



**Consulting and Technical Services II (CATS II)  
Task Order Request for Proposals (TORFP)**

**SHA Database Operations,  
Maintenance, and Support TORFP**

**CATS II TORFP #**

**J02B0400009**

**Maryland Department of Transportation  
Maryland State Highway Administration**

**ISSUE DATE: May 13, 2010**

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## KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services II (CATS II) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS II Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. Master Contractors choosing not to submit a proposal must submit a Master Contractor Feedback form. The form is accessible via your CATS II Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS II RFP issued by the Maryland Department of Information Technology and subsequent Master Contract Project Number 060B9800035, including any amendments.

<b>TORFP NAME:</b>	SHA Database Operations, Maintenance and Support TORFP
<b>FUNCTIONAL AREA:</b>	Functional Area #1 – Enterprise Service Provider
<b>TORFP ISSUE DATE:</b>	05/13/10
<b>Closing Date and Time:</b>	06/03/10 at 2:00 pm
<b>TORFP Issuing Office:</b>	Maryland Department of Transportation (MDOT) State Highway Administration (SHA) Office of Information Technology (OIT)
<b>Questions and Proposals are to be sent to:</b>	TO Procurement Officer – Donna Ziegenhein Telephone Number 410-865-1133 Email Address: <a href="mailto:dziegenhein@mdot.state.md.us">dziegenhein@mdot.state.md.us</a>
<b>TO Procurement Officer</b>	Donna Ziegenhein Office of Procurement Office Phone: (410) 865-1133 Email Address: <a href="mailto:dziegenhein@mdot.state.md.us">dziegenhein@mdot.state.md.us</a>
<b>TO Manager:</b>	Karl Teitt Office Phone: 410-545-8691 Email Address: <a href="mailto:kteitt@sha.state.md.us">kteitt@sha.state.md.us</a>
<b>Project Number:</b>	J02B0400009
<b>TO Type:</b>	Time and Material
<b>Period of Performance:</b>	NTP to May 31 <sup>st</sup> , 2014.
<b>MBE Goal:</b>	0 percent – But MBE utilization is encouraged!
<b>Small Business Reserve (SBR):</b>	No
<b>Primary Place of Performance:</b>	SHA, 707 N. Calvert St., Baltimore, MD 21202
<b>State Furnish Work Site and/or Access to Equipment, Facilities or Personnel:</b>	Office Desk Space and networked PC with email, Internet access and software applications for on-site staff.
<b>TO Pre-Proposal Conference:</b>	<b>May 20, 2010 2:00 pm</b> (See Attachment 6 for directions) MDOT Headquarters, Harry Hughes Conf. Rooms Ground Flr. 7201 Corporate Center Dr. Hanover, Md. 21076

# SECTION 1 - ADMINISTRATIVE INFORMATION

## 1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement (TOA) scope issues, and for authorizing any changes to the TOA.

The TO Manager has the primary responsibility for the management of the work performed under the TOA; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS II Master Contract; and, in conjunction with the selected Master Contractor, achieving on budget/on time/on target (e.g., within scope) completion of the Scope of Work.

## 1.2 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in Section 2 - Scope of Work. A specific TOA, Attachment 3, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the price proposal.

## 1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the date and exact time stated in the Key Information Summary Sheet above. The date and time of submission is determined by the date and time of arrival in the TO Procurement Officer's e-mail box. The TO Proposal is to be submitted via e-mail as two attachments in MS Word format. **Please note that the MDOT email system has an 8 mb limit on email transmission.** You may submit your proposal in two or more email submissions, if necessary, as long as you clearly indicate the total number of email submissions to be received. The "subject" line in the e-mail submission shall state the TORFP #J02B0400009. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS II TORFP #J02B0400009 Technical". The second file will be the financial response to this CATS II TORFP and titled, "CATS II TORFP #J02B0400009 Financial". The following proposal documents must be submitted with required signatures as .PDF files with signatures clearly visible:

- Attachment 1 – Price Proposal
- Attachment 2 - MBE Forms D-1 and D-2
- Attachment 4 - Conflict of Interest and Disclosure Affidavit
- Attachment 5 – Labor Classification Personnel Resume Summary
- Attachment 10 – Living Wage Affidavit of Agreement

## 1.4 ORAL PRESENTATIONS/INTERVIEWS

All Master Contractors and proposed staff will be required to make an oral presentation to State representatives. Significant representations made by a Master Contractor during the oral presentation shall be submitted in writing. All such representations will become part of the Master Contractor's proposal and are binding, if the Contract is awarded. The Procurement Officer will notify Master Contractor of the time and place of oral presentations.

## 1.5 MINORITY BUSINESS ENTERPRISE (MBE)

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation (Attachment 2 - Forms D-1 and D-2) at the time it submits its TO Proposal. **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time it submits its TO Proposal will result in the State's rejection of the Master Contractor's TO Proposal.**

## 1.6 CONFLICT OF INTEREST

The TO Contractor awarded the TOA shall provide IT consulting services for State agencies or component programs with those agencies, and must do so impartially and without any conflicts of interest. Each Master

Contractor shall complete and include a Conflict of Interest Affidavit in the form included as Attachment 4 this TORFP with its TO Proposal. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject a Master Contractor's TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, State Government Article, §15-508, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

### **1.7 NON-DISCLOSURE AGREEMENT**

Certain system documentation may be available for potential Offerors to review at a reading room at the State Highway Administration, 707 N. Calvert Street, Baltimore, Maryland 21202 address located in the Office of Information Technology, 6<sup>th</sup> Floor, Mailstop C-605. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement in the form of Attachment 7. Please contact the TO Manager of this TORFP to schedule an appointment.

In addition, certain documentation may be required by the TO Contractor awarded the TOA in order to fulfill the requirements of the TOA. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement in the form of Attachment 7.

### **1.8 LIMITATION OF LIABILITY CEILING**

Pursuant to Section 27 (C) of the CATS II Master Contract, the limitation of liability per claim under this TORFP shall not exceed the total TOA amount.

### **1.9 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES**

DoIT is responsible for contract management oversight on the CATS II master contract. As part of that oversight, DoIT has implemented a process for self-reporting contract management activities of CATS II task orders (TO). This process shall typically apply to active TOs for operations, maintenance, and support valued at \$1 million or greater, but all CATS II TOs are subject to review.

Attachment 9 is the TO Contractor Self-Reporting Checklist. DoIT will send initial checklists out to applicable TO Contractors approximately three months after the award date for a TO. The TO Contractor shall complete and return the checklist as instructed on the checklist. Subsequently, at six month intervals from the due date on the initial checklist, the TO Contractor shall update and resend the checklist to DoIT.

## SECTION 2 – SCOPE OF WORK

### 2.1 PURPOSE

The SHA is issuing this CATS II TORFP to obtain seven (7) highly qualified certified Oracle Database Administration resources. These resources will be responsible for the database operations, maintenance and support activities of our mission critical business applications throughout SHA. They will also support other client/server and web-based systems as currently needed or in the future. The services provided through this Task Order will be critical to supporting SHA's Business Plan goals to improve efficiencies in our business processes and to provide services and products to our customers that meet or exceed their expectations. The goals of this Task Order are to ensure that the SHA has the appropriate resources, skills and expertise to manage and enhance SHA's Database Portfolio and infrastructure consistent with SHA's architecture and standards; to provide guidance concerning application security; and to provide on-going guidance concerning best practices in planning, designing and implementing newer database management technologies.

SHA reserves the option to award to multiple prime contractors. Therefore, we will evaluate the best resources from among all the proposals, and may award a portion of the total task separately to individual prime contractors, based on the qualifications of the individual resources proposed.

### 2.2 REQUESTING AGENCY INFORMATION

The SHA is responsible for all interstates, U.S. and Maryland numbered routes excluding those in Baltimore City and toll facility maintained highways. The State system includes approximately 6,000 centerline miles, (16,064 lane miles) of highways and 2,400 bridges, connecting all regions of the state.

The SHA Business Plan is available online at:  
[www.roads.maryland.gov/oc/shabusinessetnl.pdf](http://www.roads.maryland.gov/oc/shabusinessetnl.pdf)

### 2.3 MANAGEMENT ROLES AND RESPONSIBILITIES

The roles and responsibilities of this Task Order's Key Management Personnel are defined as follows:

- *TO Procurement Officer* – MDOT representative responsible for managing the TO solicitation and award process, change order process, and resolution of TOA scope issues.
- *TO Manager* – SHA representative responsible for managing the day to day activities of the TO including the direct supervision of the on-site Contractor personnel. The TO Manager will also be responsible for preparing the TO solicitation, review and approval of proposed change orders, review and approval of proposed substitution of personnel, reviewing and approving invoices and monitoring and reporting Contractor personnel performance.
- *TO Contractor Key Management Personnel* – Representative of the TO Contractor who oversee their personnel assigned under this TO. This representative will be the point of contact for managing and correcting any disputes related to this TO. This representative will also be responsible for the preparation and submittal of invoices by the due date defined in this TO as well as any other correspondence relating to this TO and its activities.

### 2.4 SYSTEM BACKGROUND AND DESCRIPTION

The SHA (OIT) recognizes the importance and security of database systems and the effective Portfolio management to an organization that continues to experience higher demands for the storage, security and dissemination of transportation related data with a smaller workforce. The objective of this TORFP is to acquire a

team of qualified resources with the skills and expertise to help manage and enhance SHA’s database management portfolio and infrastructure consistent with industry best practices and standards.

The SHA has relied solely on Contractual Technical Services for many years for the operation, maintenance and support of SHA’s database management portfolio. Currently, five (5) resources provide Oracle Database Administration services for SHA Headquarters, located at 707 North Calvert Street, Baltimore Maryland and two (2) resources provide Oracle Database Administration services for the Office of Traffic and Safety (OOTS), located at 7491 Connelley Drive, Hanover, Maryland. These resources provide ongoing operations, maintenance and support to SHA’s database portfolio which includes Mission Critical and Emergency Operations information and systems. SHA’s database portfolio involves a number of programming languages and database technologies. These applications reside on Windows 2003 servers located within the MDOT Network with a majority of them having an Oracle 11g back end. SHA has also endorsed the use of SQL Server and is currently adopting application development using Cloud Computing technologies with vendors such as SalesForce.com using APEX programming languages which facilitates the need to implement and maintain data integration technologies.

The SHA maintains over forty facilities across the state and these resources work with the various business units within these facilities to ensure efficient and secure transmission of data between servers and end users. The SHA OIT recognizes that with the advent of client-server, web-based and cloud computing systems, these end-users expect 100% up-time and near instantaneous response time; it is incumbent upon the OIT to assist our internal customers to work as efficiently as possible. Therefore, the OIT places high expectations upon our staff in terms of developing, maintaining and deploying well-engineered systems and providing expert resolution of problems. The growth of systems supported by OIT, coupled with the continued expectation that OIT staff will provide “first responder” services is driving the need for these resources. Task assignments may require the resources to meet and work one on one with all levels of employees (front-line worker, team leader, middle manager, senior manager, etc.) within the various business areas of SHA in the course of conducting work assignments. Therefore, the proposed resources must possess excellent verbal and written communication skills. Since the OIT values a team approach to work efforts; the proposed resources for each assignment must possess good people skills and be skilled in facilitating project team interactions.

The objective of this TO RFP is to provide seven (7)-qualified resources, five (5) who will work with OIT staff at their SHA Headquarters Complex and two (2) who will work with the Office of Traffic and Safety (OOTS) at the Hanover Complex supporting the following applications and database management systems.

	<b>Location</b>	<b>Project Name</b>	<b>Application Type</b>	<b>Database Type</b>	<b>Project Description</b>
<b>1</b>	Hanover	24-1 Application	ASP.Net (C#) (Internet)	Oracle	Tracks commercial vehicle and driver violations and the enforcement of the Federal Motor Carrier Regulations, collecting the necessary data for SHA Motor Carrier Division. The data is used to record the performance of field inspectors of commercial motor vehicles, budget justification and monitor the performance of individual inspectors.



2	Hanover	Accident Data Compiler (ADC)	dBASE (Client / Server)	dBASE	Aggregates all state crash data for SHA business processes. It is a program that retrieves accident information for site specific locations on all road and intersections. It pulls reference data from the MAARS database to create its own proprietary DBASE database. The application is used for research, reporting, and statistical analysis for engineering studies and decisions for corrective action of accident causes. This application is slated for replacement by new applications on new technology. Two options are on the way: MSCAN for more general reporting and overall needs and a rewrite of the existing ADC application to facilitate proprietary needs not met by MSCAN.
3	Hanover	Accident Data Export (ADE)	VB 6.0 (Client / Server)	Oracle	This application connects to Hanover production database and generates a flat file for accidents data that can be imported into ADC application which runs on dBASE. This application is part of MAARS.
4	Hanover	Accident Profile Sheets	VB 6.0 (Client / Server)	Oracle	This application connects to Hanover production database and generates a pre-designed Excel file with statistical accident figures. This application is part of MAARS.
5	Hanover	Adopt-A-Highway (AAH)	ASP.Net (C#)	Oracle	This program allows the Office of Maintenance (OOM) to manage the contractual agreements for non-interstate roadways maintenance such as litter pick-up. The shop coordinators are assigned by OOM. The coordinator(s) serves as one point contact for the AAH activity and to manage the data related to the contracts, litter pickup and groups involved in the AAH programs for the roads which fall under the jurisdiction of that shop .

6	Hanover	Candidate Safety Improvement Location System (CSIL)	ASP.Net (C#)	Oracle	This application is used by various SHA district offices to feed the construction projects related information tied to the High Accident Sections (HAS) and High Accident Intersections (HAI) related figures obtained from eMAARS . The application keeps track of the performance by maintaining the construction dates, HAI-HAS figures and cost-to-benefit ratio, etc.
7	Hanover	Collision Diagram	VB 6.0 (Client / Server)	Oracle	This is a graphical representation of vehicular accidents that occur throughout the state. This information is used in traffic analysis by the traffic study section of TDSO division.
8	Hanover	Community of Practice (COP)	ASP.Net (C#)	Oracle	This program is administered by TDSO division at SHA-OOTS and serves as a Knowledge Management tool in the Traffic Engineering area. The application maintains the Standards, Policies, SOPs, FAQs with in a hierarchical knowledge areas structure followed by FHWA. It provides a forum infrastructure for information collaboration, log in the minutes of meetings and generic electronic document management and email notification features.
9	Hanover	Contracts Management System (CMS)	ASP.Net (C#)	Oracle	This program allows the Office of Maintenance (OOM) to manage the contract initiation, evaluation, awarding, payment calculation processing and reporting processes. CMS calculates the contract payment periodically and generates the payment invoices. The system enables the users to track and report the contractual process status and complete trail of details while maintaining the electronic documents .
10	Hanover	Copier Information System	ASP.Net (C#)	Oracle	Copier Inventory system is a computer hardware asset management system used by SHA IT division to Inventory the copiers and printers. The system also tracks the vendor detail and hardware usage by retrieving the periodic auto generated usage information emails from the hardware components and provides it in a user friendly reporting format.

