

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

Section 1 – General Information			
<b>RFR Number:</b> (Reference BPO Number)	F50B3400056		
<b>Functional Area</b> (Enter One Only)	Functional Area 5 - Software Engineering		
<b>Labor Category/s</b>			
<i>A single support staff or support groups of up to five members may be engaged for up to six months without renewal options. Awards for Major IT Development Project (MITDP)/Program Manager/Deputy PMs may have tenure of one base year with up to two optional years, or through the end of the project within the Master Contract term. An RFR is limited to only labor categories defined in the CATS II RFP.</i>			
Enter the labor category/s to be provided:			
CATS II labor category #11 Applications Development Expert			
<b>Anticipated Start Date</b>	June 2013		
<b>Duration of Assignment</b>	Minimum 4 weeks up to 6 months		
<b>Designated Small Business Reserve?(SBR):</b> (Enter "Yes" or "No")	No		
<b>MBE Goal, if applicable</b>			%
<b>Issue Date:</b> mm/dd/yyyy	05/13/2013	<b>Due Date:</b> mm/dd/yyyy	06/04/2013
		<b>Time (EST):</b> 00:00 am/pm	10:00AM
<b>Place of Performance:</b>	Department of Information Technology 45 Calvert Street Annapolis MD 21401		
<b>Special Instructions:</b> (e.g. interview information, attachments, etc.)	In-person interview required.		
<b>Security Requirements</b> (if applicable):			
<b>Invoicing Instructions</b>			
Hourly Labor Rate: Task Orders awarded at the Hourly Labor Rate shall be invoiced monthly for actual hours x Labor Rate.			
<b>Special Invoicing Instructions:</b>	Refer to purchase order resulting from RFR award.		
Section 2 – Agency Procurement Officer (PO) Information			
<b>Agency / Division Name:</b>	Department of Information Technology, Procurement		
<b>Agency PO Name:</b>	Michael E. Balderson	<b>Agency PO Phone</b>	410-260-7549

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		<b>Number:</b>	
<b>Agency PO Email Address:</b>	Mike.balderson@maryland.gov	<b>Agency PO Fax:</b>	410-974-5615
<b>Agency PO Mailing Address:</b>	45 Calvert Street Annapolis MD 21401		
<b>Section 3 – Scope of Work</b>			
<b>Background</b>			
<p>The Department of Information Technology, Remedy Administration Team is responsible for the integrity, maintenance and support of BMC Remedy ARS, Asset Management Application and the Configuration Management Database (CMDB). These applications are integral to our daily business processes.</p> <p>We are seeking an expert technician that has had previous success installing, maintaining and supporting the Asset Management Application and the Configuration Management Database (CMDB) (release 7.6.04) to supplement our current staff. This individual will also provide support and instruction to the Remedy Support Team in the analysis, administration, and development of the Asset Management Application integration with our current BMC Remedy AR System. It is anticipated this support will be at least four( 4) weeks in duration and possible extension up to six (6) months.</p>			
<b>Job Description/s</b>			
<b>Labor Category/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>		
1. CATS II labor category #11 Applications Development Expert	<p><b>Duties:</b> Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes – either individually or in concert with a project team. Will assist in the most difficult support problems.</p> <p>Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approach in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.</p> <p>Provide guidance and support with production cutover, additional configurations, data migration, data loads &amp; validation for BMC Remedy custom ARS and Information Technology Service Management (ITSM) applications.</p> <p>Provide guidance and support in the Administration functions specific to ARS</p>		

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	<p>7.6.04, ITSM 7.6.04 and Asset Management 7.6.04</p> <p>Create &amp; maintain requirements and assist with customizations for integration with existing custom ARS applications for service ticketing, provisioning, and T&amp;M processing based on customer requirements. Maintain documentation such as test scripts, &amp; process diagrams to be handed off to DoIT staff.</p> <p>Assist with regressions testing major functionality of existing ARS applications.</p> <p>Provide guidance and support in the configuration and functionality of the interface of the Mid-tier Services via web server.</p> <p>Identify and assist in repair defects found in BMC Remedy applications.</p> <p>Advise on potential future use of discovery tools, devices and other features.</p> <p>Maintain &amp; adhere to ITSM best practices</p> <p>Create status report. The report should contain status of all tasks and any issues.</p>
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### Minimum Qualifications

For minimum qualifications, see the labor category description in the CATS II RFP for the subject RFR labor category. In addition, qualified candidates must meet the minimum qualifications specified below. **Candidates that do not meet minimum qualifications will be deemed not reasonably susceptible for award and will not progress to full evaluation.**

