


Missouri Department of Transportation
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ADDENDUM 001
Remote Managed Services
Request for Informal Quotation (RFQ) I4ZR408BR

Offerors should acknowledge receipt of Addendum 001 (ONE) by **signing and including it** with the original quote in response to the RFQ. The due date for receipt of quotes has changed to 04/15/2014 @ 2:00PM, local time, by this Addendum. The below questions and answers, changes, and clarifications, are believed to be of general interest to all potential Offerors and shall be included as mandatory requirements for this solicitation. All other terms and conditions remain unchanged and in full force.

Name and Title of Signer (Print or type)	Name and Title of Department Authority Name: Elizabeth Rodeman Title: General Services Specialist
Contractor/Offeror Signature	Department of Transportation 
(Signature of person authorized to sign)	(Authorizing Signature)
Date Signed:	Date Signed: 03-25-2014

The following questions were received and the responses are noted.

Question 1: Is the DOT open to less than 24 X 7 X 365 Support?

Response 1: No. MoDOT requires assistance 24 X 7 X 365 as our systems directly relate to the traveling public. Needs may arise at any time, any hour, and any day.

Question 2: Is the DOT open to remote support?

Response 2: Yes, this is our primary expectation; however, the successful Offeror must be available to provide onsite support for emergency issues as determined by MoDOT.



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Question 3: Is the DOT open to lower insurance limits than \$3million for General Liability and \$3million for Auto Liability?

Response 3: Yes, the following insurance requirements shall apply to the services procured under this RFQ: *The contractor shall understand and agree that the State of Missouri cannot save and hold harmless and/or indemnify the contractor or contractor's employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under the contract. Therefore, the contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the State of Missouri, its agencies, its employees, its clients, and the general public against any such loss, damage, and/or expense related to his or her performance under the contract. The insurance shall include an endorsement that adds the State of Missouri as an additional insured, and it is understood that such insurance is not a waiver of sovereign immunity under Section 537.610, RSMo.*

Question 4: Is the DOT open to an out-of-state vendor?

Response 4: Yes, if the successful Offeror is an out-of-state vendor, the Offeror would be required to submit a copy of their Current Transient Employer Certificate issued from the Missouri Department of Revenue prior to issuance of a purchase order and/or notice to proceed, as specified in the General Terms and Conditions of the RFQ.

Question 5: Is the DOT open to a mutual limit of liability, to the value of the contract?

Response 5: No.

Question 6: Could we confirm that there is no retention

Response 6: There is no requirement for retention on this RFQ.

Question 7: Could we confirm that there is no bond

Response 7: There is no bonding required for this RFQ.

Question 8: Could we confirm that there is no pre-bid meeting?

Response 8: There is no pre-bid meeting.

Question 9: Are respondents scored on MBE/WBE participation?

Response 9: No, respondents are not scored on MBE/WBE participation. However, Offerors are encouraged to obtain minority business enterprise (MBE) and women business enterprise (WBE) participation in this work through the use of subcontractors, suppliers, joint ventures, or other arrangements that afford meaningful participation for M/WBEs. Offerors are encouraged to obtain 10% MBE and 5% WBE participation.

Question 10: Could the DOT clarify what services are required with the servers and operating system?

Response 10: The successful Offeror shall be able to provide technical guidance, support, training, etc. for our server and operating systems as they relate to our database environment.

Question 11: Is this going to be an advise and assist role for the 20 hours a month?

Response 11: The services provided would be considered both advisory and assist services. MoDOT is looking for the Offeror to be available to MoDOT staff to answer questions, troubleshoot, implement, etc. as MoDOT's needs require.

Question 12: Given the size of the environment, could we ask how many people are supporting these environments right now?

Response 12: MoDOT currently has five (5) to six (6) full-time staff that supports our databases, servers (both virtual and physical), storage and operating systems.

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Question 13: Could we ask who the incumbent provider of these services is?

Response 13: Services are not currently provided.

Question 14: Could we ask what % of time is spent supporting each technology currently (Oracle DB, SQL Server DB, OS)?