11	Hanover	Device Management Tracking System (DMTS)	ASP.Net	Oracle	OOM / Radio Shop application for tracking device status on MD roadways. Tickets are opened for trouble calls and then status can be tracked by Radio Shop, SOC and some managerial staff.
12	Hanover	Fatal Report	ASP	Oracle	The PDF files containing scanned fatal accident reports, are being maintained on a server. This application enables a TDSD division users to view a specific file based on a search criteria. This application is part of MAARS system.
13	Hanover	Grants Management System (GMS)	VB 6.0 (Client / Server)	Oracle	This application is used by MHSO division of OOTS. This application maintains the federal grants related to highway safety and tracks the budget money Vs money spent on various road projects.
14	Hanover	Hauling Permit Violation System (HPVS)	ASP.Net	Oracle	Motor Carrier Division and MSP will use this for tracking violations for truck moving permits for MD. It will track parameters such as weight overage, dimension violations and weight per axle in error measurements.
15	Hanover	Large Animal Accident Reporting System (LAARS)	ASP	Oracle	The SHA owned shops are responsible for picking the dead body of deer accidents. This application is used by various districts to key in the Deer accident related information. The OOM users can generate various reports. The GIS section of HPMS division performs an additional task of plotting the deer accident on a GIS map and send it to Maryland assembly as a quarterly report.
16	Hanover	Logo Database	ASP	MS Access	Logo Database is used to track different Logo Type Information and also generates Invoice Supporting Document for billing purposes.

17	Hanover	Maryland Automated Accident Reporting System	ASP.Net (C#) (Internet)	Oracle	System of accident records collected by Maryland State Police data entry subsystem for reporting of Traffic Safety Engineering Studies and Analysis and accident data reporting requirements, support of Traffic Engineering Project decision-making in SHA and with contractors. There are several tools or utility applications coming along from Towson and UofMD that will utilize the MAARS database. The recently new "Safety Analyst" application is also utilizing the MAARS database.
18	Hanover	Material Management System (MMS)	ASP.Net	Oracle	Application for OMT to provide materials and vendors tracking. Currently in development.
19	Hanover	Memorandum of Action System (MOA)	ASP	Oracle	System allows online access to the scanned image documents of <i>memorandum of actions</i> at OOTS director office. These action files are used to approve the change traffic regulations on the roadway.
20	Hanover	Motor Carrier Identification Report (MCIR)	MS Access	MS Access	This application is used by Motor Carrier Division to report on Intrastate Motor Carrier Identification numbers.
21	Hanover	Outdoor Advertising System	MS Access	MS Access	System developed in-house to track the Metal Tag Permits, Permit Locations and Sign Owner Details. This Application also creates Billing Invoices for the Account/Sign Owners and Text Files to use in COS /FMIS. This application pulls the data from COS to show the Billing Status of the Metal Tag Permits.
22	Hanover	Peer Review / MCARS	ASP.Net (C#)	Oracle	The Office of Maintenance (OOM) uses this program to provide SHA managers with an accurate, reliable evaluation of the condition of SHA's highways and roadsides, and the level of service providing to the customers. The Maryland Condition Assessment Reporting System (MCARS) is a thin client mobile application used to record/measure the roadside conditions at the field in selected counties.

23	Hanover	Rest Area Information System	ASP	Oracle	This application is used by the Office of Maintenance as a tool to collect the customer satisfaction survey cards data filled by visitors to SHA owned Rest Areas, and to provide input information to SHA's Business Plan.
24	Hanover	RoadCare	VB Client and a ASP web module.	Oracle	This application is used by the Office of Material Technology to track pavement projects and associated costs. "What-If" analysis can also be done for costs and needs predictions.
25	Hanover	Scanned SHA Building Plans	ASP / Upgraded to .Net	Oracle	A web-based application that allows SHA to query the scanned image documents pertaining to the individual SHA Building Plans via a web-browser.
26	Hanover	Signal Database	ASP.Net (VB.NET)	Oracle	System that keeps track of existing and new traffic signals, including all the associated data of each signal such as electrical attributes, utility company data and remote communication data. This application also provides the signal team with photographs of various signal traffic intersections.
27	Hanover	Sponsor-A-Highway	ASP.Net	Oracle	For OOM, similar to Adopt-A-Highway. See AAH above. This application will be similar but with specifics developed for the unique differences of the SAH program. Possibly, AAH may be absorbed by this program if retrofit is feasible for a one-stop-shop.
28	Hanover	Web Service - Document Management Service (DMS)	ASP.Net (C#)	Oracle	Used by SHA Hanover applications for storing, processing and retrieving electronic documents of various formats (PDF, word, image, etc) from a centralized repository.
29	Hanover	Web Service - Email Management Service (EMS)	ASP.Net (C#)	Oracle	Used by SHA Hanover applications for generating automatic e-mail notifications driven by the manual user actions and workflow events.
30	Hanover	Web Service - Security Management Service (SMS)	ASP.Net (C#)	Oracle	Used by SHA Hanover applications to authenticate the application users as per the SHA Hanover application security mechanism. The over all SHA security policies related to password expiry, password encryption, etc are followed and enforced at this single entry point for user authentication.

31	Headquarters	Administrator's Correspondence Log System	C#.Net	Oracle	Tracks correspondence delegated from the Administrator's office to Senior Managers and measures turnaround time for each item.
32	Headquarters	Automated Hauling Permits System	COTS	Oracle	The Hauling Permit Unit issues permits for oversize / overweight, and over dimensional loads via this application. The web site portion of this application will allow hauling permitting companies to apply for oversize/overweight permits and check permit application status on line.
33	Headquarters	Baldrige Employee Survey	C#.Net	Oracle	This application is taking care of all the business processes occurring during adopting a highway, such as; defining groups, evaluating the group and its contract, contractual awarding process, assigning the coordinators and assistants to the respective shops.
34	Headquarters	Book of Standards	ASP	Oracle	The Book of Standards is maintained by SHA's Office of Highway Development to provide Engineering Personnel and Contractors with a complete and up-to-date catalog of Standards for Highways, Incidental Structures and Traffic Control Applications by and for the Maryland State Highway Administration.
35	Headquarters	Bradley (FAST)	Power Builder	Oracle	A centralized Oracle based system used by 40 maintenance shops to track consumable inventory items which interfaces with FMIS.
36	Headquarters	Cashiers Office System (COS)	Power Builder	Oracle	This application keeps track of all the cash receipts for the various sources of revenues received by SHA. The application further provides an interface and uploads facility to allow for interaction of data with the FMIS system. Security features in this application maintain a code of responsibilities and duties among users.
37	Headquarters	Cell Phone Database	Power Builder	Oracle	This system was developed in-house to manage SHA cell phones.

38	Headquarters	CFS / AD Schedule System	Power Builder	Oracle	A system developed to capture required contract and expenditure information relating to transportation improvement projects. Allows tracking the AD schedule within CFS. MDOT'S Financial Management Information System (FMIS) provides daily batch files providing expenditure data to this system. This system provides daily project cost estimates to FMIS.
39	Headquarters	Construction Administration System	COTS	Oracle	Module of the TrnsPort system for electronic creation and transmission of inspector's diaries, monthly contractor's payments, contract operations, record keeping and closeout.
40	Headquarters	Consulting Tracking System		Oracle	Internal application used to capture and track Architecture and Engineering Contracts value, encumbrances and work assignments.
41	Headquarters	Contractors Ad Schedule	ASP	Oracle	This application produces a Web page listing all the transportation projects that are on the SHA AD Schedule. This page lists the project description, type of work, Ad date, Bid date, Notice to Proceed date and a cost classification for each project.
42	Headquarters	Contractors Information Center	ASP	Oracle	The Maryland State Highway Administration advertises and awards construction and maintenance contracts for the state highway system. This web site has been designed to provide contractors with information on highway construction projects, it is not to be used as a substitute for the current bidding process.
43	Headquarters	Corporate Purchasing Card System	Power Builder	Oracle	Allows credit cardholders to enter purchases and reconcile purchases. Interfaces with FMIS.
44	Headquarters	Customer Care Management System	SalesForce.com APEX	Proprietary	Develop a customer care management system (CCMS) for SHA. The care system would be an all-inclusive data collection and work flow system capable of tracking all customer contact points.
45	Headquarters	Decision Support System	COTS	Oracle	A module of the TrnsPort system. Its function is: Decision Support System (DSS) a historical database for bid monitoring, collusion detection, and ad hoc reporting.

46	Headquarters	Digital InterPlot ( DIPlot) / Bridge Standards Plot sets	ASP Net	Oracle	This app makes the latest Bridge Standards plot sets available to citizens.
47	Headquarters	Earmark System	C#.Net	Oracle	System to track initiation and progress of projects funded through special EarMark Funding.
48	Headquarters	Estimator	COTS	Oracle	A module of the TrnsPort system. It provides the Engineers a worksheet.
49	Headquarters	Expedite	COTS		Software used by SUI to key in Contract Bid amounts received at bid openings. This file is then interfaced with TrnsPort's LAS for bid edits and tabulation summary. Software also allows for Bid Bonding as well as DBE/MBE information.
50	Headquarters	Highway Needs Inventory	VB.Net	Oracle	The Highway Needs Inventory (HNI) is a technical reference and planning document which identifies highway improvements to serve existing and projected population and economic activity in the State as well as address safety and structural problems that warrant major construction or reconstruction.
51	Headquarters	Invitation for Bids Generator	VB.Net	Oracle	Internal application used to generate the bid documents for advertising construction projects.
52	Headquarters	LAS	COTS	Oracle	A module of the TrnsPort system. Its function is: Letting and Award System (LAS) and Expedite for electronic bidding, bid analysis and award.
53	Headquarters	Learning Management System	COTS	Oracle	Internal application used to track professional development of mandatory core training curriculum and other training employees take throughout their carriers.
54	Headquarters	Maryland Product Evaluation System	COTS	Oracle	Used to capture, track and process vendor requests to consider new products associated with SHA's transportation projects. Outcome is an approved product list that construction contractors can use during construction.
55	Headquarters	Maximo	COTS	Oracle	The Office of Maintenance uses Maximo to track maintenance activities and roadway assets. It is also used for repair orders and maintenance needs for vehicles.



56	Headquarters	MBE Payment Tracking System (Prism)	COTS	Oracle	Database to record and track MBE related inputs from various departments throughout SHA. Contract compliance management system.
57	Headquarters	Meals Invoice Program	C#.NET	Oracle	The purpose of this system is to assist the SAT employees in the District Offices and Shops to record the individual meal tickets during the payment of the Invoices received from the Vendors who supply meals to the SHA personnel during District Emergencies and Scheduled District Routine Activities. The system also gives the SAT employee the ability to enter the meal tickets as they are received from the employee during the month rather than waiting to receive the invoice from the vendor. The system also generates Mandatory and Miscellaneous Reports.
58	Headquarters	OHD Suite of Applications	ASP Net	Oracle	Suite of productivity and management applications.
59	Headquarters	On-Site Consultant Tracking System	SalesForce.com APEX	Proprietary	The Office of Administration (OOA) manages a web-based application to capture timely and accurate data about on-site consultant staff from each of the 35 Responsibility Centers then provide a clear and concise report from that data to SHA Senior Management.
60	Headquarters	PES	COTS	Oracle	A module of the Transport system. Its function is: Proposal and Estimates System (PES) for engineer estimates of items and quantities.
61	Headquarters	Plan Locator Application	VB.Net	Oracle	This tool is designed to help folks find digital copies of the traffic signal plans. The files are available in PDF format as well as Raster (.tiff) format. The latter can be used as reference within a MicroStation file.
62	Headquarters	PLC Custom Reports	Power Builder	Oracle	Report mechanism within the TrnsPort System. Providing additional reports which are not available in the c/s TrnsPort application.
63	Headquarters	Project Life Cycle Information System	ASP / PEARL	Oracle	Web based system that provides project related information as well as the current status of funded highway transportation projects.

64	Headquarters	ProjectWise	COTS	Oracle	SHA's Engineering Document configuration management, version control and document management system for Engineering Document Artifacts.
65	Headquarters	Real Estate Management System	ASP.Net	Oracle	ORE Management System tracks and presents to the various users the relevant information on the status of SHA real estate owned or being acquired by SHA.
66	Headquarters	SHA Business Plan Application	ASP.NET / VB.NET	Oracle	Internal application used to capture, track and report on SHA Performance Goals, Objectives and Strategies.
67	Headquarters	SHA Project Management System	Power Builder	Oracle	Utilizes Microsoft Project, with customizations and links to a database, as a transportation project management tool; provided a view into the CFS database for information pertinent to the ad schedule.
68	Headquarters	SHA Survey Application	ASP.NET / VB.NET	Oracle	This is a Survey application that asks employees opinions about aspects of performance excellence like your job, leadership, working conditions, and the support needed to do your job. This application is used in conjunction with the Baldrige Reviews.
69	Headquarters	SharePoint Services	COTS	SQL	The SHA Intranet Site is the corporate portal for the SHA. Its primary purpose includes, but is not limited to, disseminating internal communication and project collaboration. The SHA Intranet is comprised and managed via multiple site collections or workspaces, representing each office within the Administration, where portal administration for the workspaces and site collections is distributed within the SHA.
70	Headquarters	Transportation Enhancement Program Mgt	Power Builder	Oracle	Tracks the status of milestones and cash flows from the 50% Federal/50% Local funding agreement for all Transportation Enhancement Projects under Local government and Municipality sponsorship.

71	Headquarters	Utility Upload Application	VB.Net	Oracle	Utility Upload Application is a multi-file system that enables the Maryland Department of Transportation (MDOT) Office of Finance to capture Utility Bills from Utility Vendors, process the data and generate a character-based output readable by FMIS (Financial Management Information System) for the purpose of Account Distribution. It also generates Energy Usage reports, New Account Notification Reports and Summary detail of Daily Inputs.
72	Headquarters	WorldSpace	COTS	MySQL	WorldSpace is an accessibility analysis tool designed to identify errors with Section 508, and the Web Content Accessibility Guidelines.

