CONSULTING AND TECHNICAL SERVICES II (CATS II)

TASK ORDER REQUEST FOR PROPOSALS (TORFP)

COMPASS v1 SYSTEM DEVELOPMENT TORFP

CATS II TORFP
K00P1400709

DEPARTMENT OF NATURAL RESOURCES

INFORMATION TECHNOLOGY SERVICE

ISSUE DATE: DECEMBER 16, 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.

TORFP Title:	COMPASS v1 System Development
Functional Area:	FA2 Web and Internet Systems
TORFP Issue Date:	12/16/2010
Closing Date and Time:	01/18/2011 at 02:00 PM
TORFP Issuing Agency:	Department of Natural Resources (DNR) Information Technology Service (ITS)
Send Questions and Proposals to:	Len Singel lsingel@dnr.state.md.us
TO Procurement Officer:	Penny Bates Office Phone Number: 410-260-8369 Office FAX Number: 410-260-8373
TO Manager:	Len Singel Office Phone Number: 410-260-8377 Office FAX Number: 410-260-8373
TO Project Number:	K00P1400709
TO Type:	Fixed Price
Period of Performance:	Two Years plus 1 optional 1-Year Renewal
MBE Goal:	30 percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	TO Contractor’s Place of Business
TO Pre-proposal Conference:	Department of Natural Resources Web Conferencing Service 01/4/2011 at 2:00 PM EST See Attachment 6 for directions.

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. The "subject" line in the e-mail submission shall state the TORFP # K00P1400709. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS II TORFP # K00P1400709 Technical". The second file will be the financial response to this CATS II TORFP and titled, "CATS II TORFP # K00P1400709 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 13 – 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 TO 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 it's 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 technical and/or 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 Department of Natural Resources, Tawes State Office Building, 580 Taylor Avenue, D-4, Annapolis, MD 21401. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement (Offeror) in the form of Attachment 10. Please contact the TO Procurement Officer 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 (TO Contractor) in the form of Attachment 11.

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 and maintenance services valued at $1 million or greater, but all CATS II TOs are subject to review.

Attachment 12 is a sample of 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 Department of Natural Resources (DNR) is issuing this CATS II TORFP to obtain a Master Contractor to develop, deploy and support Version 1 (v1) of COMPASS that will replace the Department's Customer Oriented Information Network (COIN). COMPASS will be our new, web-based outdoor customer service delivery system. COMPASSv1 will focus on our recreational licenses, permits, registrations, harvest reporting and associated items and deliver these items to our customers at our more than 250 Sports License Agents, Live Operator Telephone Sales and self-service Online Sales. Future versions of COMPASS will focus on commercial licensure, boat titling and registration, harvest reporting, camping, law enforcement, safety education and mapping. Additional TORFPs will be released for future version of COMPASS. The Department is looking for the best solution for COMPASS v1, and will seriously consider all vendor proposals be it for a COTS product or custom development.

2.2 REQUESTING AGENCY BACKGROUND

The Department of Natural Resources is the cabinet level agency with a mission to preserve, protect, enhance and restore Maryland's natural resources for the wise use and enjoyment of all citizens. The Department's Information Technology Service provides centralized IT support including: DNR's Headquarters and statewide Wide Area Network and Local Area Networks; customer and technical support services to the individual user level statewide; custom applications development; DNR's Internet and Intranet web sites; and support for DNR's two-way radio system and other public safety communications needs. It also includes the Licensing and Registration Service which services external customers through functions such as issuance of sport hunting and fishing licenses, commercial fishing licenses, and boat titling and registration. This TORFP will develop a new system to replace our current system and provide the Department with better customer service tools.

2.3 ROLES AND RESPONSIBILITIES

DNR Project Team	Vendor Project Team
Len Singel, Project Manager / Subject Matter Expert Anedra Knight, Deputy Project Manager Arden Fields, Testing Coordinator / Data Management Denise Holland, Training and Implementation Support Jesse King, Training and Implementation Support	TBD – will be established after contract award

With our intent for COMPASS to be DNR's primary customer service system and the organizational importance placed upon this system, DNR structured a project management team bringing the in-house expertise of our Information Technology Service (ITS) and oversight from the Office of the Secretary to ensure success and a high profile within DNR's Executive and Leadership Teams. COMPASS will be wholly-owned by DNR and administered by ITS. As such the TO Contractor will need to deliver any and all source code to DNR after acceptance and implementation of each module and not use any 3rd party propriety languages or libraries which

DNR would not have access to use. Additionally, this switch from the current system, will align the business units as customers of ITS and allow standardization of products and high data quality standards.

DNR COMPASS project sponsors will be responsible for:

- Defining the vision, purpose and objectives for COMPASS
- Approving the project planning documents
- Resolving conflicts if any arise
- Authorizing the acceptance of each deliverable and the final solution delivered by the project
- Ensuring Executive and Leadership Team support for the COMPASS Project
- Ensuring sufficient continued funding for COMPASS version development

DNR Project Manager will be primarily responsible for:

- Ensuring communications between DNR and selected vendor
- Delivering the project on time, within budget and to specification
- Manage the work breakdown structure of DNR tasks, resource effort and staff assignments
- Monitor schedule performance of DNR team resources on a master schedule
- Ensuring sufficient staffing levels for the COMPASS Project
- Managing project staff, SMEs, customers and all other project stakeholders
- Undertaking the activities required to initiate, plan, execute and close the project successfully
- Overseeing and reporting on the progress of the project
- Resolving all risks, issues and change requests
- Ensuring the project team has everything it needs to deliver successfully
- Authorizing the payments of invoices

TO Contractor – Project Manager will be primarily responsible for:

- Developing project plan and schedule for successful implementation
- Ensuring communications between TO Contractor and DNR
- Ensuring sufficient TO Contractor staffing levels for the COMPASS Project
- Ensuring work assigned to the TO Contractor is performed according to approved requirements and design
- Reporting progress of the execution of tasks and deliverables to DNR Project Manager
- Escalating risks and issues to be addressed by the DNR Project Manager
- Demonstrate and ensure knowledge and adherence to the telecommunications policies and procedures of the State of Maryland

2.4 PROJECT BACKGROUND

DNR's Information Technology Service is moving quickly to replace its current computerized system, developed by a third party in 1996, for the licensure for recreational and commercial anglers, hunters, off-road vehicles, the titling and registration of vessels and other functionality in the State. The Department's current system, Customer Oriented Information Network or COIN, employs obsolete technology and processes that are no longer used in systems of similar scope deployed by sister natural resource agencies in North America. Data integrity is a serious, constant issue as the majority of customer purchases and related information does not filter to COIN's central database for 24 to 72 hours post purchase. Many of the data integrity issues start with incomplete or incorrect data captured by our sports license agents and result in our inability to properly validate license information in the field.

To modernize our customer service delivery and data collection processes, a plan to replace COIN with a new, web-based system that will employ real-time data collection and utilization has been adopted. This multi-phased project will result in our new system, tentatively called COMPASS. A pre-phase included the development of the COMPASS database; migration of COIN data to the new database; and web services to support the validation and correction of customer data by both DNR employees and the customers themselves. DNR has the COIN and COMPASS databases linked to keep both current as transaction are posted.

The overall goals of the COMPASS project are to:

1) Streamline licensing and customer service application systems and processes;

2) Replace of existing application and supporting systems;

3) Improve customer service delivery quality; and

4) Maintain a comprehensive customer database

This TORFP, and subsequent, will enable DNR to develop and deploy COMPASS in a succession of versions that build on the functionality and features of the previous resulting in a complete system at project completion.

The benefits of COMPASS, once all phases are completed, will be invaluable to today's DNR. COMPASS will fulfill our need for accurate, complete and current data to administer customer service functionality and maintain a historical profile of each customer and their activities that is imperative for holistic resource management. COMPASS will give us the flexibility to increase our offerings to our customers and provide better service throughout the agency, which is our most important goal.

Currently, the COIN production database resides on a SQL Server 2000 server physically located at DNR Headquarters in Annapolis. The database contains approximately 120 tables with 1100 columns. DNR staff use this database to perform centralized business and system functions to support the daily operation of COIN. The COMPASS foundation database resides on a SQL Server 2005 database and should be used for COMPASSv1, and future version, develop. A copy of the schema is included in this TORFP.

DNR is responsible for maintaining the COIN production database with respect to the typical administration duties of performance measurement, tuning, etc. The DNR Database Administrator (DBA) then executes the scripts to make the actual changes to the production database. COMPASS is being designed to be both flexible and highly scalable with robust core functionality and several modules using its core functionality and processes to conduct specific business, scientific or customer service delivery processes.

DNR would like to minimize convenience and other fees charged to customers for using COMPASS. To this end, the Department has secured the use of the State of Maryland Banking Services merchant account for credit and debit card purchases at DNR locations, online and by telephone. For COMPASS, the TO Contractor will not be required to use their own merchant account for DNR transactions. Our Sports License Agents will utilize their own payment services to accept payment for DNR items issued at their specific locations.

Through this next generation system, DNR is seeking to 'green' many of our operations and services. When COMPASS is deployed, all licenses and documents, with the exception of boat titles, will be printed on plain white paper. Additionally, DNR desires COMPASS to store original documents electronically to limit the amount of paper we store in our offices.

Greener operations will also be brought to our user support, also known as the COMPASS Help Desk. Support for our users will come in the form of a robust online self-service help desk with user manuals, guides, tips and a searchable knowledge base. Higher level support, will come from in-house resources if DNR does not elect to outsource this functionality to the TO Contractor. Currently, DNR supports a network of 250 Sports License Agents and expects that number to increase when COMPASS is deployed statewide. Our agents range from single location, ‘mom and pop’ stores, the big retail giants of the world to grocery stores. As such desirable experience of any partner for this system’s develop would be relationships with retailers both small and big box, and familiarity and use of self service platforms such as touch screen kiosks and other self led sales configurations.

2.4.2 COMPASS Database

A pre-phase TORFP project included the development of the COMPASS database; migration of COIN data to the new database; and web services to support the validation and correction of customer data by both DNR employees and the customers themselves. The COMPASS database schema and data dictionary are available in Attachments 14 and 15 of this TORFP.

2.4.2 Terms and Trademarks

Terminology

This document contains the following acronyms, abbreviations, and terms:

Term	Explanation
ACH	Automated Clearing House
COIN	Customer Oriented Information Network
COMPASS	COMPASS (not an acronym)
DBA	Database Administrator
DNR	Department of Natural Resources
DOB	Date of Birth
Education Certification	Refers to hunting, trapping, boating and safety courses offered by the Department as a prerequisite for participating in an outdoor recreational activity. In passing a course, students are assigned a certification number as proof of completion in Maryland and other States.
EFT	Electronic Funds Transfer
HIP	Harvest Information Program
ITS	Information Technology Service
LAN	local area network
LRS	Licensing and Registration Service
MB	Migratory Bird
NRP	Natural Resources Police
OOS	Office of the Secretary
QAR	Quality Assurance Review
RSC	Regional Service Center
RTM	Requirements Traceability Matrix
SLA	Sports License Agent
Survey	One or more questions associated with the purchase of an authorization to collect certain information from customers.
TORFP	Task Order Request For Proposal

Trademarks

Any trademarks used in this document remain the property of their respective owners.

2.5 REQUIREMENTS

Numbering

Requirements may be sequenced according to category and numbering.

