

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	F50B2400062		
Functional Area (Enter One Only)	6 –Systems/Facilities Management and Maintenance		
Labor Category			
A single support resource may be engaged for a period not to exceed six months, without renewal options.			
1. Labor Category #46: Junior Help Desk Specialist			
Anticipated start date	5/21/2012		
Duration of assignment	Up to 6 months		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	No		
MBE goal, if applicable	%0		
Issue Date: mm/dd/yyyy	4/20/2012	Due Date: mm/dd/yyyy	5/4/2012
		Time (EST): 00:00 am/pm	11:00 am
Place of Performance:	301 West Preston Street, Baltimore, MD		
Special Instructions: (e.g. interview information, attachments, etc.)	<ol style="list-style-type: none"> 1. New positions, no incumbents 2. Candidates must meet all minimum requirements in their labor category to be considered 		
Security Requirements (if applicable):			
Invoicing Instructions:	Time and Materials Contract; invoice submitted monthly (based on approved weekly timesheet) to Program Manager		
Section 2 – Agency Point of Contact (POC) Information			
Agency / Division Name:	Department of Information Technology, Operations		
Agency POC Name:	Michael Balderson	Agency POC Phone Number:	410-260-7549
Agency POC Email Address:	Mike.Balderson@maryland.gov	Agency POC Fax:	(443) 926-9742
Agency POC Mailing Address:	45 Calvert Street, Room 444A, Annapolis, MD, 21401		
Section 3 – Scope of Work			

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

Background	
<p>This is a computer technical support position that troubleshoots and resolves both desktop and local area network information technology issues. The individual works within a Microsoft and Google environment to provide first and second tier support for end users to function effectively and efficiently. Duties also include monitoring and documenting network activities, resolving hardware and software issues, monitoring network security and testing hardware/software. The individual also configures personal computers, printers, and various peripherals in accordance with established procedures and guidelines. Occasionally, this individual will be expected to perform offsite and after hours technical support.</p> <p>The objective of this RFR is to obtain one person from a TO Contractor to perform end user IT support.</p>	
Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
1. Junior Help Desk Specialist	<p>Provides telephone and in-person Information Technology support to users in the areas of directories, standard Windows desktop applications, and applications developed specifically for the Maryland Department of Budget and Management. Serves as an initial point of contact for troubleshooting hardware/software PC and printer problems. Work is assigned via a DoIT supervisor or via an automated trouble call system (REMEDY).</p> <p>Desirable qualifications include experience and/or familiarity with all or most of the following:</p> <ul style="list-style-type: none"> • Windows operating systems • Microsoft Office Professional Suite • Planning, integrating and maintaining local area computer network software and hardware • Microsoft Exchange • Google Mail • Microsoft Windows Server Installation, Configuration and Administration • Excellent communication and customer service skills
Minimum Qualifications	
<p>For resource minimum qualifications, see the labor category description in the CATS II RFP for the RFR labor category in question. In addition, qualified candidates <u>must</u> meet the minimum qualifications specified below.</p>	

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

Labor Category/s (From Section 1 Above)	Minimum Experience/Knowledge/Skill
1. Junior Help Desk Specialist	<ul style="list-style-type: none"> • Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. • General Experience: This position requires a minimum of five (5) years of experience in business IT environments with emphasis on PC hardware and applications. General experience includes information systems development, work in the client/server field, or related fields. • Minimum of three years of Active Directory administration. • Minimum of three years Microsoft Patch Management • Minimum of three years diagnosing and correcting network software and hardware problems • Minimum of three years of Information Technology hardware repair/replacement

Request for Resume (RFR) CATS II Master Contract

All Master Contract Provisions Apply

Section 4 - Required Submissions Section 4 - Required Submissions
NOTE: <ul style="list-style-type: none"> o Master Contractors may propose only one candidate for each position requested. o - Master Contractors electing not to propose in response to the RFR must submit a “Master Contractor Feedback Form” via the “Master Contractor Login” on the CATS II web site. o - Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows: o Email 1 with “Technical: RFR Number, Master Contractor Name, & Candidate Name” in the subject line <ul style="list-style-type: none"> o Resume for the labor category described in the RFR (Attachment 1) o Email 2 with “Financial: RFR Number, Master Contractor Name, & Candidate Name” in the subject line <ul style="list-style-type: none"> o Price Proposal (Attachment 2) o Conflict of Interest Affidavit (Attachment G in the CATS II RFP) o Living Wage Affidavit (Attachment I in the CATS II RFP) o Any documents listed below as required by the hiring agency
1. Reference contact names, telephone numbers and email addresses for use in verifying the experience provided in response to Minimum Qualifications.
Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)
1. Meets or exceeds Minimum Qualifications.
2. Experience providing computer support services within a similar support environment, as verified by the references.
3. Response to interview questions.
4. Price
Basis for Award Recommendation
RFRs will be awarded in accordance with the competitive Sealed Proposals process under COMAR 21.05.03. The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The agency POC will initiate and deliver a RFR Agreement to the selected Master Contractor. Master Contractors should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the RFR Scope of Work, depending upon specific circumstances.

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

ATTACHMENT 1 – RFR RESUME FORM

RFR # F50B2400062

Instructions: Insert resume information in the fields below; do not submit other resume formats. Submit only one resume per Labor Category described in Section 1 of the RFR. If the RFR requests multiple Labor Categories, use a separate resume form for each proposed candidate.

Candidate Name:	Labor Category (from Section 1 of the RFR): Labor Category #46: Junior Help Desk Specialist
Master Contractor:	

A. Education / Training

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

B. Relevant Work Experience

Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person (Optional if current employer)]	
[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person]	

<add lines as needed>

C. Employment History

List employment history, starting with the most recent employment first

Start and End Dates	Job Title or Position	Organization Name	Reason for Leaving
<add lines as needed>			

D. References

List persons the State may contact as employment references

Reference Name	Job Title or Position	Organization Name	Telephone / Email
<add lines as needed>			

**Request for Resume (RFR)
CATS II Master Contract**

ATTACHMENT 2

RFR PRICE PROPOSAL – ONE POSITION

RFR # F50B2400062

(This form is to be filled out by Master Contractors)

Job Title	Proposed CATS II Labor Category	Candidate Name	Hourly Labor Rate	Total Hours / Resources (up to 6 months)	Labor Category Price (Labor Rate x Hours)
1. Computer Support Specialist	Labor Category #46: Junior Help Desk Specialist		\$	1,000*	\$
Total Evaluated RFR Price (Sum of Labor Category Prices):					\$

*Note: Hours are use for evaluation purposes only. Actual hours per resource for a labor category may be more or less.

Authorized Individual Name

Company Name

Title

Company Tax ID #

Proposed labor categories must be from those described in the CATS II Master Contract and must correspond to the resume/s provided. Support staff are limited to engagements of up to six months. The “Hourly Labor Rate” is the actual fully-loaded rate that the State will pay for services recorded in dollars and cents. Hourly rates must be equal to or less than the rates proposed by the Master Contractor for the CATS II Master Contract.