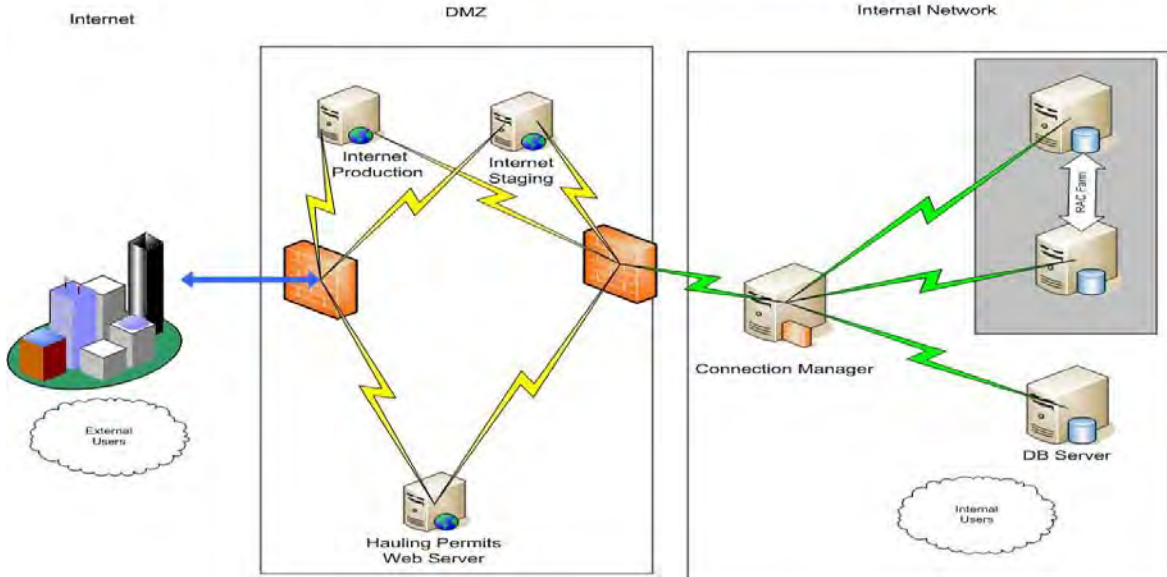
Over the last couple of years, the SHA has been implementing Oracle’s Maximum Availability Architecture (MAA) using Oracle 10g RAC, ASM, Oracle Data Guard, Flashback Database, RMAN and Oracle Grid Control. SHA’s progress to date in implementing MAA includes:

- Implemented Oracle RAC database running on Windows 64 Bit OS on Blade servers
- Utilize Oracle RAC to provide incrementally scalable growth and high availability to the system
- Optimal use of Oracle technologies (ASM, RMAN, BCT, Flashback, etc) to simplify the software stack
- Move away from a reliance on tapes as a first tier recovery mechanism

### SHA’s ORACLE RAC ADMINISTRATION

The SHA uses Oracle’s Real Application Clusters (RAC) to manage the majority of their database system portfolio. Oracle RAC is a shared database environment where multiple server nodes share DBMS instances, with shared concurrent access to disk. By using RAC, SHA is able to provide high availability, load balancing, failover capability and scalability to their database systems while eliminating single points of failure. The business processes supported include, but are not limited to, those identified above:

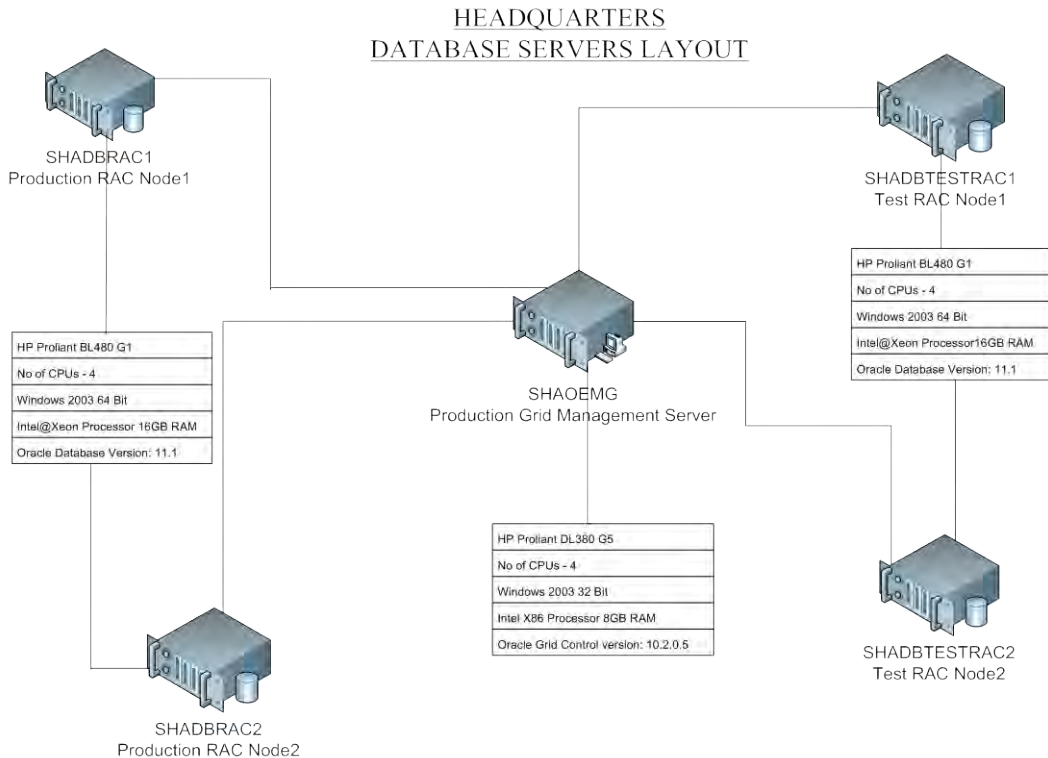
As part of their RAC configuration, SHA is ultimately planning on implementing the Oracle Automated Storage Manager (ASM) that provides a grid volume manager for single-instance and RAC-clustered databases. (RAC uses ASM underneath its architecture for its cluster volume management.) Logical unit numbers (LUNs), a logical storage allocation, are assigned by a storage administrator to ASM, which then forms a shared storage pool for database storage. ASM provides striping, mirroring (two- and three-way) and enables DBAs to add storage from the pool to a database without downtime. To accommodate web based applications, SHA utilizes Oracle Connection Manager as the communication gateway for in-bound and out-bound data flow between the DMZ and corporate database servers. Oracle RAC and Connection Manager both provide a robust high availability solution to SHA web application infrastructure.



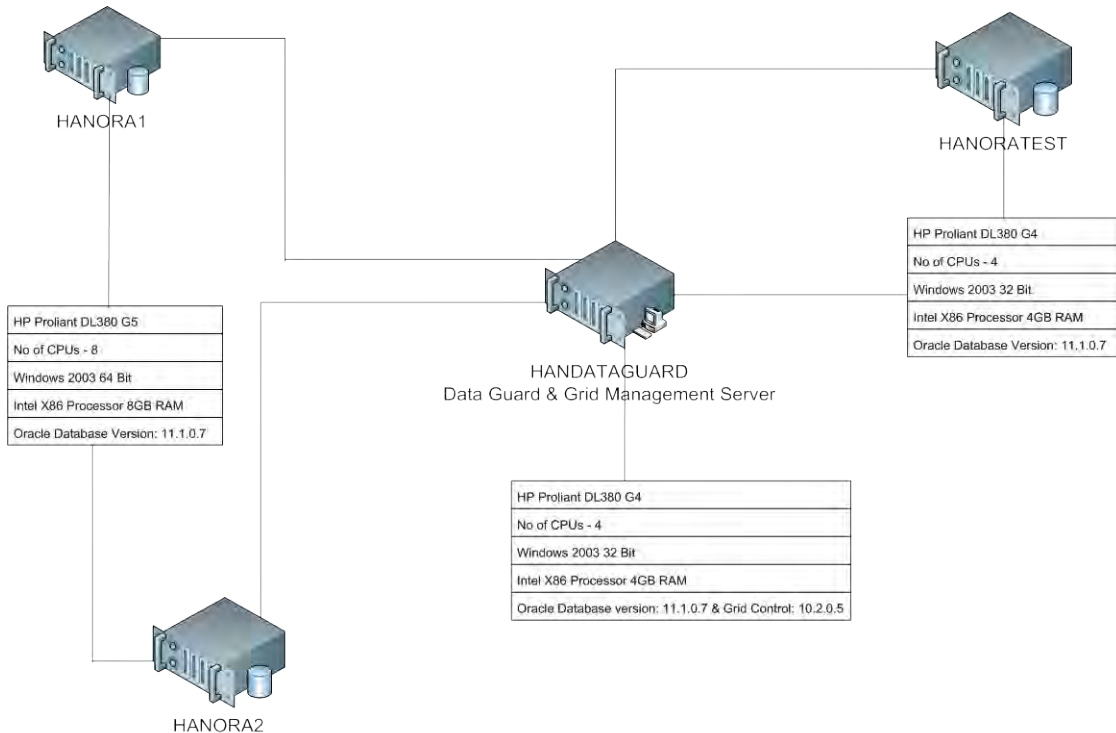
SHA's RAC configuration runs on a two node cluster server farm of HP Proliant BL 480c G1 Blade Servers running 64 bit Windows 2003 SP 2 operating system connected to SAN storage. Communication between SHA's Oracle RAC two node database server cluster and their applications is via Oracle Connection Manager. By moving to a blade server environment, which uses clustering to maximize efficiency and introducing automatic workload management with Oracle RAC, SHA was able to create a robust IT environment. SHA manages their RAC configuration and database jobs via Oracle Grid Management Server.

All SHA database environments are monitored 24x7 using grid servers. In the event a problem is detected, the on-call support person is notified by automated alerts for resolution.

SHA's Database Server layout is shown below.



## HANOVER DATABASE SERVERS LAYOUT



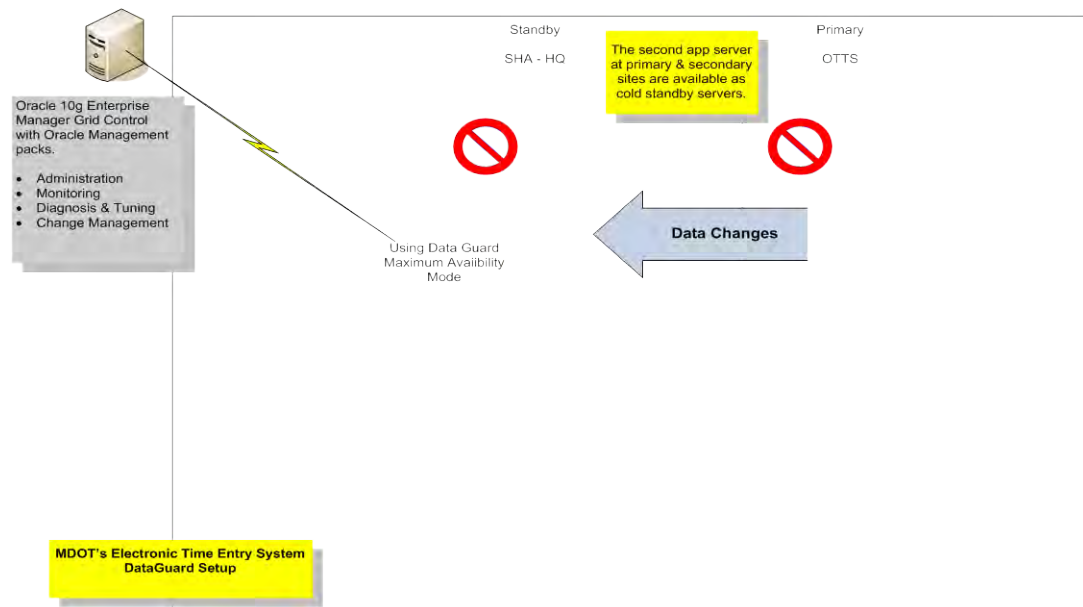
### SHA's GRID MANAGEMENT AND QUEST'S TOAD DBA SUITE ADMINISTRATION

The SHA utilizes Oracle Enterprise Manager (OEM) as their GRID management tool. Oracle Enterprise Manager provides a complete management solution in a single console providing the capability to track diagnostics for applications, including low-overhead monitoring and to view historical and real-time application performance. All database backup jobs, customized reports, data rollup scripts and or events are managed from OEM.

In addition to OEM, SHA also utilizes Quest's TOAD DBA Suite & Spotlight for RAC for performance diagnostics and tuning. Both tool sets provide the capability of building and managing PL/SQL packages, procedures, triggers and functions along with other database management functions such as editing database tables, views, indexes, constraints and users.

### SHA DATA GUARD ADMINISTRATION

The SHA utilizes Oracle's Data Guard as part of their Disaster Recovery architecture for mission critical systems. Currently, SHA utilizes Data Guard installations at both facilities with connections to standby servers located with Hanover and the MDOT Data Center located in Glen Burnie, MD. As an example, the Data Guard setup for MDOTS Electronic Time Entry System is configured using the Maximum Availability mode in which Data is synchronously transmitted from the primary database to the standby database. Primary database changes are not committed until it has been confirmed the data has been written on the standby database. If the standby database becomes unavailable for any reason, the protection mode is temporarily lowered to maximum performance until the problem has been corrected. All Data changes are queued on the primary site, once connectivity is re-established, the standby database will automatically synchronize with the primary database and no data will be lost. See sample SHA Data Guard configuration below:



## SHA MICROSOFT SQL SERVER ADMINISTRATION WITH SHAREPOINT

SHA utilizes Microsoft SQL Server to manage Microsoft Office SharePoint Server (MOSS) Intranet and Internet configurations and data. SHA's SQL Server resides on a VM Ware three node cluster server farm of HP G5 Servers running Windows 2003 SP 2 technology. SHA also uses Management Studio or Profiler to help monitor and identify blocking issues.

### 2.5 PROFESSIONAL DEVELOPMENT

Technology and software products continuously change. The TO Contractor must ensure continuing education opportunities for the personnel provided. This education would be associated with the technologies currently utilized by SHA or anticipated to be implemented by SHA in the near future. All costs, including, but not limited to, the actual course costs and course attendance time are the responsibility of the TO Contractor. SHA will not cover any costs associated with the professional development of the TO Contractor personnel.

In addition to the TO Contractor resource professional development training, each TO Contractor resource assigned to work on-site at an SHA facility and or SHA project site, for a period of three months or longer, regardless of the number of days worked per week, will be required to take the following four (4) MANDATORY TRAINING COURSES given to all SHA employees and onsite contractors:

- ADA Awareness
- Diversity Awareness
- Sexual Harassment Awareness
- Workplace and Domestic Violence Awareness

This MANDATORY TRAINING must be completed within thirty (30) days of the on-site TO Contractor resource's start date at the SHA facility (and/or project site) or within thirty (30) days from the course being available electronically online from SHA's internal network. Failure to complete this training within the thirty (30) day period will be grounds for termination.

Each on-site TO Contractor resource will be required to certify that they completed the training. There will be a certificate of completion available at the end of each training course. The on-site TO Contractor resource must print the certificate and give a copy to the TO Manager as record of completion. The on-site TO Contractor resource should also forward a copy of their training certificates to the TO Prime Contractor for their contract management records.

The TO Contractor cannot bill the hours required for their resources to complete this MANDATORY TRAINING. The hours estimated to complete all four (4) training courses range from 8 to 16 hours and will be available on-line from SHA's internal network. There will be no cost for materials or the training course itself.

## 2.6 REQUIREMENTS

### 2.6.1 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

At a minimum, the work to be accomplished by the TO Contractor personnel under this TORFP shall include but is not limited to the following:

#### A) Recurring Daily / Weekly / Monthly Duties

##### Daily Tasks:

- Monitoring the production and development databases by checking database and cluster log files.
- Monitoring Cluster Configuration backup (OCR, Vote disk)
- Monitoring the **Data guard** status.
- Using **Spot light** tool to monitor the databases and **Toad, SQL developer** for advanced coding.
- Monitoring **RMAN, Export** backup jobs.
- Monitoring the Backup reports using **Oracle Grid Control**.
- Updating the backup times and backup status of the jobs to database monitor Log.
- Checking the application and system event logs on daily basis.
- Monitoring the materialized views refresh job and fixing the errors encountered if any.
- Performance and space monitoring on the servers and databases.
- Handling the regular Service tickets from the developers and application users for issues concerning to database.
- Providing On call support during non- business hours.
- Maintain database security.