Example	Meaning
F	Functional category
1.	#1 in the set of functional requirements for a system.
1.1	#2 in the list of sub-requirements that provide detail for the first functional requirement

Functional Categories

COMPASSv1 TORFP defines ten functional categories of requirements. Those categories and their abbreviations are as follows:

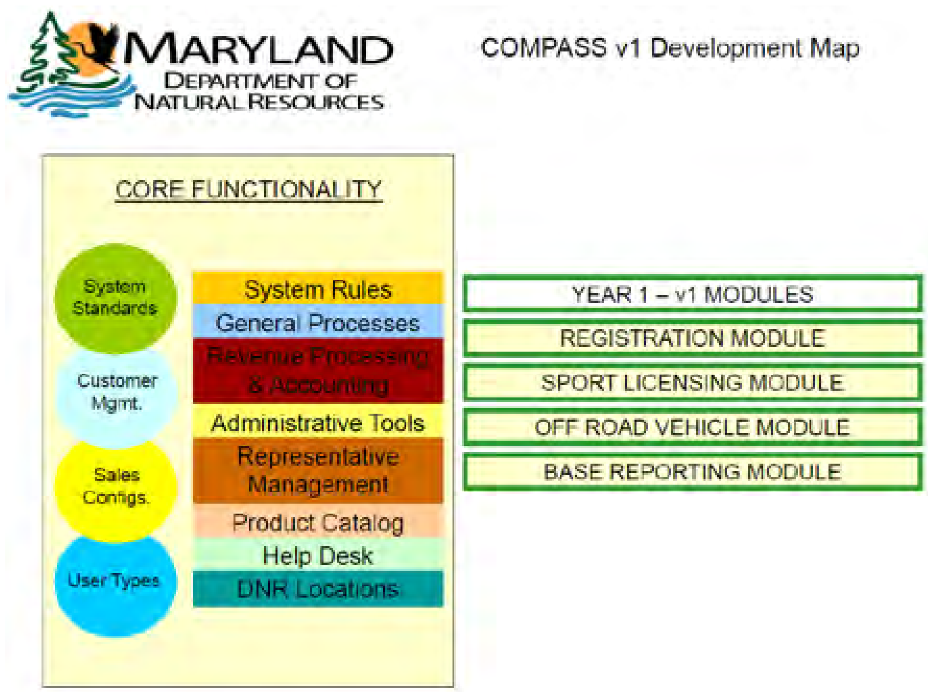
C	Core Functionality	OR	Off Road Vehicle
CM	Customer Management	S	System Constraints
D	Data Entry and Use	R	Performance
H	Harvest	T	Transaction Processing
I	Interface	F	Free Registry

Priority

Each requirement has an assigned priority as follows:

- [M] - Mandatory — Requirement must be satisfied before the system is placed in production.
- [D] - Desirable — Requirement supports a useful feature that could be postponed with the users' approval.
- [O] - Optional — Requirement specifies a feature that could be omitted without affecting the system's viability.

Process Flow



2.5.1 FUNCTIONAL / BUSINESS REQUIREMENTS

User Types

End users are the individuals who use the COMPASS system in all possible roles and combinations. Their primary responsibilities do *not* include software development or maintenance. The following table lists the system users, their role descriptions, and a sampling of activities they perform while using the system.

User Types	**Description**	**Activities**	**Associated Deliverable ID # From Section 2.6.2 Below** (If Applicable)
External (Support Company) Administrator	Solution providers of the system who can configure/change all parameters of the system through secure web interfaces. These may not be present if we develop in-house. Require logon.	· System Development · Manage system configuration · Manage all other users · Provide support of DNR ITS Administrators · Check system performance · Run reports · Search customer database · System testing · Back-up and disaster recovery procedures · Hold source code in escrow	All
DNR ITS Administrator	Global administrators of the system with highlighted permissions to modifying catalog inventory, business rules and other parameters that impact the business of license and recreational permit issuance. Will be limited to Customer Service and Technology Solutions Staff. Require logon.	· Manage system and its product catalog · Oversee and manage all modules and system components · Manage and define business processes · User Administration · Provide support and troubleshooting · Manage Help Desk · Run system reports · System testing · Messaging	All
Module Executive	Similar to a module manager but without day-to-day responsibilities. Have the ability to review and approve administrative settings for assigned module. Require logon.	· Provide oversight and direction for module operations · Run module reports · Messaging within module	All

Module Manager	Day-to-day users, who will run reports, process voided orders, add administrative actions and record memos to customer records, and manage the majority of the system business inventory (product catalog, business rules, etc). Designated 'Admin' rights within their specified module. Require logon.	· Maintain module catalog inventory · Maintain and define module business processes · Manage module users · Provide support and troubleshooting · Run module reports · Messaging within module	All
Local Manager	AKA DNR Location Managers – currently Regional Service Center Managers. Local users that manage interactions with customers. They have universal Corporate Representative functions with restriction to an assigned group of managers, clerks and lower users. Will have the additional responsibility to manage pre-numbered inventory for each outlet within their assigned region, process the closing out of outlet accounts (assessing charges for lost inventory, missing voids, etc.) and manage assigned outlet performance metrics (ratio of sales vs. voids, number of reprints, returns, out-of-state customers, etc.) Require Logon	· Manage local users · Run ledgers, deposit slips and other location specific reports · Balance and manage tills/cash drawers · Issues and fulfills all licenses and sell all products · Electronic capture and archival of documents · Accept payments through system · Authorize voids · Process replacements · Messaging · Run system reports	All
Local Clerk	AKA DNR Location Associates. Staff that interacts with the system under the direction of the Local Manager. Will process customer interactions. Require Logon	· Issues and fulfills products · Electronic capture and archival of documents (document scanning) · Accept payments through system · Process voids · Process replacements · Messaging · Run system reports	All
Report User	DNR user with read-only access to system reports that may be restricted by module. Require Logon	· Run system reports · Develop ad-hoc reports · Perform license/customer verifications	All
Limited Action User	Flagging customers for specific administrative action. Delegated by Module Manager or System Administrators. Require Logon	· Place exemptions/holds on customers (do not sell list) for non-compliance · Enter citations on a customer's record	All

Help Desk Staff	Internal or external personnel that support the customers of the agencies and sports license agents with the system. Help desk can also trouble shoot for the DNR Staff. Will have broad access rights to the system and to our comprehensive knowledge library. Require logon.	· Troubleshooting and technical support for users · Password resets · View and modify knowledge library · Request escalation of issues to MDNR/External Administrators	All
Telephone Representative	These users process orders via telephone calls initiated from the customer. Telephone agents process payments in the form of credit cards and electronic checks for each order placed using DNR's provided payment gateway. Same level as Outlet Clerk may have Help Desk permissions as well if this part of the system is outsourced. Require logon.	· Issue licenses/process orders · Process voids · Run sales reports · Retrieve invoices · Retrieve messages · Reset password · Perform other tasks defined by DNR	All
Corporate Representative	A corporate entity with multiple retail outlets (chain). This is an optional layer of users to accommodate requests from retailers. In addition to the outlet manager capabilities they have the ability to add, change and delete outlet manager accounts for their designated business with all audit trails. Require Logon	· Manage chain users · Central billing · Run reports · Retrieve invoices · Retrieve messages · Perform other tasks defined by DNR	All
Outlet Manager	AKA Sports License Agents. Responsible for the sales at their location. In addition to Outlet Clerk capabilities they will have the ability to reset passwords for clerks, and to add, change and delete clerk accounts for their specific location. Require logon.	· Manage local clerks · Issue licenses/process orders · Void orders or individual items · Reprint/Replacement · Run reports · Retrieve invoices · Retrieve messages · Perform other tasks defined by DNR	All
Outlet Clerk	AKA Sports License Agents. Local users of the retail location; these users issue licenses/process orders and other tasks define by the DNR and their manager. Outlet Clerks have the ability to manage their representative demographic information and the ability to change account password. Require logon.	· Issue licenses/process orders · Receive messages · Void, if authorized by the manager · Reprint/Replacement · Kiosk/Self-Service Mode Flag · Reset password · Perform other tasks defined by DNR and/or manager	All

Customer	End-users of the system. Customers purchase products from the DNR Staff, License Agents, Telephone Agents, or the online sales channel. Customers have the ability to maintain their own personal demographic information after successfully identifying themselves to the system outside of a sales transaction. All validation constraints used to create the customer record will be enforced for all edits to account information.	· Purchase items from the system after eligibility is established · Maintain own information · Contact Help Desk for assistance	All

Core Functionality

The following represent the core functional requirements for COMPASS which includes main system rules, general processes, revenue processing and accounting, administrative tools, help desk, and our sole sales channel – the Internet.

This section contains the functionality that is central to the system processing and will allow modules to be attached and processed using the included logic.

System Rules - The following functional rules are defined for the application:

ID #	Category/ No.	Rule	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.1	1.	The system will be web-based and developed in a flexible nature to meet DNR customer service demands for today and the future	[M]	All
2.5.1.2	2.	The system shall operate in a real-time, integrated transactional environment and be available 24/7	[M]	All
2.5.1.3	3.	The system shall be based on a relational database design	[M]	All
2.5.1.4	4.	The system will employ a consistent and standard design style sheet for all modules using the same page layouts, color scheme and data fields	[M]	All
2.5.1.5	5.	The system will employ terminals (PCs) with a standard web browser connected to the Internet using dial-up or broadband connections	[M]	All
2.5.1.6	6.	The system will be able to support touch screen terminals and self-service kiosks	[M]	All
2.5.1.7	7.	The system shall support a standard payment gateway transactions processed online, by telephone and at DNR locations	[M]	All

2.5.1.7.1	7.1.	The system's payment gateway will the State of Maryland Banking Services Merchant Account for all credit and debit transactions	[M]	All
2.5.1.8	8.	The system shall retrieve customer information and pre-populate fields once the customer has been identified via a unique identifier (Customer Number, License Number, Boat Number, etc) and validation (Renewal Key, SSN, DOB, etc)	[M]	All
2.5.1.9	9.	The system shall display an error message or warning when the user does the following: □ Enters an incorrect user name password □ User reaches system time out due to inactivity □ Performs an invalid action	[M]	All
2.5.1.10	10.	Valid identification types include the customer's drivers license and/or DNR issued customer number, license number, boat number, title number, etc.	[M]	All
2.5.1.11	11.	System must assign a transaction number to every transaction. Transaction numbers will take into account the year, module or sales configuration, representative and a random number component generated by the system.	[M]	All
2.5.1.12	12.	System must support bar code scanning and reading in all formats.	[M]	All
2.5.1.13	13.	System must support electronic document scanning and archiving	[M]	All
2.5.1.14	14.	System shall create and maintain customer financial accounts	[M]	All
2.5.1.15	15.	The system-generated customer identification number (same as customer number) shall be used to verify customer information and to associate transactions with the customer	[M]	All
2.5.1.16	16.	The system shall support one primary address per customer, one billing address and one ship to address per transaction with the ability to reuse the addresses	[M]	All
2.5.1.17	17.	Printed document security measures may include watermarks or document codes that will be a stock template for the system. System may support the printing of documents on pre-printed special paper and the generation of watermarks, etc.	[M]	All
2.5.1.18	18.	System shall support the secure export of data for use outside of the application in a variety of standard formats (csv, txt, xls, etc)	[M]	All

2.5.1.19	19.	System shall possess a help desk module providing global information including a comprehensive knowledge-base on system functions, features, and troubleshooting procedures for DNR staff or contracted personnel	[M]	All
2.5.1.20	20.	System shall keep an inventory/log of customer safety education and certifications (hunting, trapping, boating, etc) and enable for use in pre-qualifying customer for purchases	[M]	All
2.5.1.21	21.	System shall possess system-wide user and product catalog tables to be managed both globally by DNR ITS Administrators and within the modules	[M]	All
2.5.1.21.1	21.1.	System shall employ a reasonability purchase check before finalizing any transaction	[M]	All
2.5.1.22	22.	System shall support courtesy email and text messaging, confirmation, renewal notices and other communications to customers with the ability to flag bounced email addresses or mobile phone numbers	[M]	All
2.5.1.23	23.	System shall log all data updates with a timestamp and userid with data details	[M]	All

