



MARTIN O'MALLEY
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ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

DAVID C. ROMANS
Deputy Secretary

QUESTIONS AND ANSWERS # 3
PROJECT NO. F10B8200018 WebFleetMaster(WFM)Support
July 24, 2008

Ladies/Gentlemen:

This list of Questions and Answers #3 (Nos. 9 through 12) is being issued to answer questions recently received. The statements and interpretations of contract requirements, which are stated in the following questions of potential offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

9. Do you have any statistics that show the number of critical calls in past years? If this is a new contract, can you provide anticipated number of calls?

RESPONSE:

The number of critical problem calls made during the past years is zero. However, this does not guarantee that a critical system failure will not occur. Offerors are reminded to read and understand the priority level and response times stated in the RFP Section 2.4.2.2. This is not a new contract. The Department can not project the anticipated number of calls but we have provided an estimated amount of hours per year in the price proposal form that provides our estimate of the anticipated number of hours of services needed. The actual hours of service will vary but the Contractor may bill the Department for only actual hours worked and at the established hourly labor rate in the price proposal form.

10. Approximately how many annual labor hours were required to perform the work during the last fiscal year?

RESPONSE:

The approximate annual labor hours required to perform the work during the last fiscal year was 450 hours. Last fiscal year, the Department did have the contractor perform some enhancements to the application. Thus, there is a slight increase in the labor hours during last fiscal year.

~Effective Resource Management~

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11. Are there any anticipated major changes from the scope of work performed last year as opposed to what is expected this year?

RESPONSE:

There are no anticipated major changes for the scope of work performed last year as opposed to what is expected as a result of the RFP.

12. What was the approximate annual budget for the incumbent?

RESPONSE:

The annual budget was estimated at \$25,000.

Remember offers are due on August 13, 2008 no later than 2:00 p.m. If there are questions concerning this solicitation, please contact me via e-mail at jepstein@dbm.state.md.us or call me at (410) 260-7570 as soon as possible.

Date Issued: July 24, 2008

By < Signed >
Joy Epstein Procurement Officer