##### Weekly Tasks:

- Creating Oracle scripts for Oracle exports, Hot / Cold backups, RMAN and Windows Scripts for Scheduling jobs through windows scheduler.
- Scheduling daily, weekly, Monthly and Yearly jobs from Grid Control and Windows Scheduler.
- Working with Oracle support to resolve the bugs.
- Using Database diagnostic pack and tuning pack to resolve performance related issues.
- Data modeling using tools ERWIN and TOAD Data Modeler.
- Providing Security by auditing database objects at various levels based on the users requirement.
- Coordinating with network team for resolving issues pertaining to the data center.
- Managing the database users in Production and development.
- Database refreshes based on the needs of the developer.
- Reviewing the code from the developer and executing it in production databases.
- Provide operational and technical guidance as required.
- Interact with developers on SQL and Oracle support teams.
- Database performance monitoring
- Database space management
- Monitor, maintain, upgrade, patch and tune Oracle databases.
- Manage database accounts and user accounts
- Monitor the data integration and interface files of both production and development environments.

### **Monthly Tasks:**

- Creating RAC and Standalone databases in development, test and Production Servers using DBCA
- Oracle patching for updates and Bug fixes using opatch utility.
- Coordinating with network team for Windows Patching.
- Converting standalone databases to RAC databases.
- Generating database monthly availability report.
- Load testing using tools like swing bench and Toad Bench Mark Factory.
- Assure maximum utilization of existing hardware and resources.
- Establish and maintain operational procedures and practices.
- Design, update and implement new scripts and applications.
- Diagnose and resolve query performance.
- Database Patch Management
- Maintain and periodically test backup and recovery process for Oracle databases for Disaster Recovery readiness.
- Maintain, troubleshoot and develop COTS and in-house applications.
- Work on data integration strategies
- Configure and manage SMTP Server
- Work on contingency plans
- Develop migration plans
- Space Management, Capacity Planning and Management, Backup and Recovery Planning.
- Data Migration, Conversion & Replication Strategies
- Periodic database cloning from production to Development and test environments
- Maintaining Database Standards, Reviews, Documentation, Quality Assurance.
- Involvement in full development cycle of application from design to testing and implementation, on-call production, test and development support.

### **Microsoft SQL Server Administration Recurring Tasks:**

- Checking OS Event Logs, SQL Server Logs, and Security Logs for unusual events.
- Verify that all scheduled jobs are running successfully.
- Verify that all backups have been made successfully.
- Monitoring the disk space to ensure that SQL Servers won't run out of disk space.
- Throughout the day, periodically monitoring the server's performance. Using System Monitor, Profiler, DMVs, or the SQL Server 2005 Performance tuning advisor
- Use Management Studio or Profiler to help monitor and identify blocking issues.
- Keep a log of any changes made to servers, including documentation of any performance issues identified and correct.
- Create SQL Server alerts for notification of potential problems, and take action as needed.
- Monitoring MDF and LDF file growth and adjust if required.
- Monitoring SQL Alerts and respond accordingly.
- Checking performance Logs
- Monitoring SQL Server Free Space.
- Managing database users, roles and security.
- Monitor SQL Server Agent Jobs.
- Analyze Indexes.
- Performing backups and restores
- Audit for sustainability.



The following SQL Servers will be monitored on daily basis:

#	Server Role
1	SHA Internet Production Database Server
2	SHA Internet Staging Database Server
3	SHA Internet Development Database Server
4	SHA Intranet Production Database Server
5	SHA Intranet Development Database Server
6	SHA Internet Worldspace™ Server
7	HISD Portal SQL Server

B) Non-Recurring Duties

**General**

- Oracle Software Installation like Cluster Ready services, database binaries, Client, Connection Manager, Grid Control and agents.
- Configuring listener using NETCA tool.
- Database upgrades (9i to 10g, 10g to 11g).
- Database Migration from 32 bit Servers to 64 bit and also widows 2003 to windows 2008.
- Installing VM Infrastructure client to monitor the Database servers in VM farm.
- Configuring FTP, WSFTP and scripting to send and receive files.
- Providing capacity planning during migration time or for any new requirements.
- Data Archiving.
- Documenting the various Installations and migrations performed.
- Configuring Data Guard.
- Configuring Spotlight for all databases.
- Migration of MS Access applications to Oracle as per the Project management and development teams needs.
- Providing Guidelines to network team to stand up an Oracle Database server.
- Trouble shooting the application connection issues on user machines.
- Database restore from the tape backup based on the users need.
- Identify and resolve performance problems involving the applications and associated hardware.
- Work with network support staff to troubleshoot connectivity issues.
- Define system specifications, analyze malfunctions and develops solutions.
- Develop and monitor backup strategies – RMAN, Data Pump, Disaster Recovery etc,
- Manage, plan, and configure data view for front-end processes.
- Assist in setting long-range plans and goals for performance.
- Capacity planning - Database creation, upgrade, migration, etc.
- Implementation of Data Guard, RMAN RAC and MAA at SHA
- Database coding to provide end-user solutions or foundations for other applications development
- Insures data integrity and is involved with data cleansing
- Works with application development to convert the data model into a physical database.
- Train backup DBAs, operations center SHA staff, and others as needed.
- Ensure that recovery strategies for production and development are fully tested
- Support auditor requirements and implement auditor recommendations on all database servers.
- Design, develop, test and implement new systems as needed.

### **Server Configuration**

- Create the database
- Determine and set sizing parameters for database structures
- Create and manage temporary, permanent, and undo table spaces
- Stripe data files across multiple physical devices and locations
- Configure the database environment to support optimal data access performance
- Create and manage database configuration files
- Create and manage big file table spaces
- Create and manage multiple network configuration files
- Create and configure a listener
- Configure the database instance to support shared server connections
- Set up network tracing
- Manage Oracle network processes (the Listener Control utility)
- Configure the network environment to allow connections to multiple databases
- Use configuration less connections

### **Enterprise Manager Grid Control**

- Install the Enterprise Manager Grid Control software
- Configure the Enterprise Manager repository
- Create Enterprise Manager Grid Control users
- Use Enterprise Manager to modify a database configuration
- Configure Enterprise Manager to modify a database availability
- Create and manage jobs
- Create and monitor alerts
- Create notifications
- Implement Grid Control and Database Control
- Choose the appropriate table space type for the intended use
- Create Scheduler jobs
- Create schedules
- Assign jobs to windows
- Create programs
- Configure Alerts for OS, Database, Apps, Application Servers
- Install the Enterprise Manager Grid Control infrastructure
- Deploy Enterprise Manager Grid Control agents
- Configure Grid Control for business requirements
- Single or Mass deployment of Grid Agents
- Configure Grid Agent for Oracle, SqlServer, Windows etc for unique Centralized monitoring

### **Managing Database Availability**

- Create a recovery catalog database
- Configure Recovery Manager
- Use Recovery Manager to perform database backups
- Use Recover Manager to perform complete database restore and recovery operations

- Set Flashback Database parameters
- Monitor Flashback Database logs and statistics
- Perform a Flashback Database operation
- Configure a flash recovery area

### **Data Management**

- Implement fine-grained auditing
- Create a secure application role
- Grant specific privileges for a Flashback Query
- Set parameters for retaining undo
- Implement fine-grained access control
- Create and manage contexts
- Use SQL\*Loader
- Implement transportable table spaces between homogeneous and heterogeneous systems (using different methods of moving files)
- Choose the appropriate partition method (range, hash, list, and composite)
- Choose the appropriate partition key
- Choose appropriate indexing methods (local, global, prefixed, and non-prefixed)
- Perform partition maintenance operations
- Maintain indexes on a partitioned table
- Create and manage LOB segments
- Apply parallelism appropriately
- Tune memory for parallel operations
- Set parallel parameters

### **Data Warehouse Management**

- Create external tables (Data Loader and Data Pump drivers)
- Implement Data Pump export and import jobs for data transfer
- Troubleshoot fast materialized views to fast refresh and query rewrite
- Implement Data Pump to and from remote databases
- Implement Replication/Streams
- Configure and manage master replication
- Configure and manage distributed materialized views
- Configure and manage Streams for replication
- Create partitioned tables (includes reference and interval partitioning)
- Use Oracle Streams to capture and propagate changes in a table

### **Performance Management**

- Monitor database performance and make modifications and adjustments to database architecture, storage methods and management system software to fine-tune the database for optimum response time.
- Use Database Replay to test system workload
- Install Statspack
- Adjust the default interval for statistics collection
- Customize the events that are monitored
- Use ADDM to analyze statistics and to identify performance bottlenecks and fix them

- Implement automatic shared memory management
- Tune memory using manual memory management
- Monitor and tune SGA areas that are not automatically tuned
- Implement automatic SQL execution memory management
- Tune the PGA using work area size parameters
- Use the PGA Advisor
- Create a Database Resource Manager plan with directives (active session count, max execution time)
- Create consumer groups
- Configure consumer group mappings
- Service Management
- Create and manage objects to accommodate different data access methods (schema tuning)
- Use the SQL Tuning Advisor
- Use the SQL Access Advisor
- Gather Optimizer statistics
- Interpret execution plan
- Use SQL tuning tools and features

#### **Real Application Clusters (RAC)**

- Install Cluster Ready Services
- Install the Oracle Database 10g/11g RAC software
- Upgrade Oracle Cluster-ware and OCFS
- Enable archiving to the flash recovery area
- Implement ASM failure groups
- Create and manage as ASM instance
- Create and manage ASM disk groups
- Configure ASM for the shared disks, and create a clustered database
- Configure archiving
- Configure Services with a primary instance and an available instance
- Configure Services in a RAC Environment
- Modify service attributes using SRVCTL
- Configure Transparent Application Failover and Listener Load balancing
- Configure Services to provide High availability to the Applications

#### **Data Guard**

- Create and utilize a physical standby database
- Create and utilize a logical standby database
- Set up log transport services for various levels of protection
- Configure the network environment to allow communication between the standby database and the primary database
- Open the physical standby database in a "ready-only" state
- Perform a switchover operation and a failover operation
- Implement Data Guard using Grid Data Guard Manager and DGMGRL
- Configure archive log deletion policy for the data guard configuration
- Configure the data guard environment to reduce overheads of fast incremental backups

on the primary database

### **Database Security**

- Preventing Exploits (Industry standard practices – SOX, PCI etc.)
- Analyze and evaluate the security procedures required for specific mission-critical business systems as defined by MDOT/DOIT/SHA security standards
- Ensure servers are current with Oracle patches and security updates.
- Document the various security procedures in place to provide system security. Provide access to this document only to authorized personnel.
- Define and Implementing Security Policy
- Database Fine Grained Auditing
- Use encryption toolkits to encrypt sensitive information.
- RMAN encrypted backups.
- Oracle Database, Listener & Connection Manager Security
- Use Application Context for Authentication and Authorization
- LDAP and Active Directory Authentication using Enterprise User Security
- Managing the Audit Trail
- Enforce security policies on database.
- Implement VPD and data masking strategies to hide sensitive data.
- Security in Depth(OS/database/network) Hardening each level

### **Microsoft SQL Server Administration:**

- Ensure servers are current with SQL Server patches and security updates.
- Responsible for SQL Server and SQL Clustering administration
- Daily monitoring of backups; restoration of databases
- Recovery of databases
- Creation and administration of new databases and user logins/permissions
- Monitoring data and transaction log file growth
- Resolving user issues and coordination with application vendors
- SQL logs monitoring
- Creating test SQL environment for contractors/users
- Using database staging for data migration.
- Web Application Support that includes installing new release.
- Installing, Configuring & Upgrading SQL Server
- Installing SQL Server Service Packs (exp. SP2 and SP3)
- General Configuration
- Back up user databases
- Restore user databases from backups
- Memory Configuration
- Configured database mail in SQL server
- User Data and Log File Management
- Database Configuration Settings: The following settings are set for overall best performance
  - Auto Create Statistics: On
  - Auto Update Statistics: On
  - Auto Shrink: Off
  - Page Verify: Checksum
- Configuring database Jobs
- Set up Alerts for Backup
- Develop scripts to receive emails when backup's failed
- Tested backups
- Fix unexpected errors in SQL server

- Created a stored procedure to insert data into InstantSurvey table in SHA internet production web server (www.roads.maryland.gov)
- Imported data into SIP database (roads.maryland.gov)

### *New Technology*

- Research, lab test, document and make recommendations to the TO Manager on a variety of new database related technologies that could be implemented and provide recommendations about the migration and upgrade paths for various systems.
- Coordinate the installation and implementation of database management system software and related software tools with contractors, other data processing staff and system users.
- Develop and implement new database management policies, procedures and standards

## **2.6.2 WORK HOURS**

- A) The TO Contractor's assigned personnel will work an eight-hour day (hours to be approved by the TO Manager), Monday through Friday except for State holidays (including but not limited to Service Reduction Days or mandatory State Furlough Days). Once assigned, and personnel have demonstrated an understanding of the SHA infrastructure, they may also be required to participate in a rotating emergency on-call schedule, providing non-business hours support.
- B) Services may also involve some evening and/or weekend hours performing planned system upgrades in addition to core business-day hours. Hours performing system upgrades would be billed on actual time worked at the rates proposed.
- C) In the event of a reduction in State revenues and a subsequent reduction in allocated budget, the TO Contractor personnel will be required to participate in the State mandated Service Reduction Days as well as State Furlough Days. In this event, the TO Master Contractor will be notified in writing by the TO Project Manager of these details. In addition to the Service Reduction Days and Furlough Days, the TO Contractor may also be requested to restrict the number of hours the TO Contractor personnel can work within a given period of time that may result in less than an eight hour day or less than a 40 hour work week.

### 2.6.3 SERVICE LEVEL AGREEMENT

Outage Impacts and Allowable Outage Times		
Resource	Outage Impact	Allowable Outage Time
Databases	In the event of a database outage, information from multiple SHA systems would be unavailable to internal business units and via the world wide web through the public internet site. The level of impact would vary by the individual application varying from LOW to HIGH. The criticality of the database is determined by its most critical application which can be used for road information during an emergency.  <b>Critical</b>	4 Hours
Grid Management Server	In the event of a Grid Management Server outage, all database jobs and or events affecting backups, exports and other functions would be unavailable. The level of impact would be high.  <b>High</b>	4-8 Hours
Data Guard Connection	SHA utilizes Oracle’s Data Guard for Disaster Recovery architecture for mission critical systems. In the event of an outage, all data changes are queued on the primary site, once connectivity is re-established, the standby database will automatically synchronize with the primary database and no data will be lost.  <b>High</b>	4-8 Hours
Service Desk Calls	SHA utilizes a central Service Desk to collect service requests from the various offices within the administration to record problems or incidents and enhancement requests that affect SHA’s business applications. All service requests must be attended to as quickly as possible.  <b>Low</b>	1 to 2 Hour response time expected.

### 2.6.4 PERFORMANCE EVALUATION

TO Contractor personnel will be evaluated by the TO Manager on a schedule consistent with evaluations of SHA personnel for assignments performed during that period. The established performance evaluation and standards are included as Attachment 11. The TO Contractor personnel must maintain a minimum rating of “Exceeds Standards” in each major category of the performance evaluation (i.e., Dependability, Job Knowledge, etc.) and a minimum rating of “Meets Standards” in all individual criteria (i.e., Punctuality, Tact, etc.) If prior to a scheduled evaluation the TO Manager has determined there are issues with the performance of TO Contractor personnel, the TO Manager will notify both the TO Contractor and the TO Contractor personnel by email, identifying the issue and the expected action(s) to correct the issue.