General Processes - Describes the general system functionality					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.24	C	24.	The system shall maintain a unique identification number for each customer (individuals, companies, legal entities) [Customer Number]	[M]	All
2.5.1.25	C	25.	The system shall link or associate all transactions executed to the customer's record using the customer number	[M]	All
2.5.1.26	C	26.	The system shall use dynamically stored and updateable, DNR-defined business rules to determine which licenses and/or products the customer is eligible to purchase. Some or all of the following may apply based on specific item or module requirements based on their properties maintained in the Product Catalog:	[M]	All

General Processes - Describes the general system functionality					
ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
			☐ Customer age ☐ Residency ☐ Product availability ☐ Purchase prerequisite requirements ☐ MB HIP certification ☐ Species harvest reporting requirements ☐ Safety course education standing (hunting, trapping, bow hunting, boating, etc.) ☐ Revocations ☐ ETC		
2.5.1.27	C	27.	The system must restrict when an item can be sold based on, but not limited to, the following item parameters maintained in the Product Catalog: 1) Beginning sales date 2) Ending sales date 3) Item threshold (first come, first served)	[M]	All
2.5.1.28	C	28.	The system shall provide the ability to apply law enforcement revocations to a customer that will limit that customer's ability to purchase licenses/products	[M]	All
2.5.1.29	C	29.	System must have the ability to capture, edit, validate, store and maintain personal information for each customer as defined in the Customer Management Section.	[M]	All
2.5.1.30	C	30.	The system shall allow the ability to select multiple items within a single sales request	[M]	All
2.5.1.31	C	31.	The system shall provide the ability to review and edit requested items before completing the sales transaction	[M]	All
2.5.1.32	C	32.	The system shall allow for the ability to purchase more than one individuals' items under one transaction regardless of the sales channel	[M]	All
2.5.1.33	C	33.	The system shall allow customers to purchase or renew the same license(s) purchased in the prior year with one click, or a very easy express-like process	[M]	All
2.5.1.34	C	34.	The system must use a replacement indicator to adjust the product price to the Replacement Fee maintained in the Product Catalog	[M]	All

General Processes - Describes the general system functionality					
ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.35	C	35.	The system will calculate the total of the sale	[M]	All
2.5.1.36	C	36.	The system shall provide the ability to print multiple items on one license document form with the ability to print multiple templates within one transaction	[M]	All
2.5.1.37	C	37.	The system shall provide the ability to re-print the most recent transaction of those documents that did not originally print correctly	[M]	All
2.5.1.38	C	38.	The system shall provide the ability to search for and re-print previous transaction documents	[M]	All
2.5.1.39	C	39.	The system shall provide the ability to issue any item at one location and print at any COMPASS workstation. This is especially important for satisfying the customer when a location's printer fails with no immediate fix available. All immediately fulfilled transactions will have a system prompt asking user if document print was successful. If not successful, system will make this secondary print functionality available at any COMPASS location upon entry of customer last name and other identifier. If the customer is not standing in front of user requesting reprint, the document may be delivered as a pdf to the customer's email.	[M]	All
2.5.1.40	C	40.	The system shall provide the ability to create products with a base fee and then an additional fee to be added based on the customer's State/Province of residence.	[M]	All
2.5.1.41	C	41.	The system shall provide the ability to collect donations through all sales channels	[M]	All
2.5.1.42	C	42.	The system shall provide the ability to collect species harvest reporting information through all sales channels	[M]	All
2.5.1.43	C	43.	The system shall allow customers to complete and submit controlled hunt/draw/lottery applications through any sales channel	[M]	All
2.5.1.44	C	44.	The system shall provide the ability for the customer to view/edit controlled hunt/draw/lottery applications	[M]	All
2.5.1.45	C	45.	The system shall provide a status for controlled hunt/draw/lottery applications	[M]	All

General Processes - Describes the general system functionality					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.46	C	46.	The system shall provide licenses that print with the following information: ☐ License/Document Number ☐ Authorized year and season (valid dates) ☐ List of Authorizations and Fees ☐ Date, time, and location of sales transaction ☐ Customer name, address, DOB, driver license number ☐ Customer physical description ☐ Customer ID number (DNR CID) ☐ Re-print or test transaction indication, if applicable ☐ License Type Custom Text Field (for special messages and instructions)	[M]	All
2.5.1.47	C	47.	The system shall provide the ability to contact a help desk agent to process a sale when connectivity is lost between the sales channel and the central processor	[M]	All

Revenue Processing & Accounting - Revenue Processing & Accounting provides the following capabilities:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.48	C	48.	The system shall track the financial details of each item within a transaction	[M]	2.6.2.2

Revenue Processing & Accounting - Revenue Processing & Accounting provides the following capabilities:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.49	C	49.	The system shall provide for cashiering/cash drawer functionality: □ Be a selectable features for each sales configuration and location □ Tender Collection (amount due, change calculations, etc) o Cash Authorization o Check/Money Order Authorization § Check/Money Order Number o Debit/Credit Card Authorization □ Check Endorsement □ Document Validation □ Transaction Receipt □ Closeout Capabilities □ Electronic Journal Capabilities	[M]	2.6.2.2
2.5.1.50	C	50.	The system shall accept credit/debit cards for transactions at defined sales configurations using the State of Maryland Banking Services Merchant Account and not the Contractor's own Merchant Account	[M]	2.6.2.2
2.5.1.50.1	C	50.1.	Transactions processed at DNR locations, online and by telephone will utilize the system's standard payment gateway	[M]	2.6.2.2
2.5.1.50.2	C	50.2.	Transactions processed at Sports License Agents will utilize the payment services of that business and not the system's standard payment gateway	[M]	2.6.2.2
2.5.1.51	C	51.	The system shall provide the ability to process invoices for representatives (at corporate or outlet level) according to their defined billing cycle	[M]	2.6.2.2

Revenue Processing & Accounting - Revenue Processing & Accounting provides the following capabilities:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.51.1	C	51.1.	The system shall provide the ability to send invoices through internal messaging to the Representative.	[M]	2.6.2.2
2.5.1.51.2	C	51.2.	For each billing, Representatives will receive a new invoice with current sales and prior balances. Invoices will be retained in the system for later retrieval.	[M]	2.6.2.2
2.5.1.52	C	52.	The system shall perform electronic sweeps of associated bank accounts for the respective sales being invoiced. Collected revenue will be deposited into specific accounts based on internal revenue source codes in the Product Catalog. Data on revenue received will be stored and matched to invoices for reconciliation of Representative accounts.	[M]	2.6.2.2
2.5.1.53	C	53.	The system shall also provide the ability to process revenue collections for all sales channels outside of the normal electronic sweep process. Data on these revenues received will be stored and matched to invoices for reconciliation of Representative accounts.	[M]	2.6.2.2
2.5.1.54	C	54.	The system shall provide the ability to apply manual and automatic credits/charges to representative accounts for voided orders, NSF (insufficient funds), nonpayment of invoices, etc.	[M]	2.6.2.2
2.5.1.55	C	55.	The system shall place in a collections area all transactions processed by DNR directly where the customer's payment has been returned for insufficient funds until collection has been made.	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.56	C	56.	The system shall provide printable, standard system reports in the administrative function limited by the user's credentials. Reporting functionality will allow users to specify a time period, managing RSC or DNR Location, corporate outlet, product category, and sales channel. System reports will allow sorting on data columns. These reports include: □ Active Representative Report – the report produces last time representatives logged on, session duration, how many transactions per session, incidents (hyperlinked to the Help Desk Report). □ Help Desk Report – the report produces the incident history for the system. □ Invoice History Report – the report, based on supplied parameters will produce a list of invoices showing: Corporation, Outlet, Invoice Date Range, Invoice Number (hyperlinked to the Invoice showing Payment Report), Invoice Status, Amount Due, Expect Payment Type □ Payment Report – the report, based on supplied parameters will produce the payment information for invoices showing: Invoice Number, Payment Type, Check Number, Payment Amount, Payment Date, Payment Status	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.56	C	56.	*continued* □ Outlet Financial Report – the report, based on the supplied parameters will produce a snapshot of selected outlet's financial status for the current invoice period including: Outlet, Outlet Location (store name), billing status (Good Account; 1st Arrears; 2nd Arrears; 3rd Arrears; Closed; Suspended; Inactive), Invoice Date Range, Invoice Number (hyperlinked to a viewable copy of the corresponding invoice), Invoice Status (Open; Closed) and Amount Due (can be a credit, outstanding or zero balance).	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.56	C	56.	*continued* ☐ Void History Report – the report, based on the supplied parameters will produce the details of each void by transaction number including: transaction number, the user who initiated or acknowledge the void, license sales date, license void date, voided license status (voided or acknowledged), price of voided license, subtotals and grand totals. Transaction numbers will be hyperlinked to a viewable copy of the transaction details. ☐ Variance Report – [Uses parameters input by user] an item (i.e. clerk, representative, outlet, product, etc) will be evaluated against the average item within the scope (i.e. all transactions, product, region, outlet, etc) in the following areas: o % of Sales o % of Dollars o % of Non-Resident Customer Sales o % of Voided Items o % of Voided Dollars o % of Replacements o Revenue Generated per Hour o Average Transaction Length (Time)	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.56	C	56.	*continued* ☐ Product Summary Report – the report, based on the supplied parameters will produce a summary of products sold through the system including a snapshot of: product, quantity sold, sold value, void quantity, void value, commissions and net agency revenue for an outlet, sales channel or system wide for a given period of time. ☐ Sales Detail Report - the report, based on the supplied parameters will produce the product details sold through the system including: product, transaction number, the outlet name, clerk, license status (active or voided), representative status, time issuance stamp, quantity, gross fee, agent commission, net to the agency, subtotals and grand totals. The transaction number should be hyperlinked to a viewable copy of the transaction receipt.	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.57	C	57.	System Administrators/Manager shall have the ability to run the following date-specific reports under the administrative function: ☐ Supply Ordering Report with dynamic usage totals ☐ Species Harvest Reports ☐ Federal Fish and Wildlife Report [Certification Report] ☐ Daily phone sales activity report including Call Volume, Hold Times, Abandonment Rate, and Resolution Times ☐ Daily help desk activity report including Call Volume, Hold Times, Abandonment Rate, and Resolution Times ☐ Daily transactions summary of posted errors and exceptions hyperlinked to transaction receipt ☐ State Treasury ACH Report [Representative EFTs to State Bank] ☐ Server/Internet Downtime by Host	[M]	2.6.2.2
2.5.1.58	C	58.	The system shall provide the ability to run ad-hoc reports on sales and system operations for any time frame under the administrative function	[D]	2.6.2.2
2.5.1.59	C	59.	The administrative module shall provide the ability to manage system's product catalog. [features are defined in the Product Catalog section]	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.60	C	60.	The system based on permissions defined in the Representative profile shall provide the ability to manage Representatives (Outlets, Corporations, Clerks, etc) through the Administrative Module [defined in Representative Management] including but not limited to the following: □ Add/Change/Delete □ Activate/Suspend □ Administer assigned inventory □ Review and evaluate Representative activities	[M]	2.6.2.2
2.5.1.61	C	61.	The administrative function shall provide the ability to manage the system financial functions including but not limited to the following: □ Designation of revenue source codes [feature of the Product Catalog] □ Distribution of revenue □ Representative account management □ Supply ordering and management	[M]	2.6.2.2
2.5.1.62	C	62.	The system shall provide the ability to set a void status for a transaction where: □ 0 = Non-Voided Transaction (default) □ 1 = Open Voided Transaction □ 2 = Closed Voided Transaction □ 3 = Paid Voided Transaction (also closed)	[M]	2.6.2.2
2.5.1.63	C	63.	The system shall provide the ability for DNR to close voided transactions	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.64	C	64.	The system shall provide the ability to track the status of open and closed voided transactions by Representative and User	[M]	2.6.2.2
2.5.1.65	C	65.	The system shall provide the ability to reflect a voided transaction in the customer's order history	[M]	2.6.2.2
2.5.1.66	C	66.	The system shall provide the ability to remove individual items that comprise the order after a sale is final for refunds, upgrades, etc.	[M]	2.6.2.2
2.5.1.67	C	67.	The system shall provide the ability to generate refund forms that are currently completed by staff for customer requests for refunds on product purchases.	[M]	2.6.2.2
2.5.1.68	C	68.	The system shall provide the ability to reflect items removed from a completed sale in the customer's order history after initial purchase	[M]	2.6.2.2
2.5.1.69	C	69.	The system shall provide the ability for the customer to select for an additional fee express delivery of purchases	[D]	2.6.2.2
2.5.1.70	C	70.	The system shall provide the ability to combine customer records under the administrative function in order to manage duplicate records	[M]	2.6.2.2
2.5.1.71	C	71.	The system shall provide full inquiry capabilities for law enforcement for license, boat, etc verification procedures in the field [via mobile device or laptop]	[M]	2.6.2.2
2.5.1.72	C	72.	The system shall log purchase attempts by customers with revocations	[D]	2.6.2.2
2.5.1.73	C	73.	The system shall provide the ability to create, update, and manage education certification data	[M]	2.6.2.2
2.5.1.74	C	74.	The system shall provide the ability to manage information about Representative equipment, with the possibility to restrict system access based on hardware profile [prevent people from logging in at home]	[M]	2.6.2.2