Labor Category/s (From Section 1 Above)	Minimum Qualifications
<p>1. CATS II labor category #11 Applications Development Expert</p>	<p><b>Education:</b> Preference for a Bachelor’s or Master’s Degree in Computer Science, Information Systems, or other related field or equivalent work experience.</p> <p><b>General Experience:</b> At least seven (7) years of IT and business/industry work experience.</p> <p><b>Specialized Experience:</b></p> <p>At least three (3) years as Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides technical input into the most complex and high impact IT decisions. Accountable for the most complex enterprise-wide applications and issues, translating highly complex concepts for peers and customers.</p> <p>At least three (3) years’ experience and knowledge in implementing BMC Remedy AR System , BMC Atrium CMDB, BMC Remedy ITSM &amp; Asset Management up to and including v7.6.4.</p> <p>At least three (3) years’ experience utilizing Remedy Developer Studio, Remedy Migrator, Delta Data Migration, &amp; Data Management Tools.</p> <p>At least three (3) years’ experience with Windows Server 2008, SQL Server 2008 and Apache Tomcat 7.x configuration and management.</p> <p>At least three (3) years’ experience, in developing, configuring &amp; testing customizations using BMC Remedy up to and including v7.6.4 technology.</p>

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### Preferred Qualifications

The additional Experience/Knowledge/Skills listed below are preferred by the State.

Labor Category/s	Preferred Qualifications
1. CATS II labor category #11 Applications Development Expert	<p>At least (3) years experience of network call center and engineering environment.</p> <p>Remedy Skilled Professional or Remedy certifications.</p>

### Section 4 - Required Submissions

**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 of 2 with “Technical”: Master Contractor Name, RFR number, & candidate name in the subject line**

- Resume showing evidence of all skill listed in Section 3, Scope of Work Completed in Attachment #1
- Three (3) current references that can be contacted for performance verification of the submitted consultant’s work experience and skills. Telephone number and email address of reference is needed.
- Remedy Certifications

**Email 2 of 2 with “Financial”: Master Contractor Name, RFR number, & 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 –

Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:

**(Provide a list of evaluation criteria in descending order of importance)**

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2. Relevant experience

3. Training and education

4. References

5. Price

### **Basis for Award Recommendation**

The Agency PO 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 PO will initiate and deliver a Task Order 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) for CATS II Master Contract**

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**ATTACHMENT 1  
RFR RESUME FORM  
RFR # F50B3400056**

Instructions: Enter 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

CATS II labor category #11  
Applications Development  
Expert

Candidate Name:

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. Starts with the most recent experience first; do not include non-relevant experience.

**[Organization]**                      *Description of Work...*  
**[Title / Role]**  
**[Period of Employment / Work]**  
**[Location]**

**[Organization]**                      *Description of Work...*  
**[Title / Role]**  
**[Period of Employment / Work]** **[Location]**

<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) for CATS II Master Contract

### LABOR CATEGORY PERSONNEL RESUME SUMMARY

(ATTACHMENT 1 CONTINUED) F50B3400056

\*“Candidate Relevant Experience” section must be filled out. Do not enter “see resume” as a response.

<b>Proposed Individual’s Name/Company:</b>	<b>How does the proposed individual meet each requirement?</b>
CATS II labor category #11 Applications Development Expert	
<b>Requirement</b>	<b>Candidate Relevant Experience*</b>
<b>Education:</b> Preference for a Bachelor’s or Master’s Degree in Computer Science, Information Systems, or other related field or equivalent work experience.	<b>Education:</b>
<b>General Experience:</b> At least seven (7) years of IT and business/industry work experience.	<b>General Experience:</b>
<b>Specialized Experience:</b> At least three (3) years as Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides technical input into the most complex and high impact IT decisions. Accountable for the most complex enterprise-wide applications and issues, translating highly complex concepts for peers and customers.	<b>Specialized Experience:</b>
<b>Minimum Qualifications:</b> At least three (3) years’ experience and knowledge in implementing BMC Remedy AR System , BMC Atrium CMDB, BMC Remedy ITSM & Asset Management up to and including v7.6.4.  At least three (3) years’ experience utilizing Remedy Developer Studio, Remedy Migrator, Delta Data Migration, & Data Management Tools.  At least three (3) years’ experience with Windows Server 2008, SQL Server 2008 and Apache Tomcat 7.x configuration and management.  At least three (3) years’ experience, in developing, configuring & testing customizations using BMC Remedy up to and including v7.6.4 technology.	<b>Minimum Qualifications:</b>



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**Preferred Qualifications:**

At least (3) years experience of network call center and engineering environment.

Remedy Skilled Professional or Remedy certifications.

**Preferred Qualifications:**

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

**Master Contractor Representative:**

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

**Proposed Individual:**

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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

ATTACHMENT 2  
PRICE PROPOSAL  
RFR F50B3400056

(This form is to be filled out by Master Contractors - Submit with the Financial Response)

CATS II Labor Category	A	B	C
	Fully Loaded Hourly Labor Rate	Evaluation Hours*	PERIOD Evaluation Price (A x B)
Enter Labor Category	\$	1000*	\$
<b>Total RFR Price</b>			\$

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

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

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Tax ID #

- The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower. The rate must be fully loaded, all inclusive, and shall include all direct and indirect costs for the Master Contractor to perform under the TOA. \*Evaluation Hours are for evaluation purposes only and do not represent actual hours to be worked or invoiced.