### 2.6.5 NON PERFORMANCE OF PERSONNEL

In the event that SHA is dissatisfied with the TO Contractor’s personnel for not performing to the standards specified in Section 2.6.4, the TO Contractor personnel may be removed at the TO Manager’s discretion. Replacement personnel must have qualifications equal to or greater than that of the non-performing person

initially proposed and evaluated and accepted in the TO Agreement. The TO Manager will determine the amount of time the TO Contractor has to provide a replacement.

## **2.6.6 SUBSTITUTION OF PERSONNEL**

The TO Contractor may not substitute personnel without the prior approval of the agency. All requests for substitutions shall comply with Section 2.9.6 of the CATS II Master Contract. The TO Manager shall have the option to interview the proposed substitute personnel. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the requested substitution.

## **2.6.7 BACKUP / DISASTER RECOVERY**

The SHA utilizes Sync Sort's Business Day Backup device and Backup Express for all corporate data and is managed by SHA's Network Support Section. As part of this Task Order the TO Contractor personnel will be responsible for the following procedures for local backups that will be used in conjunction with the Sync Sort Business Day Backup procedures. Please keep in mind that the numbers of databases listed below are current numbers. These numbers could increase or decrease over time depending on demand or a modification of approved backup procedures for local backups.

There are two types of backups, logical & physical, that are run on an Oracle production server. Backups are scheduled to run from Monday through Friday.

Logical backups are exports of schema objects. Physical backups consist of two types, Hot (Online) and Cold (Offline) on demand backups. Physical backups contain physical database files i.e. data files, control files, online redo logs and archive redo logs.

### Logical backups (exports)

Logical backups are exports of schema objects.

Exports are performed daily three times except mTrack using schedule jobs. Export dumps are created on the server. SHA keeps export files for 3 days for most of the databases and a scheduled job, via Grid Control, deletes old files automatically.

### Physical backups

There are two types of physical backups, Hot backup & Cold backups. This backup consists of Data files, control files, online redo logs & archived files. We use RMAN for hot backup and scripts for cold backup.

### Hot backups (Scheduled Monday- Friday Evenings)

For Hot backup, SHA uses RMAN Incremental Image Copy Update (ICIU) feature. RMAN incremental backups only back up data file blocks that have changed since a specified previous backup. The goal of this incremental backup is to back up only those data blocks that have changed since a previous backup thus reducing total backup/recovery time and reduce to storage overhead. When the backup job runs for the first time it will take a full base backup and the 2nd time a Level 1 backup. From that point forward, RMAN applies only changed blocks to Level 1 backup files. All the backup files are copied to SANS storage device which is easily transferable to any Oracle RAC node.

To perform the backup operation the backup jobs are scheduled to run automatically using Oracle Grid. The operation mentioned above will be performed first and then the backup folders are moved to Net-appliance Box.

### Cold backups (On Demand)

This backup is performed by shutting down the database and copying the data files to the disk. The Listener Service is also shutdown and restarted during the operation. During the operation the database is unavailable for the users. After copying the files, the database will restart.

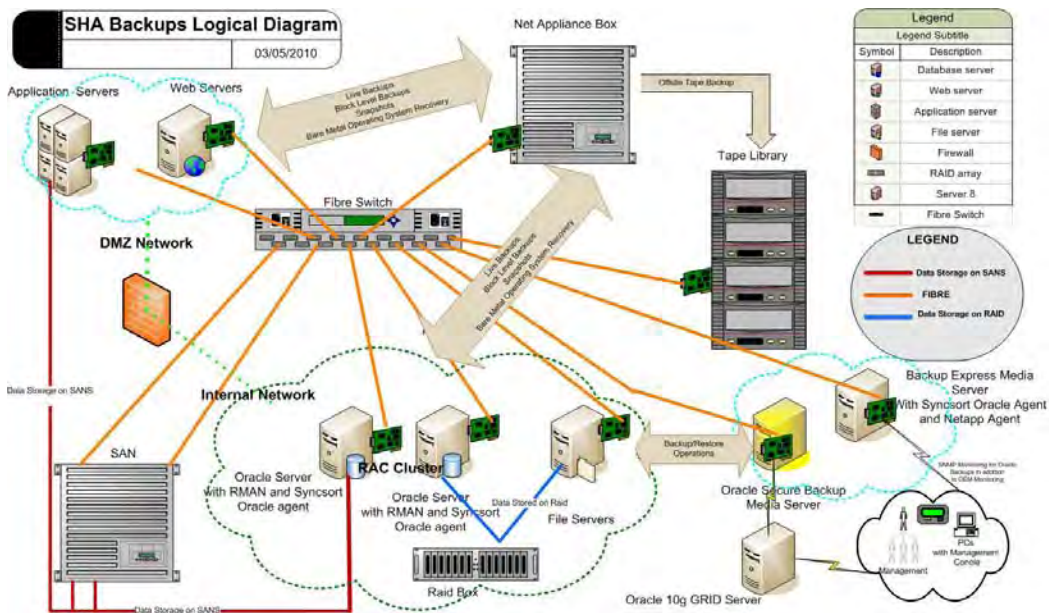


All Configuration files ( tnsnames.ora, listener.ora, parameter files etc.) including Oracle Cluster registry and Grid control configuration settings are backed up to media for offline storage for DR purposes. Every Weekday night, when the network backup job starts cumulative backup drives are backed up. i.e. complete drive on day 1 and only changed blocks on day 2 onwards. RMAN recovery catalog tracks databases and backup information. At the same time, RMAN checks for corruption while it is reading through the database blocks. This is completely unique to RMAN as neither in-house backup scripts nor third-party products provide this value-added function.

**Technologies Used**

- Oracle Recovery Manager (RMAN) w/ Recovery Catalog for Backup Management.
- Oracle FRA and Block Change Tracking
- Oracle Data Pump
- Oracle Enterprise Manager Grid Control RMAN Integration
- Sync sort Backup Express
- MS VB Scripts

SHA’s Database Backup configuration is shown below.



**2.6.8 HARDWARE, SOFTWARE, AND MATERIALS**

There will be no Hardware, Software or Materials purchased under this Task Order.

**2.7 DELIVERABLES**

Deliverables	Acceptance Criteria
Deliverable A – Weekly Status Reports (See Attachment #11 for Template.)	Receipt by close of business Friday following the previous week.
Deliverable B – Monthly Invoices	Receipt by the 10th day of each month with specified content.

**2.8 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES**

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically. The

TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. The following policies, guidelines and methodologies can be found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under “Policies and Guidance.” These may include, but are not limited to:

- The State’s System Development Life Cycle (SDLC) methodology
- The State Information Technology Security Policy and Standards
- The State of Maryland Enterprise Architecture.

## **2.9 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS**

TO Contractor personnel proposed for this TORFP must have at least eight years of Oracle database administration experience and must possess a certification for Oracle 10g or Oracle 11g.

The TO Contractor personnel must demonstrate a level of expertise in a variety of database technical services, including but not limited to: Oracle RAC and GRID Control, data warehousing, Oracle Connection Manager and backup technologies. Additionally, the proposed Contractor personnel must possess expertise in the following but not limited to:

### **Required Experience**

- 5 years experience managing Oracle software installations and upgrades,
- 5 years experience managing and implementing Oracle Security patches,
- 5 years experience creating scripts for backing up data,
- 5 years experience with database tuning and capacity planning,
- 5 years experience with database backups and recovery,
- 3 years experience with Windows 2003,
- 3 years experience with OEM tools (10g) and Oracle Grid Management Server,
- 3 years experience with Oracle Data Guard,
- 3 years experience with Oracle Connection Manager,
- 3 years experience working with RMAN,
- 2 years experience with Microsoft SQL Server
- 2 years experience with Oracle RAC version 10g or higher,
- 2 years experience working with TCP/IP and DNS,
- 2 years experience working with SMTP,
- 2 years experience working with Oracle Connection Manager,
- 2 years experience with Oracle 10G and their management packs,
- 2 years experience with Microsoft SQL Server,
- 2 years experience with data partitioning,
- 2 years experience with XML
- 1 year experience with LDAP and Single Sign On Technologies,
- 1 year experience in Active Directory,

### **Preferred Experience**

- Experience with Windows 2008 Server
- Experience with Oracle 11G
- Experience with Oracle 11G RAC
- Experience with Microsoft SQL Server 2008

## **2.10 TO CONTRACTOR EXPERTISE REQUIRED**

The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The Master Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services.

## 2.11 INVOICE SUBMISSION

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS II Master Contract. Invoices shall contain the TO Contractor's Federal Employer Identification Number (FEIN), **as well as the information described below, and under INVOICE FORMAT.**

On-call hours and upgrades performed during non-business hours would be billed based on actual time worked at the approved Task Order labor rate.

The TO Contractor shall submit monthly invoices for SHA/OIT approval and payment that coincide with the submission of the progress reports on or before the 10th day of the month. The invoices shall identify actual hours by each person assigned to the task order during the reporting period. Invoices shall be accompanied by timesheets and paid contractor invoices documenting charges for labor in accordance with the contractor price proposal for the Master Contract.

Invoices and all required documentation shall reflect the first day of the month through the last day of the month, **only**. Any piece of documentation showing hours worked the days before or after any given documented month will be incorrect and the contractor required to resubmit the entire package. Any documentation received after the 10<sup>th</sup> day of any month will be late. If the 10<sup>th</sup> of any month falls on a weekend, government holiday, or State of Maryland Service Reduction day, all documentation is due the last government business day prior.

It is the sole responsibility of the contractor to ensure that all required monthly documentation is received by the 10<sup>th</sup> of each month.

### 2.11.1 INVOICE FORMAT

- A) A proper invoice shall identify SHA, labor category, associated TOA number and Title, date of invoice, period of performance covered by the invoice, the SHA issued PO Number and a TO Contractor point of contact with telephone number.
- B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees, including detail of work) to:
  - i. E-Mail: [sha-oit-invoices@sha.state.md.us](mailto:sha-oit-invoices@sha.state.md.us)
  - ii. The Task Order Project Manager's name **must** be shown on the E-mail Subject Line
- C) Invoices for final payment shall be clearly marked as "FINAL" and submitted when all work requirements have been completed and no further charges are to be incurred under the TOA. In no event shall any invoice be submitted later than 60 calendar days from the TOA termination date.

### 2.11.2 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS II Master Contract by the 10<sup>th</sup> day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to SHA at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to SHA. SHA will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Procurement Officer and TO Manager.

## SECTION 3 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

### 3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS II TORFP must respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal or 2) a completed Master Contractor Feedback form. The feedback form helps the State understand for future contract development why Master Contractors did not submit proposals. The form is accessible via your CATS II Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

### 3.2 FORMAT

If a Master Contractor elects to submit a TO Proposal, the Master Contractor shall do so in conformance with the requirements of this CATS II TORFP. The TO Proposal shall provide the following:

#### 3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE:

##### A) Proposed Services

- 1) Requirements: A detailed discussion of the Master Contractor's understanding of the work and the Master Contractor's capabilities, approach and solution to address the requirements outlined in Section 2.
- 2) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.

##### B) Proposed Personnel

- 1) Identify and provide one resume for each of the seven (7) proposed personnel by labor category.
- 2) Document that all proposed personnel meet the minimum required qualifications and possess the required certifications in Section 2.9.
- 3) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary.
- 4) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TOA.

##### C) MBE Participation

- 1) Although this Task Order RFP has a 0% MBE Goal, MBE utilization is still encouraged. Submit completed MBE documents Attachment 2 - Forms D-1 and D-2.

##### D) Subcontractors

- 1) Identify all proposed subcontractors, including MBEs, and their full roles in the performance of this TORFP Scope of Work.

##### E) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide three examples of work assignments that the proposed personnel have completed that were similar in scope to the one defined in this TORFP. Each of the three examples must include a reference complete with the following:
  - a) Name of organization.
  - b) Name, title, and telephone number of point-of-contact for the reference.
  - c) Type and duration of contract(s) supporting the reference.
  - d) The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.

- e) Whether the proposed personnel are still providing these services and, if not, an explanation of why services are no longer provided to the client organization.
- 2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any government entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:
- a) The State contracting entity,
  - b) A brief description of the services/goods provided,
  - c) The dollar value of the contract,
  - d) The term of the contract,
  - e) Whether the contract was terminated prior to the specified original contract termination date,
  - f) Whether any available renewal option was not exercised,
  - g) The State employee contact person (name, title, telephone number and e-mail address).

This information will be considered as part of the experience and past performance evaluation criteria in the TORFP.

F) Professional Development Plan

- 1) Provide plan on how Master Contractor will ensure continued Professional Development for on-site contractor proposed personnel.

G) State Assistance

- 1) Provide an estimate of expectation concerning participation by State personnel.

H) Confidentiality

- 1) A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

**3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE:**

- A) A description of any assumptions on which the Master Contractor's Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the price proposal).
- B) Completed Financial Proposal - Attachment 1 including:

The Master Contractor should indicate on Attachment 1 the proposed resource name, the appropriate Labor Category being proposed, and the Fixed Hourly Labor Category Rate. Proposed rates are fully loaded and are not to exceed the rates defined in the Master Contract.

## **SECTION 4 - PROCEDURE FOR AWARDING A TO AGREEMENT**

### **4.1 EVALUATION CRITERIA**

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS II TORFP. In making the TOA award determination, SHA will consider all information submitted in accordance with Section 3. The State will award the TOA to the contractor offering the most advantageous offer considering the technical and financial submissions. .

### **4.2 TECHNICAL CRITERIA**

The following are technical criteria for evaluating a TO Proposal in descending order of importance:

- The Master Contractor's proposed solution and understanding of the TORFP Scope of Work based on the required response in Section 3.2.1.A.1.
- Personnel experience required in Section 3.2.1.B.
- Master Contractor and Subcontractor Experience and Capabilities as specified in Section 3.2.1.E.1.
- Professional Development Plan as specified in Section 3.2.1.F

### **4.3 SELECTION PROCEDURES**

- 4.3.1 TO Proposals will be assessed throughout the evaluation process for compliance with the minimum personnel qualifications in Section 2.9 and quality of responses to Section 3.2.1 of the TORFP. Master Contractor proposals that fail to meet the minimum qualifications will be deemed not reasonably susceptible for award, i.e., disqualified and their proposals eliminated from further consideration.
- 4.3.2 TO Proposals deemed technically qualified will have their financial proposal considered. All others will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
- 4.3.3 The State will conduct interviews of all personnel proposed in each TO Proposal that meets minimum qualifications. In order to ensure as timely an evaluation process as possible, the State will begin conducting interviews approximately two weeks after receipt of proposals. The number of days for interviews will be dependent upon the number of qualified proposals received. The State will notify all Master Contractors by email of specific dates and contact information for scheduling the interviews. Master Contractors must ensure that proposed personnel will be available for the interview in order for their technical proposals to be considered for award.
- 4.3.4 Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.

### **4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT**

Commencement of work in response to a TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, a Non-Disclosure Agreement (TO Contractor), a Purchase Order, and by a Notice to Proceed authorized by the TO Procurement Officer.