Administrative Tools - Administrative Tools provides the following capabilities: All COMPASS users have certain cumulative administrative capabilities based on their user type; these are defined below:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.75	C	75.	The system shall provide the ability to track safety education participation in workshops and DNR-sponsored training sessions. Links to the customer record should be made if the customer participated in and passed said activity.	[M]	2.6.2.2

External Control Function - This administrative feature identifies interfaces to external systems that control the sale of an item. Currently Commercial Fishing licensees and Boat Dealers must pass the Maryland Comptroller's 'tax check' test before a renewal is offered. Other anticipated queries and data requests could be 'dead-beat parent', criminal background, natural resource code violations, training (Hunter, Boating, Trapping, etc. Safety classes), and harvest/catch reporting.					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.76	C	76.	System shall posses the ability to flag products that need external controls performed. Some products may require ongoing use of the data maybe required to satisfy Legislative or Departmental mandates.	[M]	2.6.2.2
2.5.1.77	C	77.	System shall provide the means to identify which data elements need sent to requesting entity.	[M]	2.6.2.2
2.5.1.78	C	78.	System shall provide the means to identify the external control source and the logon credentials.	[M]	2.6.2.2
2.5.1.79	C	79.	System shall provide the means to govern the connection (Internet Explorer, FTP, SQL Call, etc.) and associated thresholds (batch, transactional, daily, weekly, etc.) to the external control source	[M]	2.6.2.2
2.5.1.80	C	80.	System shall return from the external control source a 'pass' or 'fail' response	[M]	2.6.2.2
2.5.1.81	C	81.	This function must execute the interface as identified with the required data, return the response and make available to calling module for action	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.82	C	82.	The system shall provide the ability to enroll representatives under the administrative function	[M]	2.6.2.2
2.5.1.82.1	C	82.1.	The system shall assign an alphanumeric, two part Representative ID to every representative that incorporates an alpha company identifier with a store or location number	[M]	2.6.2.2
2.5.1.83	C	83.	Representatives can be classified as either DNR Location, Sports License Agent, Boat Dealer, Parks Reservation, Charter Boat Captain or Safety Education Instructor	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.84	C	84.	The following data items will be captured and maintained on each Representative ☐ Corporate Key (Required) ☐ Outlet Key ☐ Business Name (Required) ☐ Delivery Address (Required) ☐ County Code (Required) ☐ Web site (Optional) ☐ Tax ID ☐ Business Type (Required; Dropdown) [Individual, Sole Proprietorship, Partnership, Corporation, DNR] ☐ Facility Type Code (Required; Dropdown) [Retail Location, Storage Facility, Corporate Headquarters, Forwarding Address] ☐ Contact Name ☐ Contact Phone, Fax, Email ☐ Additional Contacts via electronic document storage ☐ Cash Drawer Indicator [grants representative the ability to use cashiering functionality and cash drawer with their workstation]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.84			*continued* □ Inventory Assignment o Inventory Type Code [Define the item code assigned] o Inventory Allotment [Number Given] § Starting and Ending Number o Inventory o Transfers	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.84			□ Boat Dealer (Required; Yes or No) If Yes: o Type of Dealer (Required) [New boats, Used boats, Brokered boats, Manufacturer, Exhibitor] o Manufacturer Franchise(s) (Required for New Boat Dealers) o DNR Maintenance Flag (Required; Yes or No) [Gives permission to dealer to maintain models for a specific manufacturer; only one dealer per manufacturer] o COMPASS Status Flag (Required; Dropdown) [Describes the functionality granted to the Boat Dealer within COMPASS] o Payment Method (Required; Dropdown) [Counter, Mail, EFT, Other] o Banking Information o Commission Percent (Required) o Dealer Status Flag (Required; Dropdown) [Active, Suspended, Inactive, Pending} o Dealer Reporting Code (Required; Dropdown) [Indicates how dealer reports to DNR – Corporate or Outlet level]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.84	C	84.	*continued* o Rejection Indicator (Required; Yes or No) [for application] o Rejection or Pending Reason [Why it was rejected or is pending] o Appointment Date (Required; except for 'Pending') o Managing DNR Location (Required) o Bond Expiration Date o Bond Amount o Insurance Information § Insurance Company § Insurance Agent Name § Insurance Agent Telephone Number § Insurance Agent Address o Certificate of Deposit Information o Application Image [Scanned copy of application materials to be stored in the system] o Dealer Demo Tags § MD Boat Number § Decal Number § Expiration Date	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.84	C	84.	☐ Sports License Agent (Required; Yes or No) o License Category Permissions (Required; Yes or No) [Hunting, Sport Fishing, Commercial Fishing, Boating, Off-Road Vehicle, Charter Boat, Park Reservation, Special (LRS Only), Express Sale] o Billing Cycle (Required) [Sets the periodic Invoicing/EFT process for the agent; defaulted at 2 weeks] § Manual override for End-of-Year sweeps outside of normal cycle o Payment Method (Required; Dropdown) [Counter, Mail, EFT, Other] o Banking Information o Commission Percent (Required) [Full, Half, None, Other] o Agent Status Flag (Required; Dropdown) [Active, Suspended, Lockout, Inactive, Pending] o Active Reporting Code (Required; Dropdown) [Indicates how agents reports to DNR – Corporate or Outlet level] o Rejection Indicator (Required; Yes or No) [for application]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below** **(If Applicable)**
2.5.1.84	C	84.	*continued* o Rejection or Pending Reason [Why it was rejected or is pending] o Appointment Date (Required; except for 'Pending') o Managing DNR Location (Required) o Bond Expiration Date o Bond Amount o Application Image [Scanned copy of application materials to be stored in the system]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.85	C	85.	☐ Park Reservation Agent (Required; Yes or No) o Reservation Category Permissions (Required; Yes or No) [Immediate Use (first-come-first-served)] o Billing Cycle (Required) [Sets the periodic Invoicing/EFT process for the agent; defaulted at 2 weeks] § Manual override for End-of-Year sweeps outside of normal cycle o Payment Method (Required; Dropdown) [Counter, Mail, EFT, Other] o Banking Information o Commission Percent (Required) [Full, Half, None, Other] o Agent Status Flag (Required; Dropdown) [Active, Suspended, Lockout, Inactive, Pending] o Active Reporting Code (Required; Dropdown) [Indicates how agents reports to DNR – Corporate or Outlet level] o Rejection Indicator (Required; Yes or No) [for application] o Rejection or Pending Reason [Why it was rejected or is pending] o Bond Amount	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.85	C	85.	*continued* o Appointment Date (Required; except for 'Pending') o Managing RSC (Required) o Bond Expiration Date o Application Image [Scanned copy of application materials to be stored in the system]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.86	C	86.	□ Charter Boat Captain Agent (Required; Yes or No) o Charter Category Permissions (Required; Yes or No) [Angler Registration] o Billing Cycle (Required) [Sets the periodic Invoicing/EFT process for the agent; defaulted at 2 weeks] § Manual override for End-of-Year sweeps outside of normal cycle o Payment Method (Required; Dropdown) [Counter, Mail, EFT, Other] o Banking Information o Commission Percent (Required) [Full, Half, None, Other] o Agent Status Flag (Required; Dropdown) [Active, Suspended, Lockout, Inactive, Pending] o Active Reporting Code (Required; Dropdown) [Indicates how agents reports to DNR – Corporate or Outlet level] o Rejection Indicator (Required; Yes or No) [for application] o Rejection or Pending Reason [Why it was rejected or is pending]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.86	C	86.	*continued* o Appointment Date (Required; except for 'Pending') o Managing DNR Location (Required) o Bond Expiration Date o Bond Amount o Application Image [Scanned copy of application materials to be stored in the system]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.87	C	87.	□ Safety Education Instructor Agent (Required; Yes or No) o Instructor Permissions (Required; Yes or No) [Enroll Instructors, Create class, Enroll students, Print Original/Replace Certificates, Hunting, Trapping, Archery, Boat] o Billing Cycle (Required) [Sets the periodic Invoicing/EFT process for the agent; defaulted at 2 weeks] § Manual override for End-of-Year sweeps outside of normal cycle o Payment Method (Required; Dropdown) [Counter, Mail, EFT, Other] o Banking Information o Commission Percent (Required) [Full, Half, None, Other] o Instructor Status Flag (Required; Dropdown) [Active, Suspended, Lockout, Inactive, Pending] o Active Reporting Code (Required; Dropdown) [Indicates how agents reports to DNR – Corporate or Outlet level] o Rejection Indicator (Required; Yes or No) [for application]	[M]	2.6.2.2

Representative Management - This Admin Tool allows for the management of all entities that deliver products or services to the public on DNR's behalf:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.87	C	87.	*continued* o Rejection or Pending Reason [Why it was rejected or is pending] o Appointment Date (Required; except for 'Pending') o Managing DNR Location (Required) o Bond Expiration Date o Bond Amount o Application Image [Scanned copy of application materials to be stored in the system]	[M]	2.6.2.2
2.5.1.88	C	88.	System will support the automatic notification of managing DNR Location, Corporate office and affected Representative of Representatives whose bond is set to expire within set timeframes: □ 60-Days to Expiration □ 30-Days to Expiration □ 2-Weeks to Expiration	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:

ID #	Category /No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2
2.5.1.89	C	89.	The product catalog shall allow for the management of all products offered through the system. Examples of high-level functionality desired follow: □ Ability to add/modify/delete products and inventory items □ Ability to create item associations □ Stand-alone fee record management □ Ability to define survey questions and create a question bank □ Ability to define species harvest reports and create a reporting bank □ Ability to add/change/delete product properties	[M]	2.6.2.2
2.5.1.90	C	90.	The product catalog shall employ an item 'naming wizard' to enforce standardized printing of product names. The 'naming wizard' will collect from the user the residency requirement, category of product, type (license, stamp, etc) along with user entered text to assemble the information into a consistent product name. Standardized conventions include: □ Prefix items with NR for Non-Resident □ Suffix items with item type (Stamp, Permit, License, Contribution/Donation)	[M]	2.6.2.2
2.5.1.91	C	91.	The product catalog shall provide the ability to manage business rules for department requirements (age, prerequisites, education, associations, etc.) for each item (full season/year, temporary/trip, lottery/draw/controlled hunt)	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.92	C	92.	The product will be a compound key consisting of a block-coded base number indicating product category and a suffix. The suffix will be used to qualify different subclasses of a product such as state of residency. An example for Maryland Hunting Licenses: H01 = Resident Hunting License H01A = Adult H01J = Junior H01S = Senior An example for Maryland Fishing Licenses: S01 = Sport Fishing License S02 = Out-of-State Sport Fishing License S02AL = Alabama S02NV = Nevada	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:

ID #	Category /No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2
2.5.1.93	C	93.	The product catalog shall provide the ability to manage products by category (identifies ownership). System shall provide ability to add new product category. ☐ H = Hunting ☐ S = Sport Fishing ☐ C = Commercial Fishing ☐ D = Dealers (Boat) ☐ B = Boating ☐ M = Merchandise ☐ F = Free Registration ☐ V = Off-road Vehicle ☐ R = Park Reservations ☐ A = Charter Boat Patrons ☐ Y = Special (LRS Only) ☐ X = Express Sale	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.94	C	94.	The product catalog shall provide the ability to manage product type ☐ License ☐ Stamp/Permit ☐ Authorization ☐ Lottery ☐ Surcharge ☐ Miscellaneous ☐ Merchandise ☐ Magazines ☐ Donations/Contributions ☐ Question/Poll ☐ Registration ☐ Survey ☐ Species Harvest Report	[M]	2.6.2.2
2.5.1.95	C	95.	The product catalog shall support residency restrictions. ☐ Resident Only ☐ Non-Resident Only ☐ Both (no residency restriction)	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.96	C	96.	The product catalog shall support age restrictions. ☐ Minimum Age ☐ Maximum Age ☐ Age Restriction Indicator o A = Age at Time of Purchase o B = Age at Beginning of Season o C = Age at End of Season o D = Age at End of Calendar Year o E = Age Before Beginning of Next Calendar Year	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.97	C	97.	The product catalog shall support other miscellaneous restrictions; with the ability at manage the restriction list. □ Education Required o A = Hunter Safety o B = Bow Hunter Safety o C = Trapping Training o D = Boating Safety o Z = Apprenticeship □ Reporting Required o 1 = Hunting Harvest o 2 = Commercial Catch [options not exclusive] § A = Fin Fish § B = Oyster/Clam § C = Crab § D = Charter Boat § E = Other Shellfish § G = Guide o 3 = Recreational Catch o 4 = Charter Boat Participation □ Max Purchase Count [0 = no limit; based on season] □ Blind Certification Flag [Yes or No] □ Active Military Service Flag	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2**
2.5.1.97			*continued* □ Short-term License Indicator o Plus Number of Days [24-Hour Periods] □ Parent/Guardian Approval Flag [Yes or No] □ Water Type Code (Optional) o A = All Water o T = Tidal (Salt) Water o N = Non-Tidal (Fresh) Water o O = Ocean Water □ Lottery Indicator (Yes: will function as lottery; No: will be first-come-first-served) □ Lottery Award Date (must be after the last sales date) □ Special Inventory Indicator (Yes or No) □ Federal Certification (Optional; Yes or No) □ Surcharge Required (Optional; Yes or No) o Seafood Marketing o Oyster o Residency o Location/Area/Facility o Activity/Authorization o Conservation/Habitat o Special Management		2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.97	C	97.	*continued* ☐ Number of Crab Pots ☐ Reference Code [for Commercial Fishing, mainly] ☐ External Control Code	[M]	2.6.2.2
2.5.1.98	C	98.	The product catalog shall manage multiple pricing rules for each product based upon: ☐ Season Start Date ☐ Season End Date [year = season] Defines effective period ☐ Sale Start Date ☐ Sale End Date ☐ Product Fee ☐ Maximum Commission Amount ☐ System/Resource Administration Fee ☐ Surcharge Amount ☐ Replacement Fee ☐ Quantity ☐ Beginning Serial Number	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.99	C	99.	The product catalog shall manage multiple fund source rules for each product: ☐ Program Cost Account Number (PCA) ☐ Revenue Source Code ☐ Revenue Fund Name ☐ Revenue Fund Percent (must total 100% for each product) ☐ Security Interest Filing	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID #** **From Section 2.6.2**
2.5.1.100	C	100.	The product catalog shall provide the ability to associate one or more special fulfillment options for each product: □ Supply Item Number o Supply Item Table must identify the following properties: § Item Name § Pre-Numbered Indicator § Multiple Item Indicator [Flag restricts mailing of a single item for multiple purchases on the same transaction. i.e. If a customer purchases a Tidal and Non-Tidal Fishing License they will only receive one Fishing Guide and not two.] § Re-Supply Season § Preferred Fulfillment Location (Picked from Drop Down) · West Street (LRS Base) · DNR Location · Retail Outlet (Agent) · Self	[M]	2.6.2.2

Product Catalog – The product catalog is the inventory control component that manages the system pick list and other items for sale. The following describe the specifications for these locations:					
ID #	**Category /No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2**
2.5.1.101	C	101.	The product catalog shall provide the ability to associate one or more surveys with each product (i.e. the MB HIP and harvest reports). Each survey should have the following: ☐ Survey ID ☐ Survey Required Flag ☐ Survey Name o Minimum Age o Maximum Age o Each survey must consist of one or more questions [questions may be used for more than one survey] § Question ID § Question Required Flag § Question (Text) § Answer Data Type (Numeric, Alphanumeric) § Reasonableness Check § Dependency [each question may have on (each question may have one or more dependent questions based on answer]	[M]	2.6.2.2

DNR Locations – DNR Locations (Service Centers, Parks, etc.) are DNR's main customer service outlet and provide services that cannot be performed from anywhere else in the system. The following describe the specifications for these locations. The system, at DNR Locations, must:

ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.102	C	102.	Provide the ability for DNR personnel to log into the DNR Location 'module' in order to perform customer service activities	[M]	2.6.2.2
2.5.1.103	C	103.	Issue all licenses (Sport and Commercial), products and vessel/vehicle registration processes using the system rules, processes, revenue and accounting, administrative and help desk established above	[M]	2.6.2.2
2.5.1.104	C	104.	The system must provide bar code functionality at DNR Locations for the following purposes:	[M]	2.6.2.2
2.5.1.104.1	C	104.1.	Document Management: The system must provide the ability for DNR Locations to scan applications and other documents with bar code readers, associate them with a customer and store them in the central database as PDF documents. Scanned documents will be retrievable with each customer's record.	[M]	2.6.2.2
2.5.1.104.2	C	104.2.	Product/Item Identification: The system must allow for the bar code reading of inventory items to assign such to customers or vessels as required in the product catalog. Inventory items will be assigned to the location with the machines tracking issuance through the scanning of the items barcode. Once an item is sold, scanned and transmitted to a customer it is removed from the locations inventory pool.	[M]	2.6.2.2

DNR Locations – DNR Locations (Service Centers, Parks, etc.) are DNR's main customer service outlet and provide services that cannot be performed from anywhere else in the system. The following describe the specifications for these locations. The system, at DNR Locations, must:

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.104.3	C	104.3.	Concierge Service: The system shall support a customer queuing component that will work as a virtual 'now serving' system found in many businesses. A customer will walk into any DNR Location; approach a 'concierge terminal' with bar code scanner to scan their license, renewal document, DNR ID Card, or other DNR form and identify their intended business with the DNR. The customer will be registered with the DNR Location and placed in the queue in the order they arrived and prioritized based on the user level logged in at the DNR Location. When a DNR Representative becomes available, the customer's information and intended purchases is routed to their terminal and they can call the customer, by name, to their station and begin the transaction. If the customer does not have a prior document, they can register with the terminal by supplying their name, and other important information.	[M]	2.6.2.2
2.5.1.105	C	105.	Provide the ability to assign Sports License Agents to individual DNR Locations to manage.	[M]	2.6.2.2
2.5.1.106	C	106.	Perform cash register functionality at DNR Locations (tender collection, clerk sales and tender reporting and auditing, etc).	[M]	2.6.2.2
2.5.1.107	C	107.	Collect remittance information (tender type, check number and amount) for each sales transaction.	[M]	2.6.2.2
2.5.1.108	C	108.	Allow for multiple tender types to be recorded for the same transaction. When a tender type is recorded for an amount less than the total transaction, the terminal must display to the associate the remaining balance due.	[M]	2.6.2.2
2.5.1.109	C	109.	Require full remittance before transactions are finalized or licenses printed. If amount is less, allow for processing as a prepayment. Service Centers can also make manual adjustments to wave or increase fees; some adjustments require supervisor approval. Terminals must display proper change amount to the associate.	[M]	2.6.2.2

DNR Locations – DNR Locations (Service Centers, Parks, etc.) are DNR's main customer service outlet and provide services that cannot be performed from anywhere else in the system. The following describe the specifications for these locations. The system, at DNR Locations, must:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.109.1	C	109.1.	System must record, when accepting a prepayment, the items that need to be fulfilled before the transaction can be finalized and transaction processed.	[M]	2.6.2.2
2.5.1.110	C	110.	Support cash drawers that automatically open whenever tender is recorded and/or change is required at the completion of the transaction.	[M]	2.6.2.2
2.5.1.111	C	111.	Provide a means (separate printer, etc) to endorse checks with the following: □ Check Amount □ "For Deposit Only State of Maryland Natural Resources – LRS" □ Bank Account Number □ Date □ Time (HR:MIN:SEC) □ Transaction Number	[M]	2.6.2.2
2.5.1.112	C	112.	Provide means (separate printer, etc) to endorse applications, renewal notices, titles and other associated documents for internal tracking and validation (can be same mechanism as check endorsement)	[M]	2.6.2.2
2.5.1.113	C	113.	Provide tender reports and license sales reports by clerk/terminal/timeframe to balance actual tender collected to the value of license items sold by the clerk.	[M]	2.6.2.2
2.5.1.114	C	114.	Automatically generate receipts for both the customer and the DNR Location.	[M]	2.6.2.2
2.5.1.115	C	115.	Provide the ability to void an order or part of within a specified period of time	[M]	2.6.2.2

DNR Locations – DNR Locations (Service Centers, Parks, etc.) are DNR's main customer service outlet and provide services that cannot be performed from anywhere else in the system. The following describe the specifications for these locations. The system, at DNR Locations, must:					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.116	C	116.	Provide the ability for DNR Location managers to message with their assigned Sports License Agents, with system providing message notification upon logon and an indicator on the live screen that is cleared by viewing and selecting 'ok'	[M]	2.6.2.2
2.5.1.117	C	117.	Provide the ability to order publications, regulations, training materials and other supplies as needed through their administrative interface	[M]	2.6.2.2
2.5.1.118	C	118.	Provide a supplies reordering mechanism that calculates prior use, projects future use and requires manual entry of quantities ordered for DNR Location and their managed Sports License Agents	[M]	2.6.2.2

Help Desk - Help Desk provides the following capabilities, for DNR to operate with staff or outsourcing to a third party:					
ID #	**Catego ry/No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.119	C	119.	The help desk module provides the ability for DNR to opt to provide such services using current personnel, or to outsource to a third party.	[M]	2.6.2.2
2.5.1.120	C	120.	The help desk shall provide four levels of support with the ability to escalate to higher levels. Statistics will be kept on all help desk activities.	[M]	2.6.2.2

Help Desk - Help Desk provides the following capabilities, for DNR to operate with staff or outsourcing to a third party:					
ID #	**Catego ry/No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.121	C	121.	Tier I helps the customer determine what license to buy. Tier I provides contact information to the DNR Unit Level if customer cannot find adequate answer [License Finder/Wizard and Online Knowledge Engine] Features include: ☐ Contact DNR button (Tier IV) ☐ Customer Satisfaction Survey (on Help Desk experience) ☐ Jump to Purchase Now (with pre-selected items from License Finder/Wizard)	[M]	2.6.2.2
2.5.1.122	C	122.	Tier II helps the user with the functionality of the application via robust online knowledge engine; general enough to cover all features [from cannot connect to cannot print, etc] Features include: ☐ Trouble Shooting Checklist ☐ Alternative Options [provides built-in system solutions to solve customer problems i.e. if Agent printer fails, Agent can opt for license to be mailed to customer or send to RSC to print on demand by accessing customer account] ☐ Contact Help Desk by email or phone (Tier III) ☐ Customer Satisfaction Survey (on Help Desk experience)	[M]	2.6.2.2
2.5.1.123	C	123.	Tier III is contractor supplied technical support for problems that pass through Tier II. [Knowledgeable Operator]	[M]	2.6.2.2
2.5.1.124	C	124.	Tier IV is DNR supplied support for regulation, licensing and technical issues routed to the appropriate DNR Unit from Tier I or III	[M]	2.6.2.2

Customer Management

The following represent the functional requirements for the Customer Management functionality of COMPASS that is part of its CORE processes and logic, and made available to every module and sales configuration.

