

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

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	F50B3400008		
Functional Area (Enter One Only)	10 – IT Management and Consulting Services		
Labor Category/s			
A single support resource or a group of up to six support resources may be engaged for a period not to exceed six months, without renewal options.			
1. Project Manager			
2. Google Certified Deployment Specialist			
3. Organizational Change Management Specialist			
Anticipated start date	10/9/2012		
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	8/28/2012	Due Date: mm/dd/yyyy	9/19/2012
		Time (EST): 00:00 am/pm	10:00 am
Place of Performance:	45 Calvert Street, Annapolis, MD 21401 311 West Saratoga Street, Baltimore, MD		
Special Instructions: (e.g. interview information, attachments, etc.)	<ol style="list-style-type: none"> 1. A phone interview will be required. 2. Contractors must submit one (1) resume for each position in each labor category for a total of 3 resumes. 3. New positions, no incumbents. 4. Candidates must meet all minimum requirements in their labor category to be considered. 5. Master contractors must submit one (1) resume for each position in each labor category for a total of three (3) resumes. 6. DoIT will retain three (3) people through this RFR. DoIT intends to award to a single Offeror for all three (3) people. 		
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			

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

All Master Contract Provisions Apply

Agency / Division Name:	Department of Information Technology, Procurement		
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

Background

DoIT manages a contract with Google, Inc. to provide a cloud-based centralized email system (Google Apps for Government) for the State of Maryland. DoIT provides a centralized directory service and supports the migration of users from legacy agency email systems to the Google Apps environment.

The objective of this RFR is to obtain personnel from a TO Contractor to perform multiple migrations of State agency email systems and accounts to Maryland’s Google Apps for Government Cloud under the maryland.gov domain. Each agency being migrated may utilize its own unique email system.

The Department of IT is in the process of migrating a 8,500 person Unit to Google Apps from GroupWise. This migration will take place in locations throughout the State. The resources acquired through this RFR are expected to work, on average, 10-20 hours per week based on the specific schedule of the implementation. The migration will include data surrounding email, calendar, and contacts. DoIT has successfully migrated data from GroupWise to Google Apps using two products that will be made available to the migration team: GAMME and CloudMigrator. A majority of the work can be accomplished off-site, but there will be a requirement of being on-site for up to 10 days, including 3 continuous days surrounding the “go live” date.

The work will involve provisioning users from an Agency Active Directory into a centralized Active Directory instance and in Google Apps, migrating user mailbox data, migrating user archived email, migrating user contacts, migrating user calendar data, project management, organizational change management, and user training. Additionally, provide first line support and training of users during “early adopter” and “go live” phases, including working directly with DoIT and Agency help desks to resolve user issues.

DoIT will retain 3 people through this RFR, with the option to add up to an additional 3 people, if required. DoIT intends to award to a single Offeror for all 3 people.

Job Description/s

Labor Category/s (From Section 1 Above)	Duties / Responsibilities
--	----------------------------------

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

All Master Contract Provisions Apply

1. Project Manager	Creates, manages, and executes the overall deployment strategy to Google Apps. Creates, manages and executes against an approved project schedule. Manages the communications among DoIT, the transition team, and the agency representatives (management, technical, change agents). Schedules and manages all project tasks.
2. Google Certified Deployment Specialist	Acts as technical lead for migrations to Google Apps. Documents agency requirements and configurations necessary for Google deployment and migration. Performs agency data migration (mail, contact, and calendar), assists in email work flow analysis and Active Directory synchronization. Provides user training as necessary. Acts as liaison between DoIT and other agencies.
3. Organizational Change Management Specialist	Manages the agency change process during migration, ensuring a smooth transition to Google Apps. Communicates with agency representatives best practices in email migration. Creates customized curriculum and provide user training.
Minimum Qualifications 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.	
Labor Category/s (From Section 1 Above)	Minimum Experience/Knowledge/Skill
1. Project Manager	<ul style="list-style-type: none"> • Must work for a Google-certified partner. • 3 years IT project management experience. • Experience managing 3 deployments to Google Apps, while working for a Google Enterprise Partner. • One of the Google Apps deployments must have been 1,000 or more users.
2. Google Certified Deployment Specialist	<ul style="list-style-type: none"> • Must work for a Google-certified partner. • Current Google Deployment Specialist Certification. • Experience with at least 3 Google Apps for Business or Government deployments of 100 or more users. • One of the three deployments must include a migration from GroupWise to Google Apps for an organization that contained over 1,000 users and 3 or more post offices. • Experienced with the use of Google Apps Directory Sync and server side migration tools such as Google Apps Migration for Microsoft Exchange®, as well as client side migration tools such as Google Apps for Microsoft Outlook.
3. Organizational Change Management Specialist	<ul style="list-style-type: none"> • Must work for a Google-certified partner. • Provided communications, change management, and training for 2 migrations from Novell GroupWise or Microsoft Exchange to Google Apps.

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

All Master Contract Provisions Apply

	<ul style="list-style-type: none">• Scope of both migrations must have been for a user base spread across 20 or more disparate locations.
--	---

Request for Resume (RFR) CATS II Master Contract

All Master Contract Provisions Apply

Section 4 - Required Submissions
<p>NOTE:</p> <ul style="list-style-type: none"> ○ Master contractors must submit one (1) resume for each position in each labor category for a total of three (3) resumes. ○ DoIT will retain three (3) people through this RFR. DoIT intends to award to a single Offeror for all three (3) people. ○ 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. ○ Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows: ○ Email 1 with “Technical: RFR Number, Master Contractor Name, & Candidate Name” in the subject line <ul style="list-style-type: none"> ○ Cover letter identifying the Google Certified Partner represented by the candidates ○ Resumes for each of the labor categories described in the RFR (Attachment 1) ○ Reference contact names, telephone numbers and email addresses for use in verifying the experience provided in response to Minimum Qualifications. ○ A completed Google implementation project template from at least one of the projects used to satisfy Minimum Qualifications. ○ Email 2 with “Financial: RFR Number, Master Contractor Name, & Candidate Name” in the subject line <ul style="list-style-type: none"> ○ Price Proposal (Attachment 2) ○ Conflict of Interest Affidavit (Attachment G in the CATS II RFP) ○ Living Wage Affidavit (Attachment I in the CATS II RFP)
Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)
1. Meets or exceeds Minimum Qualifications.
2. Experience providing the services required, as verified by the references.
3. Price
4. Proficiency responding to inquiries about the project artifacts provided to meet Minimum Qualifications
5. Response to interview questions.
Basis for Award Recommendation
<p>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.</p>

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

All Master Contract Provisions Apply

ATTACHMENT 1 – RFR RESUME FORM

RFR # F50B3400008

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):
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]	Description of Work...
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person (Optional if current employer)]	
[Organization]	Description of Work...
[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 – ALL THREE POSITIONS

RFR # F50B3400008

(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. Project Manager	Project Manager		\$	1,000*	\$
2. Google Certified Deployment Specialist	[Please provide proposed CATS II Labor Category]		\$	1,000*	\$
3. Organizational Change Management Specialist	[Please provide proposed CATS II Labor Category]		\$	1,000*	\$
Total Evaluated RFR Price (Sum of Labor Category Prices):					\$

*Note: Hours are used for evaluation purposes only. Actual hours per resource for a labor category may be more or less. The State may require that (Master Contractor) supply up to three additional resources in any combination of these same Labor Categories at the same prices shown here. At no time may there be any more than six (6) resources working under this RFR award; nor may any resources be used that do not fall into one of the Labor Categories proposed.

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, all inclusive 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.