**ATTACHMENT 1 - PRICE PROPOSAL**

PRICE PROPOSAL FOR CATS II TORFP # J02B0400009  
LABOR CATEGORIES

**Labor rates in each labor category are fully loaded hourly rates that shall include all direct and indirect costs including but not limited to travel, parking, cell phones etc.**

Labor Categories	A	B	C
	Hourly Labor Rate	Total Class Hours Annually	Total Proposed CATS II TORFP Price
(Database Administration. Master Contractor to insert Proposed Labor Categories for this TORFP)		*Hours adjusted based on State Holidays and two weeks of leave per resource.	
<b><u>SHA Headquarters Resources</u></b>			
<b><u>Year #1:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
(Resource Name / Classification) #3	\$	1960	\$
(Resource Name / Classification) #4	\$	1960	\$
(Resource Name / Classification) #5	\$	1960	\$
		<b>Total Price Year 1</b>	\$
<b><u>Year #2:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
(Resource Name / Classification) #3	\$	1960	\$
(Resource Name / Classification) #4	\$	1960	\$
(Resource Name / Classification) #5	\$	1960	\$
		<b>Total Price Year 2</b>	\$
<b><u>Year #3:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
(Resource Name / Classification) #3	\$	1960	\$
(Resource Name / Classification) #4	\$	1960	\$
(Resource Name / Classification) #5	\$	1960	\$
		<b>Total Price Year 3</b>	\$
<b><u>Year #4:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$

(Resource Name / Classification) #3	\$	1960	\$
(Resource Name / Classification) #4	\$	1960	\$
(Resource Name / Classification) #5	\$	1960	\$
		<b>Total Price Year 4</b>	\$
		<b>Total Price for SHA Headquarters Resources</b>	\$
<b><u>SHA OOTS (Hanover) Resources</u></b>			
<b><u>Year #1:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
		<b>Total Price Year 1</b>	\$
<b><u>Year #2:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
		<b>Total Price Year 2</b>	\$
<b><u>Year #3:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
		<b>Total Price Year 3</b>	\$
<b><u>Year #4:</u></b>			
(Resource Name / Classification) #1	\$	1960	\$
(Resource Name / Classification) #2	\$	1960	\$
		<b>Total Price Year 4</b>	\$
		<b>Total Price for SHA OOTS (Hanover) Resources</b>	\$
<b>Total Evaluated Price</b>			\$

\_\_\_\_\_  
Authorized Individual Name

\_\_\_\_\_  
Company Name



---

Title

---

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower, and must include all direct and indirect costs and profit for the Master Contractor to perform under the TOA. Time for travel will be reimbursed as allowed in Section 2.2.4 of the Master Contract.

SUBMIT WITH THE FINANCIAL RESPONSE

## ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

### TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS II TORFP # J02B0400009

These instructions are meant to accompany the customized reporting forms sent to you by the TO Manager. If, after reading these instructions, you have additional questions or need further clarification, please contact the TO Manager immediately.

1. As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (TO Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2. The TO Contractor must complete a separate Form D-5 for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15<sup>th</sup> of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15<sup>th</sup> of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.
3. The TO Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy of and/or hard copy) of Form D-6. The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize Form D-6 (upper right corner of the form) for the subcontractor the same as the Form D-5 was customized by the TO Manager for the benefit of the TO Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15<sup>th</sup> of each month, regardless of whether there was any MBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form D-5. The TO Manager will contact the TO Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The TO Contractor must promptly notify the TO Manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE contract provisions and reporting requirements may result in sanctions, as provided by COMAR 21.11.03.13.

## ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

### FORM D – 1

#### Certified MBE Utilization and Fair Solicitation Affidavit

**This document shall be included with the submittal of the Offeror's TO Proposal. If the Offeror fails to submit this form with the TO Proposal, the TO Procurement Officer shall determine that the Offeror's TO Proposal is not reasonably susceptible of being selected for award.**

In conjunction with the offer submitted in response to TORFP No. J02B0400009, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of [ ] percent and, if specified in the TORFP, sub-goals of [ ] percent for MBEs classified as African American-owned and [ ] percent for MBEs classified as women-owned. I have made a good faith effort to achieve this goal.

OR

After having made a good faith effort to achieve the MBE participation goal, I conclude that I am unable to achieve it. Instead, I intend to achieve an MBE goal of [ ] percent and request a waiver of the remainder of the goal. If I am selected as the apparent TO Agreement awardee, I will submit written waiver documentation that complies with COMAR 21.11.03.11 within 10 business days of receiving notification that our firm is the apparent low bidder or the apparent awardee.

2. I have identified the specific commitment of certified Minority Business Enterprises by completing and submitting an MBE Participation Schedule (Attachment 2 - Form D-2) with the proposal.
3. I acknowledge that the MBE subcontractors/suppliers listed in the MBE Participation Schedule will be used to accomplish the percentage of MBE participation that I intend to achieve.
4. I understand that if I am notified that I am the apparent TO Agreement awardee, I must submit the following documentation within 10 working days of receiving notice of the potential award or from the date of conditional award (per COMAR 21.11.03.10), whichever is earlier.
  - (a) Outreach Efforts Compliance Statement (Attachment D-3)
  - (b) Subcontractor Project Participation Statement (Attachment D-4)
  - (c) MBE Waiver Documentation per COMAR 21.11.03.11 (if applicable)
  - (d) Any other documentation required by the TO Procurement Officer to ascertain offeror's responsibility in connection with the certified MBE participation goal.

If I am the apparent TO Agreement awardee, I acknowledge that if I fail to return each completed document within the required time, the TO Procurement Officer may determine that I am not responsible and therefore not eligible for TO Agreement award. If the TO Agreement has already been awarded, the award is voidable.

5. In the solicitation of subcontract quotations or offers, MBE subcontractors were provided not less than the same information and amount of time to respond as were non-MBE subcontractors.

I solemnly affirm under the penalties of perjury that the contents of this paper are true to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Offeror Name

\_\_\_\_\_  
Signature of Affiant

\_\_\_\_\_  
Address

\_\_\_\_\_  
Printed Name, Title

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Date

SUBMIT AS A .PDF FILE WITH TO RESPONSE

**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 2**

**Minority Business Enterprise Participation Schedule**

This document shall be included with the submittal of the TO Proposal. If the Offeror fails to submit this form with the TO Proposal, the TO Procurement Officer shall determine that the TO Proposal is not reasonably susceptible of being selected for award.

TO Prime Contractor (Firm Name, Address, Phone)	Task Order Description
Task Order Agreement Number J02B0400009	
<b>List Information For Each Certified MBE Subcontractor On This Project</b>	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

**USE ATTACHMENT D-2 CONTINUATION PAGE AS NEEDED**

**SUMMARY**

<b>TOTAL MBE PARTICIPATION:</b>	%
<b>TOTAL WOMAN-OWNED MBE PARTICIPATION:</b>	%
<b>TOTAL AFRICAN AMERICAN-OWNED MBE PARTICIPATION:</b>	%

Document Prepared By: (please print or type)  
 Name: \_\_\_\_\_ Title: \_\_\_\_\_

**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 2**

**Minority Business Enterprise Participation Schedule (Continued)**

List Information For Each Certified MBE Subcontractor On This Project	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

SUBMIT AS A .PDF FILE WITH TO RESPONSE

**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 3**

**Outreach Efforts Compliance Statement**

In conjunction with the bid or offer submitted in response to TORFP # J02B0400009, I state the following:

- 6. Offeror identified opportunities to subcontract in these specific work categories:
  
- 7. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit certified MBEs for these subcontract opportunities.
  
- 8. Offeror made the following attempts to contact personally the solicited MBEs:
  
- 9.  Offeror assisted MBEs to fulfill or to seek waiver of bonding requirements.  
(DESCRIBE EFFORTS)
  
- This project does not involve bonding requirements.
  
- 10.  Offeror did/did not attend the pre-proposal conference  
 No pre-proposal conference was held.

_____	By:	_____
Offeror Name		Name
_____		_____
Address		Title
		_____
		Date

**SUBMIT WITHIN 10 WORKING DAYS OF RECEIVING NOTICE OF THE POTENTIAL AWARD**

**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 4**

**Subcontractor Project Participation Statement**

SUBMIT ONE FORM FOR EACH CERTIFIED MBE LISTED IN THE MBE PARTICIPATION SCHEDULE

Provided that \_\_\_\_\_ is awarded the TO Agreement in  
(Prime TO Contractor Name)  
conjunction with TORFP No. J02B0400009, it and \_\_\_\_\_,  
(Subcontractor Name)

MDOT Certification No. \_\_\_\_\_, intend to enter into a contract by which the subcontractor shall:

(Describe work to be performed by MBE):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- No bonds are required of Subcontractor
- The following amount and type of bonds are required of Subcontractor:

By:

By:

\_\_\_\_\_  
Prime Contractor Signature

\_\_\_\_\_  
Subcontractor Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

SUBMIT WITHIN 10 WORKING DAYS OF RECEIVING NOTICE OF THE POTENTIAL AWARD



**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 5**

**Minority Business Enterprise Participation TO Contractor Paid/Unpaid Invoice Report**

Report #: _____  Reporting Period (Month/Year): _____  <b>Report is due by the 15<sup>th</sup> of the following month.</b>	CATS II TORFP #J02B0400009 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____
---	--

Prime TO Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX:		
Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			
List all payments made to MBE subcontractor named above during this reporting period.		List all unpaid invoices over 30 days old received from the MBE subcontractor named above:	
1.		1.	
2.		2.	
3.		3.	
4.		4.	
Total Dollars Paid this Period: \$ _____ Total Dollars Paid to Date: \$ _____		Total Dollars Unpaid: \$ _____	

\*\*If more than one MBE subcontractor is used for this contract, please use separate forms.

**Return one copy of this form to the following address:**

Frank Vasilios Office of Information Technology State Highway Administration P.O. BOX 717, MS C-605 Baltimore, MD 21203-0717 Email: <a href="mailto:SHAMBEreport@SHA.STATE.MD.US">SHAMBEreport@SHA.STATE.MD.US</a>	Wanda Dade, D/MBE Manager Office of Equal Opportunity State Highway Administration 211 E. Madison Street, MLL3 Baltimore, MD 21202 Email: <a href="mailto:wdade@sha.state.md.us">wdade@sha.state.md.us</a>
--	---

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

**ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D – 6**

**Minority Business Enterprise Participation Subcontractor Paid/Unpaid Invoice Report**

Report #: _____ Reporting Period (Month/Year): ___/_____ <b>Report Due By the 15<sup>th</sup> of the following Month.</b>	CATS II TORFP #J02B0400009 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____	
MBE Subcontractor Name: _____		
MDOT Certification #: _____		
Contact Person: _____		
Address: _____		
City: _____	State: _____	ZIP: _____
Phone: _____	FAX: _____	
Subcontractor Services Provided: _____		
<b>List all payments received from Prime TO Contractor during reporting period indicated above.</b>  1. _____ 2. _____ 3. _____  <b>Total Dollars Paid: \$</b> _____	<b>List dates and amounts of any unpaid invoices over 30 days old.</b>  1. _____ 2. _____ 3. _____  <b>Total Dollars Unpaid: \$</b> _____	
Prime TO Contractor: _____		Contact Person: _____

**Return one copy of this form to the following address:**

Frank Vasilios Office of Information Technology State Highway Administration P.O. BOX 717, MS C-605 Baltimore, MD 21203-0717 Email: <a href="mailto:SHAMBEreport@SHA.STATE.MD.US">SHAMBEreport@SHA.STATE.MD.US</a>	Wanda Dade, D/MBE Manager Office of Equal Opportunity State Highway Administration 211 E. Madison Street, MLL3 Baltimore, MD 21202 Email: <a href="mailto:wdade@sha.state.md.us">wdade@sha.state.md.us</a>
---	---

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit as required in TO Contractor MBE Reporting Requirements

# Attachment 2 - SHA FORM 14.0-OEO

STATE HIGHWAY ADMINISTRATION OF MARYLAND  
 DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION REPORT  
 QUARTERLY REPORTING PERIOD \_\_\_\_\_

SHA/FAP CONTRACT NUMBER & TOTAL DOLLAR AMOUNT OF CONTRACT	% OF PROJECT COMPLETION	NAME OF DBE/MBE	ITEMS OF WORK & SERVICES PERFORMED	DBE/MBE % OF COMPLETION	SUBMITTED ON THE AAP YES/NO	PROPOSED DOLLAR AMOUNT OF WORK TO BE PERFORMED BY DBE/MBES	TOTAL DOLLARS PAID THIS PERIOD	TOTAL DOLLARS PAID TO DATE	HAVE ALL PAYMENTS TO THE DBE/MBES BEEN COMPLETED?	IF DBE/MBE DID NOT ACHIEVE ITS PROPOSED DOLLAR AMOUNT, GIVE REASON WHY

DATE OF SUBMITTAL \_\_\_\_\_ PREPARED BY \_\_\_\_\_  
 NAME OF FIRM \_\_\_\_\_ TELEPHONE NO. \_\_\_\_\_

SEE INSTRUCTION ON NEXT PAGE  
 SHA FORM 14.0-OEO  
 REVISED 12/99

Attn: Jeannette McCune

## INSTRUCTION FOR PREPARING THE REPORT

1. This report is to be sent to the Director of the Office of Equal Opportunity on a quarterly basis.
2. If you have more than one project, you must fill out one DBE/MBE Participation Report per project.
3. SHA/FAP CONTRACT NUMBER AND TOTAL DOLLAR AMOUNT OF CONTRACT:  
Note the State Highway Administration (SHA) contract number; and , if applicable, not the Federal-Aid Project (FAP) number. Also include the total dollar amount of the contract as submitted on the Affirmative Action Plan. (Schedule for Participation of Disadvantaged Business Enterprises).
4. % of PROJECT COMPLETION: Self-explanatory
5. Name of DBE/MBE:  
List each Disadvantaged/Minority firm named in the Affirmative Action Plan, regardless of whether or not the firm participated on or in the project during the quarter; and, if applicable, include any certified Disadvantaged/minority firm participating on or in the project which was not submitted on the Affirmative Action Plan.
6. ITEMS OF WORK AND SERVICES PERFORMED: List the items/services for each firm as submitted in the Affirmative Action Plan.
7. DBE/MBE % OF COMPLETION: Indicate the total % of completion of work on the project by the DBE/MBE firm.
8. SUBMITTED ON THE AAP YES/NO: If the firm was listed on the Affirmative Action Plan, not the appropriate response.
9. PROPOSED DOLLAR AMOUNT OF WORK TO BE PERFORMED BY DBE/MBEs: List the proposed dollar amount submitted on the Affirmative Action Plan.
10. TOTAL DOLLARS PAID THIS PERIOD: Only report the amount of monies which reflect payments made to the DBE/MBE firms during the quarter based on returned cancelled checks on file at the time the report is being prepared.
11. TOTAL DOLLARS PAID TO DATE: Self-explanatory
12. HAVE ALL PAYMENTS TO THE DBE/MBEs BEEN COMPLETED? YES/NO If all final payments have been made (including retainage out of the "Proposed Dollar Amount," not the appropriate response. (Note: THIS REPORT WILL CONTINUE TO BE REQUESTED UNTIL A "YES" IS NOTED FOR ALL MINORITY OR DISADVANTAGED FIRMS WHO PARTICIPATED ON A PARTICULAR PROJECT)
13. IF DBE/MBE DID NOT ACHIEVE ITS PROPOSED DOLLAR AMOUNT, GIVE REASON WHY: (IF APPLICABLE) If the firm has completed all work on the project and the amount listed in the "Total Dollars Paid To Date" column is less than the amount listed in the "Proposed Dollar Amount of Work" column, provide a reason explaining the difference in dollars.