Customer information management in COMPASS will be a continual process of data quality improvement for individual customers. Data element collection requirements will vary depending on the customer's activity pursuits and/or items purchased. For example, if a customer purchases a magazine subscription they would supply their name and address making them a base customer in COMPASS; or they could be titling and registering a new boat and be required to supply us with their base information along with their social security number, date of birth, etc making them a higher class of customer in COMPASS. A prime customer will have provided all the data elements and passed all validations entitling them to full system capabilities.

This data quality improvement process is necessary to support migration from legacy applications which may not meet the current data requirements, and allows collection of the appropriate data for the activity involved.

Customer Management: Core - has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.125	C M	125.	The system shall provide the ability to capture the customer's personal information at the beginning of each transaction. This is to include, but not be limited to the following data elements: □ Full or Legal Name (First, Middle, Last, Suffix) □ Preferred Name (i.e. 'Bob' for 'Robert') □ Customer Addresses (see CM 2) □ Home Phone □ Mobile Phone o Number o Provider o Text Message Capable □ Email Address o Personal or Business □ Date of Birth □ Tax ID o Tax ID Type (FEIN or SSN) □ Driver License Number and State □ Height □ Weight □ Gender □ Eye Color □ Hair Color □ Ethnicity	[M]	2.6.2.2

2.5.1.125	C M	125.	*continued* ☐ Certifications ☐ Disabled Veteran Status ☐ Blind Customer Indicator ☐ Company Flag (if customer is an individual or a company) ☐ Activity Flags (COMPASS Maintained) ☐ Data Source Indicator (Migrated vs. COMPASS Keyed) ☐ Data Quality Scores (Defined in CM 1.1) ☐ Administrative Action Log (see Restrictions section)	[M]	2.6.2.2
2.5.1.125.1	C M	125.1.	The system shall maintain a bank of certifications for customers that will enable them to purchase special items, or participate in activities that require the presence of certifications within the system. The following are the base certifications needed at this time, but we would like the flexibility to add to this list at any time: ☐ Hunter Safety ☐ Furbearer Hunting/Trapping Safety ☐ Boater Safety ☐ POW ☐ Active Military ☐ Disabled American Veteran ☐ Legally Blind	[M]	2.6.2.2

2.5.1.125.2	CM	125.2.	The system shall compute data quality scores using a numeric scale for 5 (five) defined data elements. ☐ Tax ID ☐ Name ☐ Current Address ☐ Email Address ☐ Date of Birth Minimum data quality scores (see Addendum A on Page 73) are required for specific activities or transactions. Data quality scores can be increased by adding and validating customer personal information. If an element or validation is changed, the data quality score will be re-evaluated by the system	[M]	2.6.2.2
2.5.1.126	CM	126.	The system must maintain multiple mailing addresses for each customer, with the data elements listed below. One of the addresses must be identified as the current address. Every transaction processed for this customer must be linked to one of the addresses in the record. Address Data Elements: ☐ Street Address Line 1 ☐ Street Address Line 2 ☐ City ☐ State/Province ☐ Postal Code ☐ County ☐ Country	[M]	2.6.2.2
2.5.1.126.1	CM	126.1.	The system shall maintain a master list of addresses and allow them to be shared across customers. This master list could be purchased and preload or populated from system activity.	[O]	2.6.2.2
2.5.1.126.2	CM	126.2.	Examples of multiple address types can be: ☐ Home/Primary ☐ Shipping ☐ Mailing ☐ Billing	[M]	2.6.2.2

2.5.1.127	CM	127.	The system shall provide the ability to record the latest validation of the individual data elements of the customer's personal information. The following will be recorded for each validation: ☐ Column Name (As defined in CM 1) ☐ Validation Date (System generated) ☐ Validation Method (Sight, Electronic, Email Sent/Received, etc) ☐ Validating UserID If a data element is changed, the validation must be removed for that element.	[M]	2.6.2.2
2.5.1.128	CM	128.	The system shall enforce uniqueness on the following customer data elements: ☐ Tax ID and Tax Id Type ☐ Driver License Number and State	[M]	2.6.2.2
2.5.1.129	CM	129.	A new customer with a "duplicate" Driver License number will be processed according to our guidelines: ☐ System will prompt customer to provide proof which the associate must validate; ☐ If validated, System will: o Remove number from the original customer, o Place this information (the 2 customer numbers involved, date) in a 'removed key table'' o Notify ITS Administrators ☐ If not validated, System will: o Customer must use another form of identification	[M]	2.6.2.2

<table>
<tr><td>2.5.1.129.1</td><td>C M</td><td>129.1.</td><td>A new customer with a “duplicate” Tax ID number will be processed according to our guidelines:
System will prompt customer to provide proof which the associate must validate;
If validated, System will:
Remove number from the original customer,
Place this information (the 2 customer numbers involved, date) in a ‘removed key table’’
Notify ITS Administrators
If not validated and it is a reasonable number, System will:
Look at data quality score
If existing number score is less than ‘5’ DNR will accept as validated and process as above.
If does not pass score, customer must use another form of identification</td><td>[M]</td><td>2.6.2.2</td></tr>
<tr><td>2.5.1.130</td><td>C M</td><td>130.</td><td>The system shall present existing customer personal information after providing two (2) forms of identification (can be any of the following: Driver License Number, Tax ID, Date of Birth, Customer ID, or previous license number), and provide the ability to verify and update personal data which will be committed to the database only at the completion of a purchase transaction. Missing or incomplete customer information will be highlighted for the user to provide before a sale will progress.

Note: Updates to personal information without a purchase transaction can only be performed at a DNR Location.</td><td>[M]</td><td>2.6.2.2</td></tr>
<tr><td>2.5.1.131</td><td>C M</td><td>131.</td><td>Tax IDs once collected are never presented to the user, except by request made at a DNR Location and DNR ITS Administrators.</td><td>[M]</td><td>2.6.2.2</td></tr>
</table>

2.5.1.132	C M	132.	If a customer is unwilling to provide their Tax ID to Sports License Agents, the associate will be able to issue the license by collecting the customer's email address which triggers an email invitation for entry of their Tax ID privately through a secure web page. Under these circumstances, the transaction will be finalized under provisional status with a message on the license stating (and in the emailed invitation) "This license is not valid until the Tax ID is provided to the Department of Natural Resources at www.dnr.maryland.gov/xxxxx.html".	[M]	2.6.2.2

Customer Management: Restrictions- has the following capabilities

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.133	C M	133.	Prior to the issuance of any item, the system must verify that the customer meets all requirements established for each item requested and does not exceed the maximum purchase quantity.	[M]	2.6.2.2
2.5.1.134	C M	134.	The system must not factor items that have been voided or refunded into the license number purchase limit.	[M]	2.6.2.2
2.5.1.135	C M	135.	The system must provide the ability to identify and maintain detail on item purchase restrictions on customers who have violated federal and/or state laws. At a minimum, the detail must include: □ restriction type (Administrative Action, Court Order, etc) □ item(s) restricted □ purchase restriction beginning date □ purchase restriction ending date □ entity restricting purchase (DNR, MDE, State Police, Courts, outside Maryland State Agencies, etc) □ purchase restriction reference (an ID from the restriction source, i.e., a citation number)	[M]	2.6.2.2

Customer Management: Restrictions- has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.135.1	CM	135.1.	Prior to the issuance of any item, the system must verify that the customer does not have active restrictions for the items requested.	[M]	2.6.2.2
2.5.1.136	CM	136.	The system must support multiple methods for handling transaction processing actions to be defined in the administrative interface by DNR. The following detail the possible system actions:	[M]	2.6.2.2
2.5.1.136.1	CM	136.1.	The system must provide the ability to deny the issuance of a restricted item to a customer, as appropriate. Details of the restriction are not made available to retail outlets; instead a blanket message will be displayed and the customer will need to contact DNR to resolve the issue.	[M]	2.6.2.2
2.5.1.136.2	CM	136.2.	The system must provide the ability to allow the issuance of a restricted item to a customer as appropriate. Transactions in this case will go through as if no restrictions were present. Immediately after the transaction is finalized, the system will send notifications to Location Managers, ITS Administrators and Natural Resource Police with the customer and transaction information	[M]	2.6.2.2
2.5.1.136.3	CM	136.3.	The system must provide the ability to only show to customers items that they are authorized for purchase, so items that current restrictions prohibit will never be shown as available items for purchase.	[M]	2.6.2.2
2.5.1.136.4	CM	136.4.	The system must support the ability to assign different levels of restrictions based on the violation or situation: ☐ Failure to pay State taxes ☐ Failure to pay excise taxes ☐ Failure to report commercial catch ☐ Failure to report recreational catch ☐ Other ☐ Etc.	[M]	2.6.2.2

Customer Management: Surveys- has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.137	CM	137.	The system must provide the ability to survey DNR customers at the time of purchase. For example "will you hunt turkeys this year?"	[M]	2.6.2.2
2.5.1.138	CM	138.	The system must allow DNR to maintain the question/statement text of the surveys	[M]	2.6.2.2
2.5.1.139	CM	139.	The system must validate and store the responses in the host database	[M]	2.6.2.2

Customer Management: Internal Communications- This tool will be predominantly used by DNR Location users; however any DNR user may add notes/memos to customers and has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.140	CM	140.	The system must facilitate internal communications regarding customer service instructions, memos/notes, and items on individual customer records between DNR users.	[M]	2.6.2.2
2.5.1.141	CM	141.	The system must store all memos/notes in the central database as part of the customer's record, even after the effective period expiration date.	[M]	2.6.2.2
2.5.1.142	CM	142.	The user creating the 'note' shall be able to edit, modify or delete the 'note' associated with a customer.	[M]	2.6.2.2
2.5.1.142.1	CM	142.1.	The user creating the 'note' shall be able to set dates the note will be effective and available for viewing.	[M]	2.6.2.2
2.5.1.142.2	CM	142.2.	DNR users shall be able to view and add to the original 'note' but not change the original content or delete the 'note'.	[M]	2.6.2.2

Customer Management: Internal Communications- This tool will be predominantly used by DNR Location users; however any DNR user may add notes/memos to customers and has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.143	C M	143.	The system shall notify DNR users of customer 'notes' upon access of the customer's record.	[M]	2.6.2.2
2.5.1.143.1	C M	143.1.	The system notification or display of 'note' presence should be prominent and easily notable by a DNR user.	[M]	2.6.2.2
2.5.1.143.2	C M	143.2.	The system notification shall be clickable and display, to DNR users, the customer 'note' upon mouse click.	[M]	2.6.2.2
2.5.1.143.3	C M	143.3.	The system shall allow users to close the customer 'note' when finished reviewing or performing an authorized function to it, and to return to the customer's record.	[M]	2.6.2.2
2.5.1.144	C M	144.	DNR users shall be able to change the effective period expiration if they have resolved the issue the note/memo targeted.	[M]	2.6.2.2