Response 14: Unknown, an accurate answer cannot be provided for this question.

Question 15: Is the DOT open to an offshore model?

Response 15: MoDOT is not generally open to an offshore model pursuant to Executive Order 04-09. See <http://content.ia.mo.gov/purchasing-materials-management/procurement-authority> for the executive order. MoDOT is precluded from awarding a contract which provides services from outside of the U.S. unless one of four exceptions is applicable.

Question 16: Is the DOT only interested in only local vendors?

Response 16: No, there is no requirement that the successful Offeror be a local vendor.

Question 17: How many copies does the DOT require?

Response 17: MoDOT requires that one (1) original and zero (0) copies of each quote must be mailed in a sealed envelope to Beth Rodeman, General Services Procurement, Missouri Department of Transportation, Post Office Box 270, Jefferson City, Missouri 65102, or hand-delivered in a sealed envelope to the General Services Procurement Office in the Highway and Transportation Building at 830 MoDOT Drive, Jefferson City, Missouri 65109.

Question 18: And what address should the response be sent to?

Response 18: All responses to this Request for Quote MUST be returned to the Buyer listed at the Central Office address shown on the RFQ as follows: BUYER/CENTRAL OFFICE PHYSICAL ADDRESS: 830 MoDOT DRIVE, JEFFERSON CITY, MO 65109 OR BUYER/CENTRAL OFFICE MAILING ADDRESS: PO BOX 270, JEFFERSON CITY, MO 65102

Question 19: Could the DOT provide a list of the applications that work with the listed databases and environments?

Response 19: No, a comprehensive list of MoDOT applications is not currently available as MoDOT has over a thousand applications that use the databases.

Question 20: What format do you need the response in, and how many copies?

Response 20: See response to Question 17. Additionally, all responses regarding fees and expenses must be submitted on the form provided on the pricing pages of the RFQ. Additional sheets may be attached as necessary to provide additional detail for estimated out-of-pocket expenses applicable to emergency onsite services as indicated on the pricing pages. Additional sheets should also be attached which contain detail identifying the Offeror's experience in providing the services requested in this RFQ as well as detailed Method of Performance information regarding how the Offeror intends to satisfy the requirements outlined in the Scope of Work of this RFQ.

Question 21: How many resources are estimating for this work?

Response 21: As stated in the RFQ, MoDOT estimates that approximately 20 hours per month of managed services work will be performed during the initial contract period. All estimated numbers provided herein are for informational purposes only and are not intended to reflect any guaranteed usage of this RFQ. MoDOT does not guarantee any minimum or maximum amount of the Offeror's services that may be required under this RFQ.

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Question 22: Is this a T & M contract?

Response 22: Yes, MoDOT requires quotes in the form of an hourly rate to provide the required services. MoDOT will also consider quotes which include a One-Time Set-Up/Assessment/Transition Fee as stated in the RFQ, and/or a Minimum Number of Hours Per Month, if any, required for the Offeror to perform Managed Services at the Hourly Rate offered at Item 2.a. of the pricing page. It will be assumed, for evaluation purposes only, 240 hours of managed services work will be performed during the initial contract period. MoDOT makes no guarantee regarding the accuracy of the quantities stated nor does MoDOT intend to imply that the figures used for the cost evaluation in any way reflect neither actual nor anticipated usage.

Question 23: Has the environment been set-up or is the environment still being added to the enterprise?

Response 23: MoDOT's Oracle database environments are set up and part of the enterprise. MoDOT is still migrating some physical databases to virtual, but that will all be virtual by August 2014.

Question 24: Is there a page requirement, or font size requirement for the proposal?

Response 24: There are no page or font size requirements for the response. However, it is highly desirable that the bidder respond in a complete, but concise manner.

Question 25: Are the Oracle Production Instances and the Oracle Non-Production Instances as well as the Oracle Storage stored on MoDOT premises or do you want them stored in a ... data storage facility and have access through the cloud?

Response 25: All instances are stored on MoDOT premises. MoDOT has no need to utilize any outside storage facilities.