14.

### ATTACHMENT 3 - Task Order Agreement

#### CATS II TORFP # J02B0400009 OF MASTER CONTRACT # 060B9800035

This Task Order Agreement (“TO Agreement”) is made this **day** of **Month**, 200**X** by and between **MASTER CONTRACTOR** and the STATE OF MARYLAND, SHA.

IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
  - a. “Agency” means the SHA, as identified in the CATS II TORFP # J02B0400009.
  - b. “CATS II TORFP” means the Task Order Request for Proposals # J02B0400009, dated **MONTH DAY, YEAR**, including any addenda.
  - c. “Master Contract” means the CATS II Master Contract between the Maryland Department of Information Technology and **MASTER CONTRACTOR** dated **June 1, 2009**.
  - d. “TO Procurement Officer” means Donna Ziegenhein. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
  - e. “TO Agreement” means this signed TO Agreement between the SHA and **MASTER CONTRACTOR**.
  - f. “TO Contractor” means the CATS II Master Contractor awarded this TO Agreement, whose principal business address is \_\_\_\_\_.
  - g. “TO Manager” means **TO Manager** of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.
  - h. “TO Proposal - Technical” means the TO Contractor’s technical response to the CATS II TORFP dated **date of TO Proposal – Technical**.
  - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS II TORFP dated **date of TO Proposal - FINANCIAL**.
  - j. “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.
2. Scope of Work
  - 2.1. This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supersede the Master Contract.
  - 2.2. The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS II TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
    - a. The TO Agreement,
    - b. Exhibit A – CATS II TORFP
    - c. Exhibit B – TO Proposal-Technical

d. Exhibit C – TO Proposal-Financial

2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this section. Except as otherwise provided in this TO Agreement, if any change under this section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance.

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS II TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of **XXX year**, commencing on the date of Notice to Proceed and terminating on **MONTH DAY, YEAR**.

4. Consideration and Payment

4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS II TORFP and shall not exceed the total amount of the task order. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.

4.2 Payments to the TO Contractor shall be made as outlined Section 2 of the CATS II TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.

4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is \_\_\_\_\_. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Agency TO Procurement Officer unless otherwise specified herein.

4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

**TO CONTRACTOR NAME**

\_\_\_\_\_  
By: Type or Print TO Contractor POC

\_\_\_\_\_  
Date

Witness: \_\_\_\_\_

STATE OF MARYLAND, SHA

By: **insert name**, TO Procurement Officer

\_\_\_\_\_ Date

Witness: \_\_\_\_\_

**ATTACHMENT 4 - Conflict Of Interest Affidavit And Disclosure**

A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

B. "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, Offeror, Contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

C. The bidder or Offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):

E. The bidder or Offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: \_\_\_\_\_ By: \_\_\_\_\_  
(Authorized Representative and Affiant)

SUBMIT AS A .PDF FILE WITH TECHNICAL RESPONSE



## ATTACHMENT 5 - Labor Classification Personnel Resume Summary

### INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 060B9800035 and those Minimum Qualifications and/or Certifications identified in the subject TORFP.
2. Only labor categories proposed in the Master Contractors Technical proposal may be proposed under the CATS II TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements identified in both the Master Contract and the subject TORFP.

For example: If you propose John Smith who is your subcontractor and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements including those identified in the subject TORFP. Where there is a time requirement such as 3 months experience, you must provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement.

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.
6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

**ATTACHMENT 5  
LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY  
(CONTINUED)**

<p><b>Proposed Individual's Name:</b> _____</p> <p><b>Prime or Sub Contractor Company Name (of proposed Resource):</b> _____</p>	<p style="text-align: center;"><b>How does the proposed individual meet each requirement?</b></p>
<b>LABOR CLASSIFICATION TITLE – (INSERT LABOR CATEGORY NAME)</b>	
<p><b>Education:</b> (Insert the education description from the CATS II RFP from section 2.10 for the applicable labor category.)</p>	
<p><b>Experience:</b> (Insert the experience description from the CATS II RFP from section 2.10 for the applicable labor category.)</p>	<p>(Must include dates from and to.)</p>
<p><b>Duties:</b> (Insert the duties description from the CATS II RFP from section 2.10 for the applicable labor category.)</p>	
<p><b>Additional Minimum Qualifications:</b></p>	<p>(Must include dates from and to. Must specify a response for each item. If the proposed personnel does not meet the requirement or have the specified experience, you must specify the word "NONE" across from the description. All items must be addressed with a response or the word "NONE". If an item is not addressed the proposed personnel will be disqualified)</p>
<p>TO Contractor personnel proposed for this TORFP must have at least eight years of Oracle database administration experience and must possess a certification for Oracle 10g or 11g.</p> <p>The TO Contractor personnel must demonstrate a level of expertise in a variety of database technical services, including but not limited to: Oracle RAC and GRID Control, data warehousing, Oracle Connection Manager and backup technologies. Additionally, the proposed Contractor personnel must collectively possess expertise in the</p>	

following but not limited to:

**Required Experience**

- 5 years experience managing Oracle software installations and upgrades,
- 5 years experience managing and implementing Oracle Security patches,
- 5 years experience creating scripts for backing up data,
- 5 years experience with database tuning and capacity planning,
- 5 years experience with database backups and recovery,
- 3 years experience with Windows 2003,
- 3 years experience with OEM tools (10g) and Oracle Grid Management Server,
- 3 years experience with Oracle Data Guard,
- 3 years experience with Oracle Connection Manager,
- 3 years experience working with RMAN,
- 2 years experience with Microsoft SQL Server
- 2 years experience with Oracle RAC version 10g or higher,
- 2 years experience working with TCP/IP and DNS,
- 2 years experience working with SMTP,
- 2 years experience working with Oracle Connection Manager,
- 2 years experience with Oracle 10G and their management packs,
- 2 years experience with Microsoft SQL Server,
- 2 years experience with data partitioning,
- 2 years experience with XML
- 1 year experience with LDAP and Single Sign On Technologies,
- 1 year experience in Active Directory,

**Preferred Experience**

- Experience with Windows 2008 Server
- Experience with Oracle 11G
- Experience with Oracle 11G RAC
- Experience with Microsoft SQL Server 2008

**Required Oracle Certification:**

Certification # and Date obtained:

The information provided on this form for this labor class is true and correct to the best of my knowledge:

**Contractor's Contract Administrator:**

---

Signature

---

Date

**Proposed Individual:**

---

Signature

---

Date

SUBMIT WITH TO RESPONSE  
SIGNATURE REQUIRED AT THE TIME OF THE INTERVIEW

## **ATTACHMENT 6 - Directions to the Pre-TO Proposal Conference**

Driving directions for MDOT Headquarters  
7201 Corporate Center Dr.  
Hanover, Md. 21076  
To be Determined prior to solicitation

Due to Space Limitations and the potential for a large number of contractors attending, please limit attendance to one (1) person from each prime interested in submitting a proposal.

### **From the South**

From I-97 take MD 100 West to MD 170 North. Take MD 170 North to Stoney Run. Take the ramp that veers to the right. Make a left at the top of the ramp and cross over MD 170. Proceed to the next light this will be the New Ridge Road intersection, turn right Corporate Center Drive begins. MDOT Headquarters is  $\frac{3}{4}$  mile on the right side of the road. Visitor parking is to the left.

### **From the North**

From I-95 or BW Parkway take I-195 to MD 170 South to Stoney Run. Turn left at the light. Make a left at the top of the ramp and cross over MD 170. Proceed to the next light this will be the New Ridge Road intersection, turn right Corporate Center Drive begins. MDOT Headquarters is  $\frac{3}{4}$  mile on the right side of the road. Visitor parking is to the left.

### **Marc Train Service**

Ride the Marc Penn Line Train from both the South and North and exit at the BWI Marc Train Station. When you exit the train follow directions to the crossover (tracks) and you will find an exit door on the second floor leading to a pedestrian bridge. This pedestrian bridge will carry you (1600 ft.) to MDOT

### **Light Rail Service**

Ride the light rail from the North to the BWI Airport Station. There is shuttle service from the BWI Airport to BWI Marc Train Station. Take the crossover (tracks) and on the second floor there is an exit to the Pedestrian Bridge for MDOT. This pedestrian bridge will carry you (1600 ft.) to MDOT

**ATTACHMENT 7 - NON-DISCLOSURE AGREEMENT (OFFEROR)**

This Non-Disclosure Agreement (the "Agreement") is made this \_\_\_ day of \_\_\_\_\_ 200\_, by and between \_\_\_\_\_ (hereinafter referred to as "the OFFEROR ") and the State of Maryland (hereinafter referred to as " the State").

OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS II TORFP #J02B0400009 for SHA Database Portfolio Operations, Maintenance and Support. In order for the OFFEROR to submit a TO Proposal, it will be necessary for the State to provide the OFFEROR with access to certain confidential information including, but not limited, to \_\_\_\_\_. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as "Confidential Information". As a condition for its receipt and access to the Confidential Information referenced above, OFFEROR agrees as follows:

1. OFFEROR will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received, except in connection with the preparation of its TO Proposal.
2. Each employee or agent of the OFFEROR who receives or has access to the Confidential Information shall execute a copy of this Agreement and the OFFEROR shall provide originals of such executed Agreements to the State. Each employee or agent of the OFFEROR who signs this Agreement shall be subject to the same terms, conditions, requirements and liabilities set forth herein that are applicable to the OFFEROR.
3. OFFEROR shall return the Confidential Information to the State within five business days of the State's Notice of recommended award. If the OFFEROR does not submit a Proposal, the OFFEROR shall return the Confidential Information to Joe Gatto, SHA on or before the due date for Proposals.
4. OFFEROR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the OFFEROR'S failure to comply with the requirements of this Agreement. The OFFEROR consents to personal jurisdiction in the Maryland State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the OFFEROR or any employee or agent of the OFFEROR to comply with the requirements of this Agreement, OFFEROR and such employees and agents of OFFEROR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. OFFEROR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than \$20,000 and/or imprisonment not exceeding 5 years or both. OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: \_\_\_\_\_

BY: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

**SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP**

## ATTACHMENT 8 - NON-DISCLOSURE AGREEMENT (TO Contractor)

**THIS NON-DISCLOSURE AGREEMENT** ("Agreement") is made as of this \_\_\_ day of \_\_\_\_\_, 200\_\_, by and between the State of Maryland ("the State"), acting by and through its SHA (the "Department"), and \_\_\_\_\_ ("TO Contractor"), a corporation with its principal business office located at \_\_\_\_\_ and its principal office in Maryland located at \_\_\_\_\_.

### RECITALS

**WHEREAS**, the TO Contractor has been awarded a Task Order Agreement (the "TO Agreement") for SHA Database Portfolio Operations, Maintenance and Support TORFP No. J02B0400009 dated \_\_\_\_\_, (the "TORFP" issued under the Consulting and Technical Services II procurement issued by the Department, Project Number 060B9800035; and

**WHEREAS**, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor's employees and agents (collectively the "TO Contractor's Personnel") with access to certain confidential information regarding \_\_\_\_\_ (the "Confidential Information").

**NOW, THEREFORE**, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State's prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor's Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor's Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor's performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor's Personnel or the TO Contractor's former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).
6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.

7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the TO Agreement between the TO Contractor and the State.
8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:
  - a. This Agreement shall be governed by the laws of the State of Maryland;
  - b. The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;
  - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
  - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
  - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
  - f. The Recitals are not merely prefatory but are an integral part hereof.

**Contractor/Contractor's Personnel:**

**SHA:**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP**



## ATTACHMENT 9 – TO CONTRACTOR SELF-REPORTING CHECKLIST

The purpose of this checklist is for CATS II Master Contractors to self-report on adherence to procedures for task orders (TO) awarded under the CATS II master contract. Requirements for TO management can be found in the CATS II master contract RFP and at the TORFP level. The Master Contractor is requested to complete and return this form by the **Checklist Due Date** below. Master Contractors may attach supporting documentation as needed. Please send the completed checklist and direct any related questions to [contractoversight@doit.state.md.us](mailto:contractoversight@doit.state.md.us) with the TO number in the subject line.

<b>Master Contractor:</b>	
<b>Master Contractor Contact / Phone:</b>	
<b>Procuring State Agency Name:</b>	
<b>TO Title:</b>	
<b>TO Number:</b>	
<b>TO Type (Fixed Price, T&amp;M, or Both):</b>	
<b>Checklist Issue Date:</b>	
<b>Checklist Due Date:</b>	
<b>Section 1 – Task Orders with Invoices Linked to Deliverables</b>	
A) Was the original TORFP (Task Order Request for Proposals) structured to link invoice payments to distinct deliverables with specific acceptance criteria? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 2.)	
B) Do TO invoices match corresponding deliverable prices shown in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
C) Is the deliverable acceptance process being adhered to as defined in the TORFP? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
<b>Section 2 – Task Orders with Invoices Linked to Time, Labor Rates and Materials</b>	
A) If the TO involves material costs, are material costs passed to the agency without markup by the Master Contractor? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
B) Are labor rates the same or less than the rates proposed in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
C) Is the Master Contractor providing timesheets or other appropriate documentation to support invoices? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
<b>Section 3 – Substitution of Personnel</b>	
A) Has there been any substitution of personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 4.)	
B) Did the Master Contractor request each personnel substitution in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	
C) Does each accepted substitution possess equivalent or better education, experience and qualifications than incumbent personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____	

D) Was the substitute approved by the agency in writing?  
Yes  No  (If no, explain why) \_\_\_\_\_

**Section 4 – MBE Participation**

A) What is the MBE goal as a percentage of the TO value? (If there is no MBE goal, skip to Section 5)  
%

B) Are MBE reports D-5 and D-6 submitted monthly?  
Yes  No  (If no, explain why) \_\_\_\_\_

C) What is the actual MBE percentage to date? (divide the dollar amount paid to date to the MBE by the total amount paid to date on the TO)  
%  
**(Example - \$3,000 was paid to date to the MBE sub-contractor; \$10,000 was paid to date on the TO; the MBE percentage is 30% ( $3,000 \div 10,000 = 0.30$ ))**

D) Is this consistent with the planned MBE percentage at this stage of the project?  
Yes  No  (If no, explain why) \_\_\_\_\_

E) Has the Master Contractor expressed difficulty with meeting the MBE goal?  
Yes  No   
  
(If yes, explain the circumstances and any planned corrective actions)  
\_\_\_\_\_

**Section 5 – TO Change Management**

A) Is there a written change management procedure applicable to this TO?  
Yes  No  (If no, explain why) \_\_\_\_\_

B) Does the change management procedure include the following?  
  