Customer Management: External Communications- has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.145	C M	145.	The system must facilitate communications between DNR and its customers.	[M]	2.6.2.2
2.5.1.146	C M	146.	The system must provide the ability for DNR to automatically generate correspondence (email, U.S. mail and text messages) to individual and/or multiple license/permit holders and/or applicants based upon system records.	[M]	2.6.2.2
2.5.1.147	C M	147.	The system must provide the ability for DNR to automatically generate correspondence to individual and/or multiple agents based upon system records.	[M]	2.6.2.2
2.5.1.148	C M	148.	The system shall provide automatic address validation for each address contained in system records.	[O]	2.6.2.2

Customer Management: External Communications- has the following capabilities					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.1.149	C M	149.	The system shall provide the ability to produce mailing labels, envelope printing options, and or electronic files (e-mail and faxing) for mass mailings [both paper and electronic] by targeted or multiple groups.	[M]	2.6.2.2
2.5.1.150	C M	150.	The system shall maintain a ‘compliant log’ linked to the customer	[D]	2.6.2.2
2.5.1.151	C M	151.	The system shall maintain a ‘correspondence library’ linked to the customer which included electronic messages and scanned documents	[D]	2.6.2.2

Addendum A (Customer Management)

Customer Data Quality Score Table

	Required Minimum Scores for New Sales			
Activity	**Tax ID**	**Name**	**Mailing Address**	**Date of Birth**
Express Sale	0	0	0	0
Charter Boat Patron	0	1	1	0
Park Reservations	0	2	2	0
Off Road Vehicle	0	2	2	0
Sport Fishing	2	4	2	4
Sport Hunting	2	4	2	4
Boating	0	3	3	0
Commercial Fishing	3	3	3	0

Score Key

0	Not Provided
1	Provided but Not Validated
2	Customer Validated
3	Representative Validated
4	Cross Validated with DL Number
5	Externally Validated

Registration

The following represent the functional specifications for the registration module of COMPASS which uses the processes and logic of the core functionality, and made available to the public via the sales channel and its configurations. The Registration Module will process free registrations for customers in Maryland, Virginia, Potomac River Fisheries Commission, and DC as part of a multi-jurisdictional agreement to meet the requirements of the National Saltwater Angler Registry in the short-term, but will also be used for future free registrations the Department will offer.

This section contains the functionality that will be used to create this module and dictate how it interfaces with the various sales configurations of COMPASS.

Registration - The Registration Module has customer registration functionality and the following capabilities:

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.152	F	152.	The system shall provide the ability to offer free registrations to customers as a separate path from transactions requiring payment via the self service sales configuration, but could be added to any sales configuration at a later date.	[M]	2.6.2.1
2.5.1.153	F	153.	The system shall adhere to all system standards and conventions for customer management, transaction processes and data commitments.	[M]	2.6.2.1
2.5.1.154	F	154.	A registration is a free item type that serves as a vehicle to collect certain baseline information from a customer and to enroll them in a certain program.	[M]	2.6.2.1
2.5.1.155	F	155.	The system shall not assess any convenience or items fees to customers using only the Registration Module.	[M]	2.6.2.1
2.5.1.156	F	156.	The system shall allow multiple registrations for multiple customers to occur during the same transaction; and allow customers to purchase licenses and other items in the product catalog with their registrations.	[M]	2.6.2.1
2.5.1.157	F	157.	The Registration Module shall enable the Department to participate in a multi-jurisdictional agreement with Virginia, Potomac River Fisheries Commission, and DC to register saltwater anglers to meet the requirements of the National Saltwater Angler.	[M]	2.6.2.1

2.5.1.157 .1	F	157.1.	The Registration Module shall enable the enabling and disabling of partner agency registrations in the event agreements change at any time	[M]	2.6.2.1
2.5.1.158	F	158.	The Registration Module will be flexible so that the Department can offer other registrations in the future to customers outside of the National Saltwater Angler Registry.	[M]	2.6.2.1
2.5.1.159	F	159.	The system shall provide the ability to set up a registration item in the product catalog and select the customer data fields from the COMPASS database structure required for given activity and type of registration. The following are examples of what will be required for the National Saltwater Angler Registry: ☐ First Name ☐ Last Name ☐ Date of Birth ☐ Residential Address ☐ Home Phone ☐ Cell Phone ☐ Email Address ☐ Type of Fishing o Fishing on Maryland Waters o Fishing on Virginia Waters o Fishing on the tidal Potomac River o Fishing on District of Columbia Waters	[M]	2.6.2.1
2.5.1.160	F	160.	The system shall record registration customers, giving them a customer number and maintain their information in the database.	[M]	2.6.2.1
2.5.1.161	F	161.	The system shall finalize registration requests, meeting all business requirements, in real-time to the database.	[M]	2.6.2.1
2.5.1.162	F	162.	The system shall provide each customer with confirmation of their registration via system generated printable document.	[M]	2.6.2.1
2.5.1.163	F	163.	The system shall provide separate URL for our registration partners from other jurisdictions and organizations to securely logon. User accounts will be managed by System Administrators.	[M]	2.6.2.1

2.5.1.164	F	164.	The system shall provide the authorized representatives to retrieve their, and only theirs, data on registrants from their respective jurisdictions. Access to other jurisdictional registration information will be blocked.	[M]	2.6.2.1
2.5.1.165	F	165.	The system shall provide the ability for authorized users to download their data via system standard data.	[M]	2.6.2.1

Off Road Vehicle

The following represent the functional requirements for the Off Road Vehicle registration module of COMPASS which uses the processes and logic of the core functionality, and made available to the public via the specified sales configuration.

This section contains the functionality that will be used to create this module and dictate how it interfaces with the sales configurations of the system.

Off Road Vehicle - The Off Road Vehicle Module includes Registration functionality and has the following capabilities:

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.166	OR	166.	The system shall provide the ability to manage vehicle ownership, titles, registrations and use decals	[M]	2.6.2.3
2.5.1.167	OR	167.	The system shall make available vehicle management functionality through all sales configurations pending permissions granted via the administrative interface	[M]	2.6.2.3
2.5.1.168	OR	168.	The system shall process new and renewal off road vehicle registrations for customers	[M]	2.6.2.3
2.5.1.168 .1	OR	168.1.	The system will offer normal or express renewals for off road vehicles already stored in the central database	[M]	2.6.2.3
2.5.1.169	OR	169.	The off road vehicle module will maintain manufacturer and model information with the ability to assign content manage responsibility based on franchise and/or manufacturer.	[M]	2.6.2.3

2.5.1.170	O R	170.	The following data items will be captured and maintained when a vessel is added to the system and vessel excise taxes paid □ Vehicle Identification or Serial Number (Required) □ MD ORV Number (To identify the vehicle, Assigned by System) □ Motor Vehicle Administration (MVA) ORV Tag Number □ Motor Vehicle Administration (MVA) Registration Number □ MD Annual Tag/Decal Number (Required, Assigned by System) □ Vehicle Type (Required, Pick from Dropdown) □ Vehicle Manufacturer (Required) □ Vehicle Model (Required) □ Year Built (Required) □ Vehicle Make (Required)	[M]	2.6.2.3
2.5.1.171	O R	171.	The system will scan original vehicle documents and associate them with the vehicle record	[M]	2.6.2.3
2.5.1.172	O R	172.	The system will maintain a unique index of Vehicle Identification/Serial Numbers, MD ORV Numbers and Annual Tag/Decal Numbers	[M]	2.6.2.3
2.5.1.173	O R	173.	The system will normally generate the MD ORV Number assigned to registered off road vehicles, but shall also provide the ability to manually assign to the MVA ORV Tag Number them with checks to validate given number conforms to standards and is not an already assign vehicle number (to avoid duplicates).	[M]	2.6.2.3
2.5.1.174	O R	174.	The system shall return the vehicle data including ownership information from the Vehicle Serial Number, MVA numbers, or MD ORV Number	[M]	2.6.2.3
2.5.1.175	O R	175.	The system shall calculate the registration type based on the information provided	[M]	2.6.2.3
2.5.1.176	O R	176.	The system will record and maintain primary and secondary vehicle owners. Owners must be recorded and maintained as customers in the database. The system will maintain an ownership history of each vehicle using DNR property.	[M]	2.6.2.3

2.5.1.177	OR	177.	The system shall finalize vehicle registration requests, meeting all business requirements, in real-time to the database	[M]	2.6.2.3
2.5.1.178	OR	178.	The system shall provide a batch report for all vehicle transactions that need to be fulfilled (printed) and produce the documents for fulfillment.	[M]	2.6.2.3

Species Harvest Reporting

The following represent the functional requirements for the species harvest reporting module of COMPASS which uses the processes and logic of the core functionality, and made available to the public via the sales channel and its configurations.

This section contains the functionality that will be used to create this module and dictate how it interfaces with the various sales configurations of COMPASS.

Harvest Reporting - The Harvest Reporting Module has the following capabilities:

ID #	Category\ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.1.179	H	179.	The system shall provide the ability to flexibly collect, manage, and store data for the recreational and commercial harvest of terrestrial and aquatic species in Maryland.	[M]	2.6.2.3
2.5.1.179 .1	H	179.1.	A recreational harvest is authorized by a valid sports license for personal consumption within the constraints of daily and seasonal harvest limits; this module will associate harvests with license numbers	[M]	2.6.2.3
2.5.1.179 .2	H	179.2.	A commercial harvest is authorized by a valid commercial license for distribution to seafood dealers or sale directly by the license holder within the constraints of daily and seasonal harvest limits; this module will associate harvests with license holders	[M]	2.6.2.3
2.5.1.180	H	180.	Terrestrial species in Maryland include, but are not limited to, deer, turkey and bear	[M]	2.6.2.3
2.5.1.180 .1	H	180.1.	The following data items will be captured and maintained when a terrestrial harvest report is added to the system, but the system will allow DNR to modify these items at anytime: □ Authorizing License □ Species □ Sex □ Species Specific Parameters (antler characteristics, spur/beard characteristics, etc.) □ County of Harvest □ Date of Harvest	[M]	2.6.2.3

2.5.1.181	H	181.	Aquatic species in Maryland include, but are not limited to, striped bass, blue crabs, oysters, and various other finfish and shellfish	[M]	2.6.2.3

2.5.1.181 .1	H	181.1.	The following data items will be captured and maintained when an aquatic harvest report is added to the system, but the system will allow DNR to modify these items at anytime:
			□ Authorizing License
			□ Species
			□ Timeframe for Harvest Report
			  o Daily
			  o Monthly
			□ Measurement of Harvest
			  o Individual
			  o Dozen
			  o Bushel
			  o Pounds
			□ Quantity of Harvest
			□ Species Specific Parameters
			  o Crabs (Size, Type, Quantity of Each)
			  o Oysters (Oyster bar, Port or Creek of Landing)
			□ Water Area Code of Harvest
			□ Gear Code
			□ Amount of Gear Used
			□ By-Catch Gear Code
			□ Bait Caught and Used
			□ Date of Harvest
			□ Trip Length
			□ Disposition
				[M]	2.6.2.3

2.5.1.182	H	182.	The system shall provide the ability to collect, manage and store data for the commercial harvest of fish, shellfish and other commercially harvested aquatic life from watermen, charter boat captains and other specified users.	[M]	2.6.2.3
2.5.1.183	H	183.	The system shall provide the ability to make available the harvest reporting functionality available to customers via any sales configuration through the administrative module	[M]	2.6.2.3

2.5.1.184	H	184.	The system shall provide the ability to perform harvest reporting transactions at any COMPASS locations independent of any license sale transactions	[M]	2.6.2.3
2.5.1.185	H	185.	The system shall provide the ability to collect harvest information through the telephone sales channel independent of any license sales transactions	[M]	2.6.2.3
2.5.1.186	H	186.	The system shall make available reports detailing sport and commercial harvest along with exportation of data as requested by the user.	[M]	2.6.2.3

Sales Configuration

The following represent the functional requirements for the sales configurations of COMPASS. COMPASS will possess and employ only one sales channel, the Internet, to conduct all product issuance, document services and associated processes. This single sales channel is 'customized' by the user's logon and permissions to present the appropriate tool for product delivery to customers. The sales configurations contained within this document are to be built around defined functions and actions governed by the processes and logic of the core functionality.

