforts. MHBE is the owner of the POA&M.

12. Question: Are IT Audit Activities defined as the auditing and reporting of technology stats and metrics and/or security compliance and governance reporting?

RESPONSE: The IT Audit Activities include supporting audit functions in terms of providing technology statistics, metrics, security compliance, governance, reporting and any such requirements that MHBE may be required to comply/provide as responses to audits.

13. Question: How much is the HBX currently spending per month for system support provided by Deloitte?

RESPONSE: Will not be providing.

14. Question: What is the annual budget for this contract?



RESPONSE: Will not be providing

17. Question: Please provide clarity on **Web and Security Administrator** position. What are you looking for? Should we go with the position title or with the skills "*HTTP, WAS/JBOSS, FUSE, ISIM/ISAM, Rules, MPI*" as both are contradicting.

RESPONSE: The focus should be on anticipated skill set rather than the title.

Date Issued: January 20, 2016
Michelle Compton
Procurement Officer