

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

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	F50B3400016		
Functional Area (Enter One Only)	17 –Documentation/Technical Writing		
Labor Category			
A single support resource may be engaged for a period not to exceed six months, without renewal options.			
1. Labor Category #56: Technical Writer/Editor			
Anticipated start date	November 2011		
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	9/20/2012	Due Date: mm/dd/yyyy	10/10/2012
		Time (EST): 00:00 am/pm	10:00 am
Place of Performance:	45 Calvert Street, Annapolis, MD		
Special Instructions: (e.g. interview information, attachments, etc.)	1. New position, no incumbent 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:	(410) 974-5615
Agency POC Mailing Address:	45 Calvert Street, Room 444A, Annapolis, MD, 21401		

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Section 3 – Scope of Work	
Background	
<p>The technical writing position will develop and/or edit documents as part of Maryland's effort to migrate to Google Apps for Government. Some of the resulting documents will be used by technical administrators for guidance on routine activities related to the administration and management of Active Directory and Google Apps accounts. Some documentation will be used by technical administrators in the migration from legacy email systems to Google Apps for Government. Some of the documentation will be used by end-users to migrate and use their Google Apps account.</p> <p>The objective of this RFR is to obtain one person from a TO Contractor to provide technical writing and technical editing support.</p>	
Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
1. Technical Writer/Editor	<p>This individual will work closely with on-site Information Technology (IT) specialists to collect and organize information. All documents shall be prepared using Microsoft Office® software applications.</p> <p>Anticipated Writing Deliverables:</p> <ol style="list-style-type: none"> 1. Prepare and complete a technical guide for to assist agencies in preparing for Google Migration. The guide shall be written for a target audience that will include people knowledgeable in the technical aspects of their agency's existing environment with only basic familiarity with Google Apps for Government. The final product will be used by agencies to prepare for required Google Migration activities. 2. Prepare and complete a technical guide for recurring tasks associated with administration of Google Apps for Government end users. The guide shall be written for a target audience that will include people knowledgeable in overall Google Administrative activities and functions. The final product will be used by technicians to ensure standardization of procedures to address recurring tasks. 3. Prepare and complete a technical administrator contact guide. The guide shall be written for a target audience to include technicians with administrative privileges and responsibilities.

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	<p>This purpose of this guide is to cover non-standard administrative tasks and problem escalation procedures.</p> <p>Writing task priorities and associated deadlines will be assigned by the Department of Information Technology Team Leader or delegated authority. The individual is expected to work quickly, accurately, independently or under only general direction. Progression on assigned tasks will be periodically reviewed between deadlines. The technical writer shall submit draft copies of tasks 1, 2, & 3 to the appropriate DoIT representative at the 50 percent completion point for review and approval and then again at the 90 percent completion point for review and approval.</p> <p>Upon completion of each task, the technical writer shall submit one electronic document to the DoIT team leader via Google Drive.</p> <p>The State will furnish an appropriate work space, hardware, and software to create the documentation during the performance of this task.</p> <p>Desirable qualifications include experience and/or familiarity with all or most of the following:</p> <ul style="list-style-type: none"> • Microsoft Office Professional Suite • Google Mail • Excellent communication and customer service skills
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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 must meet the minimum qualifications specified below.

Labor Category/s (From Section 1 Above)	Minimum Experience/Knowledge/Skill
1. Technical Writer/Editor	<ol style="list-style-type: none"> 1. Education: Associate's Degree in related field. A Bachelor's degree is preferred. 2. A minimum of five (5) years of experience in this area. 3. At least two (2) years of experience in preparing and editing documents, including technical documents. 4. At least two (2) years' experience in writing technical documents related to enterprise email systems. 5. At least five (5) years of experience creating and maintaining technical documentation using MS Office Suite.

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Section 4 - Required Submissions

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NOTE:

- Master Contractors may propose only **one** candidate for each position requested.
- - 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**
 - Resume for the labor category 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.
 - **Email 2 with “Financial: RFR Number, Master Contractor Name, & Candidate Name” in the subject line**
 - 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 technical documentation support services within a similar support environment, as verified by the references.
3. Response to interview questions and samples of technical documentation that they have created.
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.**

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ATTACHMENT 1 – RFR RESUME FORM

RFR # F50B3400016

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 #56: Technical Writer/Editor
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>			

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ATTACHMENT 2

RFR PRICE PROPOSAL – ONE POSITION

RFR # **F50B3400016**

(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. Technical Writer	Labor Category #56: Technical Writer/Editor		\$	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.

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 is limited to engagements of up to six months. The “Hourly Labor Rate” is the actual fully-loaded, all inclusive 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.