Yes  No  Sections for change description, justification, and sign-off  
Yes  No  Sections for impact on cost, scope, schedule, risk and quality (i.e., the impact of change on satisfying TO requirements)  
Yes  No  A formal group charged with reviewing / approving / declining changes (e.g., change control board, steering committee, or management team)

C) Have any change orders been executed?  
Yes  No   
  
(If yes, explain expected or actual impact on TO cost, scope, schedule, risk and quality)  
\_\_\_\_\_

D) Is the change management procedure being followed?  
Yes  No  (If no, explain why) \_\_\_\_\_

**ATTACHMENT 10 – LIVING WAGE AFFIDAVIT OF AGREEMENT**

Contract No. \_\_\_\_\_  
Name of Contractor \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**If the Contract is Exempt from the Living Wage Law**

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland’s Living Wage Law for the following reasons: (check all that apply)

- Bidder/Offeror is a nonprofit organization
- Bidder/Offeror is a public service company
- Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than \$500,000
- Bidder/Offeror employs more than 10 employees and the proposed contract value is less than \$100,000

**If the Contract is a Living Wage Contract**

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

B. \_\_\_\_\_ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons: (check all that apply)

- All employee(s) proposed to work on the State contract will spend less than one-half of the employee’s time during every work week on the State contract;
- All employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or
- All employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: \_\_\_\_\_  
Signature of Authorized Representative: \_\_\_\_\_  
Date: \_\_\_\_\_ Title: \_\_\_\_\_  
Witness Name (Typed or Printed): \_\_\_\_\_  
Witness Signature & Date: \_\_\_\_\_

**ATTACHMENT 11 – PERFORMANCE EVALUATION**

<b>DEPENDABILITY</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Lateness, Punctuality		5		3	2	1	+
Compliance with TO Manager’s Requirements for Pre-Approval of Leave		5		3	2	1	+
Total Raw Score							=
Total Raw Score	10			6 - 5	4 - 3		2
<b>Rating for Dependability</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		
<b>INITIATIVE</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Contribution		5	4	3	2	1	+
Advancement in the field		5	4	3	2	1	+
Total Raw Score							=
Total Raw Score	10 - 9	8 - 7	6 - 5	4 - 3			2
<b>Rating for Initiative</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		
<b>INTERPERSONAL RELATIONSHIPS</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Customer Service		5	4	3	2	1	+
Communication		5	4	3	2	1	+
Cooperation				3	2	1	+
Tact				3	2	1	+
Adaptability to Change		5	4	3	2	1	+
Total Raw Score							=
Total Raw Score	21 - 20	19 - 17	16 - 13	12 - 8			7 - 5
<b>Rating for Interpersonal Relationships</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		
<b>WORK HABITS</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Meeting Target & Timetables		5	4	3	2	1	+
Communication with TO Manager		5	4	3	2	1	+
Use of Time		5	4	3	2	1	+
Organization of Work Environment		5		3	2	1	+
Total Raw Score							=
Total Raw Score	20 - 18	17 - 14	13 - 10	9 - 6			5 - 4

<b>Rating for Work Habits</b>	Far Exceeds	Exceeds	Meets	Below	Far Below
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<b>JOB KNOWLEDGE</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Policies, Procedures, Practices		5	4	3	2	1	+
Organizational Skills		5	4	3	2	1	+
Equipment / Technology		5	4	3	2	1	+
Terminology		5	4	3	2	1	+
Total Raw Score							=
Total Raw Score	20 - 18	17 - 14	13 - 10	9 - 6	5 - 4		
<b>Rating for Job Knowledge</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		
<b>JOB QUALITY</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Timely Completion of Assignments		5	4	3	2	1	+
Problem Solving		5	4	3	2	1	+
Accuracy		5	4	3	2	1	+
Work Process / Product / Services		5	4	3	2	1	+
Working Under Pressure		5	4	3	2	1	+
Total Raw Score							=
Total Raw Score	25 - 23	22 - 18	17 - 13	12 - 8	7 - 5		
<b>Rating for Job Quality</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		
<b>JOB QUANTITY</b>		Far Exceeds	Exceeds	Meets	Below	Far Below	Raw Score
Volume of Work		5	4	3	2	1	+
Total Raw Score							=
Total Raw Score	5	4	3	2	1		
<b>Rating for Job Quantity</b>	Far Exceeds	Exceeds	Meets	Below	Far Below		

DEPENDABILITY	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Lateness, Punctuality	No lateness, always punctual		Consistently punctual, an occasional lateness with no impact upon operations	Inconsistent in punctuality, <u>or</u> latenesses have impact upon operations	Frequently not punctual, <u>or</u> latenesses have adverse impact upon operations
Compliance with TO Manager's Requirements for Pre-Approval of Leave	Always complies with TO Manager's requirements for pre-approval of leave		Usually complies with TO Manager's requirements	Inconsistent in compliance with requirements; minor violations of requirements	Frequently does not comply with requirements; several minor violations <u>or</u> a major infraction of requirements

INITIATIVE	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Contribution	Always participates in problem solving and/or making operational improvements; contributes constructive ideas and suggestions that have major impact	Consistently participates in problem solving and/or making operational improvements; contributes constructive ideas and suggestions that are implemented	Frequently participates in problem solving and/or making operational improvements; contributes ideas and suggestions	Occasionally participates in problem solving and/or making operational improvements; rarely contributes ideas and suggestions	Rarely participates in problem solving and/or making operational improvements; never contributes ideas and suggestions
Advancement in the Field	Has applied concepts learned in training to improve operations of the organization/unit	Anticipates new technology or processes and plans training to improve knowledge and skills	Pursues training to maintain current certifications in technology or processes	Does not pursue training <u>or</u> learning new technology or processes but accepts training if assigned	Declines offers for training <u>or</u> to learn new technology or processes



INTERPERSONAL RELATIONSHIPS	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Customer Service	Consistently goes beyond the requirements to ensure that customer needs are met; consistently anticipates service needs of customers; consistently provides additional information or aid without request	Frequently goes beyond the requirements to ensure that customer needs are met; frequently anticipates service needs of customers; frequently provides additional information or aid without request	Always courteous and congenial with external and internal customers; provides requested assistance and information to others in a prompt and courteous manner	Marginally courteous; provides requested assistance and information to others in a less than prompt <u>or</u> courteous manner	Occasionally discourteous; occasionally does not provide assistance and information to others in a prompt <u>or</u> courteous manner
Communication	Facilitates clear and effective communication among involved parties; accurately interprets and transmits communications	Communicates clearly and concisely with a high degree of accuracy	Communicates openly; participates in team discussions	Rarely communicates openly; rarely participates in team discussion	Communicates ineffectively and unclearly
Cooperation			Actively cooperates with others to achieve goals of the organization; readily accepts direction from supervisors; supports team leader; develops and maintains cooperative working relationships with team and with others inside and outside the work unit	Reluctantly cooperates with others to achieve goals of the organization; reluctantly accepts direction from supervisors; minimally supports team leader; rarely develops and maintains cooperative working relationships with team <u>or</u> with others inside and outside the work unit	Uncooperative with others to achieve goals of the organization; resistant to direction from supervisors; rarely supports team leader; seldom develops and maintains cooperative working relationships with team <u>or</u> with others inside and outside the work unit

INTERPERSONAL RELATIONSHIPS (Continued)	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Tact			Consistently polite, respectful of others; considers the viewpoints of others; has a positive effect on people	Marginally polite and respectful; reluctantly considers the viewpoint of others	Rude and disrespectful; infrequently considers viewpoint of others; has a negative effect on people
Adaptability To Change	Presents positive out-look on changes and adjustments to work assignments or procedures; always includes suggestions or solutions as part of constructive criticism; motivation and productivity unaffected by unanticipated changes	Readily accepts change and adjustments to work assignments or procedures; usually makes suggestions or solutions as part of constructive criticism; motivation and productivity minimally affected by unanticipated changes	Accepts changes and adjustments to work assignments or procedures; criticizes constructively; cooperative in dealing with unanticipated changes	Does not easily accept changes and adjustments to work assignments or procedures; criticism not always constructive; not generally cooperative in dealing with unanticipated changes	Resistant to changes and adjustments to work; criticisms are not warranted; uncooperative in dealing with unanticipated changes

WORK HABITS	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Meeting Targets & Timetables	Performs at levels better than targets; early with timetables and deadlines	Always meets targets, timetables and deadlines; always prompt and prepared for meetings and other scheduled events	Consistently meets targets, timetables and deadlines; consistently prompt and prepared for meetings and other scheduled events	Inconsistent in meeting targets, timetables <u>or</u> deadlines; inconsistent in promptness <u>or</u> preparation for meetings <u>or</u> other scheduled events	Frequently does not meet targets, timetables, <u>or</u> deadlines; frequently lacks promptness <u>or</u> preparation for meetings <u>or</u> other scheduled events
Communication with TO Manager	Anticipates developments or delays making appropriate adjustments; works independently with little or no supervision	Always keeps TO Manager informed of key developments; responds quickly and appropriately to unanticipated delays or developments; works independently with minimal supervision	Consistently keeps TO Manager informed of key developments and/or delays; responds to routine developments appropriately; works with general supervision	Inconsistent in keeping TO Manager informed of delays <u>or</u> developments; some routine developments require supervisory guidance; requires close supervision	Frequently does not keep TO Manager informed of developments <u>or</u> delays; routine developments often require supervisory guidance; requires constant supervision
Use of Time	Completes all regular assigned work plus additional assignments; plans productive activities in advance to fill any idle time	Usually completes additional assigned work and completes all regularly assigned duties; finds productive activities to fill any idle time	Completes all assigned work in time allocated; use of idle time does not interfere with work of others	Inconsistent in completing assigned work in time allocated; seldom completes additional tasks	Frequently does not perform regularly assigned work in time allocated; use of idle time negatively impacts work
Organization of Work Environment	Always maintains clean, organized work environment; always practices, maintains and promotes safe work habits; always properly maintains and cares for equipment		Consistently maintains clean, organized work environment; consistently practices and maintains safe work habits; consistently maintains and cares for equipment properly	Inconsistent in maintaining clean, organized work environment; inconsistent in practicing <u>or</u> maintaining safe work habits; inconsistent in properly maintaining <u>or</u> caring for equipment	Frequently does not maintain clean, organized work environment; frequently does not practice safe work habits; frequently does not properly maintain <u>or</u> care for equipment

JOB KNOWLEDGE	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Policies/ Procedures/ Practices	Appropriately uses and interprets correct policies, procedures, and practices and frequently makes recommendations to improve them	Appropriately uses and interprets correct policies, procedures, and practices and occasionally makes recommendations to improve them	Appropriately uses correct policies, procedures, and practices	Inconsistently uses correct policies, procedures, and practices	Rarely uses correct policies, procedures, and practices
Organizational Skills	Systematically and innovatively manages activities, information and resources and makes recommendations for improvement	Systematically manages activities, information and resources and makes some recommendations for improvement	Proficiently manages activities, information and resources	Ineffectively manages some activities, information and resources	Rarely manages activities, information and resources
Equipment/ Technology	Develops and uses innovative applications of equipment/technology	Familiar with and appropriately uses equipment/technology	Basic familiarity with equipment/technology	Some understanding of the administration's or unit's equipment/technology	Little or no understanding of the administration's or unit's equipment/technology
Terminology	Appropriately uses and clearly explains terminology of the administration and unit; keeps abreast of new concepts and terminology	Familiar with and appropriately uses terminology of the administration and unit	Basic familiarity with terminology of the administration and unit	Some understanding of the administration's or unit's terminology	Little or no understanding of the administration's or unit's terminology

JOB QUALITY	Evaluation				
	Far Exceeds Standards	Exceeds Standards	Meets Standards	Below Standards	Far Below Standards
Completion of Assignments	Works independently with broad direction and little or no follow up; self-motivated to complete assignments	Independently completes assignments with minimal direction and follow up	Independently completes assignments with routine supervision	Occasionally unable to complete assignments independently; requires frequent supervision and follow up	Requires direct supervision while performing all aspects of routine assignments
Problem Solving	Anticipates potential problems and acts accordingly; makes an effort to prevent recurring problems	Recognizes and analyzes complex problems and takes appropriate action or recommends effective, creative solutions	Recognizes and analyzes routine problems and takes appropriate action	Occasionally recognizes problems; experiences some difficulty with analysis; requires some assistance to develop workable solutions	Rarely recognizes problems; experiences extreme difficulty with analysis; recommends ineffective solutions or unable to recommend solutions
Accuracy	Work performed at the highest level of accuracy; errors extremely rare, always minor	Work performed at a high level of accuracy; errors usually minor in nature	Work performed at an acceptable level of accuracy	Work performed occasionally at an unacceptable level of accuracy; frequent errors	Work performed with frequent and recurrent errors in routine assignments
Work Process/Product/Services	Develops highest quality work product or demonstrates highest quality of services	Thoroughly researches, analyzes, and prepares high quality work product or provides high quality services	Thoroughly researches and efficiently prepares product at acceptable standards or provides services at acceptable standards	Has difficulty with work process/product/services; occasionally unable to meet an acceptable standard of quality	Rarely meets acceptable standards of quality
Working Under Pressure	Efficiently and effectively performs all assignments regardless of distractions or pressure situations	Frequently handles difficult pressure situations and distractions without affecting performance; reprioritizes workload as needed	Appropriately handles routine pressure situations and distractions of the job while maintaining normal workload	Low tolerance to some pressure situations or distractions which hinder job performance	Rarely able to work under pressure situations or handle distractions

<b>JOB QUANTITY</b>	<b>Evaluation</b>				
	<b>Far Exceeds Standards</b>	<b>Exceeds Standards</b>	<b>Meets Standards</b>	<b>Below Standards</b>	<b>Far Below Standards</b>
Volume of Work	Always produces more than required	Frequently produces more than required	Produces the required volume of work	Occasionally fails to meet requirements	Rarely meets requirements

**ATTACHMENT 12 – SAMPLE STATUS REPORT  
SHA Internet / Intranet Web Site  
Operations, Maintenance and Support Task Order**

<b>Week Ending:</b>	<b>Date:</b>
<b>Report Prepared by:</b>	<b>Task Number:</b>
<b>TO Contractor:</b>	
<b>Task Name:</b> SHA Internet / Intranet Web Site Operations, Maintenance and Support	

Name	Labor Category	Hours Expended for the Week	Cumulative Hours Expended

**ACTIVITIES COMPLETED:**

**Resource 1 Name:**

*Project 1 or Task 1:* (Hours spent)

- Subtasks of project or task.

*Project 2 or Task 2:*

(Hours spent)

- Subtasks of project or task.

**Resource 2 Name:**

*Project 1 or Task 1:* (Hours spent)

- Subtasks of project or task.

*Project 2 or Task 2:*

(Hours spent)

- Subtasks of project or task.

**ACTIVITIES IN PROGRESS:**

**Resource 1 Name:**

- Activity

**Resource 2 Name:**

- Activity

**NEXT WEEK'S PLANNED ACTIVITIES:**

**Resource 1 Name:**

- Activity

**Resource 2 Name:**

- Activity

**ACTIVITIES ON HOLD/ISSUES:**

**Resource 1 Name:**

- Activity / Issue

**Resource 2 Name:**

- Activity / Issue

**ACTIVITIES REQUIRING OVERTIME AND TIME USED:**

<b>Resource</b>	<b>Date</b>	<b>Hours</b>	<b>Comments</b>

**ACTION ITEMS:**

<b>Resource</b>	<b>Item</b>	<b>Status</b>	<b>Comments</b>



**EXHIBIT A**

**TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE  
CONFIDENTIAL INFORMATION**

**Printed Name and Address  
of Employee or Agent**

**Signature**

**Date**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____