Description of Sales Configurations:

1. Personal – a sales configuration allowing customers to directly interact with COMPASS without a third party conducting the transaction. Logon to a personal sales configuration could be through personal information such as a two-key identifier (customer number and date of birth, etc.) or a previous license or transaction number. This sales configuration is similar to what other States call 'online' sales.

2. Full Service Outlet – a sales configuration allowing private business to process transactions for a customer using COMPASS on behalf of the State. Logon would be defined by the user's account manager and conform to system standards. This sales configuration would represent our sports license agents.

3. Kiosk Outlet – a sales configuration allowing any location (DNR or private business) to offer self-service sales at their location and to receive credit for all transactions. The kiosk sales configuration permits customers to pay for their products by credit card with immediate fulfillment. This sales configuration is similar to the self-service kiosks offered by many retailers and airlines, but could be as simple as a PC; or a touch terminal as COMPASS will be touch compatible. The contractor can assist DNR to identify appropriate equipment for such configurations but they are not responsible to provide them for this TORFP.

4. DNR – a robust sales configuration allowing DNR to process transaction at any DNR Location. This sales configuration is the same as currently operating Regional Service Centers.

   4.1. Mobile DNR – a sales configuration allowing DNR transaction processing in remote locations such as trade shows, boat shows and other events.

5. DNR Back Office – a sales configuration allowing back office functionality for DNR Locations. This sales configuration will behave similar to the DNR configuration but may not have all functions as the DNR configuration that serves customer needs at the counter.

6. Unit Support – a sales configuration allowing non-licensing, but DNR, personal to interact with COMPASS for business functions not requiring sales transaction processing. This configuration is similar to read only access with few write capabilities.

The following table details the functions we require each sales configuration to possess:

Table Legend

R = Required to Support

O = Optional

X = Not Supported

	CONFIGURATIONS						
		Outlet		**DNR**			
	Personal	Full Service	Kiosk	Mobile	DNR	LRS (back office)	Unit Support
FUNCTIONS							
I. Payment Processes							
Cash Drawer	X	O	X	X	R	O	X
Credit Card	R	O	R	O	O	O	X
External	X	R	X	O	X	O	X
II. Financial Responsibility							
Outlet	O	R	O	X	X	X	X
DNR	O	X	O	R	R	R	X
III. Document Services							
Local Printers	R	R	R	R	R	O	O
Validator	X	O	X	X	R	R	X
Fulfillment Center	R	O	R	R	R	R	O
Document Scanning	X	O	X	O	R	R	O
Barcode Reader	X	O	O	O	R	R	O

2.5.2 TECHNICAL REQUIREMENTS

Standards

The following represent the functional requirements for the rules and standards of COMPASS consisting of hardware, programming and standard system-wide functionality.

This section contains the functionality that will be used to create such standards and dictate how the entire system joins together.

System Constraints and Maintainability					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.1	S	1.	All sales configurations shall be equipment agnostic but touch-screen capable	[M]	2.6.2.2
2.5.2.2	S	2.	The system shall use the Microsoft SQL Server 2005 or higher environment for database activities.	[M]	2.6.2.2
2.5.2.3	S	3.	The system shall use Microsoft’s .Net Framework 2.0 or higher for all development and web page design.	[M]	2.6.2.2
2.5.2.4	S	4.	The system shall run on a Windows Server 2003 or higher.	[M]	2.6.2.2
2.5.2.5	S	5.	The system will support personal computer use with a standard, current or compatible acceptable version web browser. (i.e. Internet Explorer, FireFox, Safari, Opera, Chrome, etc.)	[M]	2.6.2.2
2.5.2.6	S	6.	The system will support touch screen devices and self-service kiosks.	[M]	2.6.2.2
2.5.2.7	S	7.	The system shall provide screens, interfaces and forms designed to be scalable to any monitor size. [use all of monitor’s real estate]	[M]	2.6.2.2
2.5.2.8	S	8.	The system shall provide users with access to online help desk tools 24/7/365	[M]	2.6.2.2
2.5.2.9	S	9.	The system shall notify online users of scheduled downtime when they log in (if they are trying to interact with the system during maintenance period)	[M]	2.6.2.2
2.5.2.10	S	10.	The system shall be available seven days per week, 24 hours per day (excluding scheduled maintenance)	[M]	2.6.2.2

2.5.2.11	S	11.	The system shall provide the ability to restrict access based on an user's profile during logon, machine name, or other identifier and user profile	[M]	2.6.2.2
2.5.2.12	S	12.	The system shall provide the ability to restrict access also based on a machine name, machine-specific identifier or other identifier	[D]	2.6.2.2
2.5.2.13	S	13.	The system shall allow DNR ITS Administrators to generate audit and exception [i.e. "sniffing" for sales outside normal business hours] reports to support application maintenance	[M]	2.6.2.2
2.5.2.14	S	14.	The system shall allow DNR ITS Administrators/Module Managers to maintain values for list boxes from a table maintenance screen within the Administrative module	[M]	2.6.2.2
2.5.2.15	S	15.	The system shall provide adequate backups or protection of production database and libraries	[M]	2.6.2.2
2.5.2.16	S	16.	The production database shall provide the ability for replication in whole or part	[M]	2.6.2.2

Performance Requirements

ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.2.17	R	17.	The system shall adhere to the following general performance standards: □ License sales to NEW customers within four minutes □ License sales to EXISTING customers within two minutes □ Express license sales within one minute □ New Boat Title and Registration within ten minutes □ New or Replacement Boat Registration within two minutes □ Express renewal within one minute □ All other activities will have similar response times	[M]	2.6.2.2

Performance Requirements					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.18	R	18.	The system shall return a report request within an average of two minutes depending on the amount of data requested by the user and the filters applied.	[M]	2.6.2.2
2.5.2.19	R	19.	The system shall support up to 2000 total users on any sales configuration	[M]	2.6.2.2
2.5.2.20	R	20.	The system shall support up to 700 concurrent users on any sales configuration	[M]	2.6.2.2
2.5.2.21	R	21.	The system shall have less than 10% degradation in response time when the maximum number of users is exceeded	[M]	2.6.2.2

Transaction Processing: A transaction is a series of interactions that results in one or more items being sold; an interaction is every time control is transferred back to the system (i.e. Submit, reset, etc.)					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.22	T	22.	The system shall be capable of handling a minimum of 30,000 interactions per hour	[M]	2.6.2.2
2.5.2.23	T	23.	The system shall commit transaction data to a central database within ten seconds	[M]	2.6.2.2
2.5.2.24	T	24.	The system shall provide a status or countdown indicator while processing to indicate task progression per task	[M]	2.6.2.2

Data Entry and Use					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.25	D	25.	The system shall provide an audit trail for changes to non-transactional data	[M]	2.6.2.2
2.5.2.26	D	26.	The system shall indicate migrated data (Data Source Indicator)	[M]	2.6.2.2
2.5.2.27	D	27.	The system shall provide the ability for users to enter data through a graphical interface with a consistent look and feel through all modules and interfaces	[M]	2.6.2.2
2.5.2.28	D	28.	The system shall enforce standard practices for data collection. □ Common routine for standard functions o Add/Change customer information o Add/Change of address o Representative management □ Common edits for administrative transactions o Voids o Replacements o Reprint	[M]	2.6.2.2
2.5.2.29	D	29.	The system shall utilize standard data tables such as country codes, state abbreviations, county codes, postal codes, etc. through linked external sources (i.e. USPS) or centrally stored tables	[M]	2.6.2.2
2.5.2.30	D	30.	The system-generated customer identification number (CID) shall print on all licenses in a text format	[M]	2.6.2.2
2.5.2.31	D	31.	The system-generated transaction identifier shall print on all licenses in machine-readable formats such as barcode	[M]	2.6.2.2
2.5.2.32	D	32.	The system shall indicate on every item (or document) produced by an original issued date and additionally any replacement/reprint/correction date when such services are requested by customers.	[M]	2.6.2.2
2.5.2.33	D	33.	The system shall have standard templates with various unique designs and paper size requirements for printing licenses, ID cards, harvest reports, commercial licenses, etc.	[M]	2.6.2.2

Data Entry and Use					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.34	D	34.	The system shall provide the ability to include security measures for detecting forged printed documents (i.e. watermarks and security codes)	[M]	2.6.2.2
2.5.2.35	D	35.	The system shall produce printed documents with special measures to prevent the manipulation of the contained information	[D]	2.6.2.2
2.5.2.36	D	36.	The system shall employ interactive help features for specific data elements to offer explanations (e.g. mouse-overs, pop-ups, etc.) including a FAQ/Search Engine	[M]	2.6.2.2

Interface Requirements					
ID #	**Category/ No.**		**Requirement**	**Priority**	**Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)**
2.5.2.37	I	37.	All system interfaces shall be ADA Compliant and meet standards defined by the State of Maryland	[M]	2.6.2.2
2.5.2.38	I	38.	The system shall support multiple languages (English, Spanish, etc.) for page content	[O]	2.6.2.2
2.5.2.39	I	39.	The system shall provide a web interface which allows users access to specific functions and system data	[M]	2.6.2.2
2.5.2.40	I	40.	The system shall support inquiry only capabilities without user logon; all other access must pass a logon screen. Inquiry only capability can include: □ Help tool □ Product pricing schedule □ Outlet lists	[M]	2.6.2.2
2.5.2.41	I	41.	The system shall provide the ability to accept customer data by scanning a barcode on identification cards such as a drivers license, DNR issued CID Card, or previously held license/permit in order to pre-populate the web interface	[M]	2.6.2.2

Interface Requirements					
ID #	Category/ No.		Requirement	Priority	Associated Deliverable ID # From Section 2.6.2 Below (If Applicable)
2.5.2.42	I	42.	The system shall accept customer data by reading the magnetic stripe on identification cards such as a drivers license or DNR issued CID Card in order to pre-populate the web interface	[O]	2.6.2.2

2.5.3 NON-FUNCTIONAL, NON-TECHNICAL REQUIREMENTS

ID #	Non-Functional, Non-Technical Requirements	Priority	Associated Deliverable ID # (From section 2.6.2 below):
2.5.3.1	The TO Contractor shall provide and maintain a Project Management Plan (PMP) that meets the requirements of the Maryland Systems Development Life Cycle	[M]	2.6.2.6
2.5.3.2	The initial PMP is due 15 business days from the Notice to Proceed (NTP) and will provide a detailed schedule for the Maintenance Transition	[M]	2.6.2.6
2.5.3.3	The PMP shall be updated at the conclusion of each project phase	[M]	2.6.2.6
2.5.3.4	The PMP shall include a work breakdown structure and schedule that is structured by the deliverables for the project	[M]	2.6.2.6
2.5.3.5	The PMP shall provide a Quality Management section to discuss process, protocols and procedures to define, develop, test and maintain a system with minimal defects.	[M]	2.6.2.6
2.5.3.6	The PMP and schedule will be in sufficient detail to show task activities that represent approximately 80 hours of work, and the resources responsible for task completion and the cost of those responsible for task completion and the cost of those resources for all work that has been authorized with a NTP.	[M]	2.6.2.6
2.5.3.7	The PMP shall clearly indicate the nature, timing and extent of support expected of DNR for each activity	[M]	2.6.2.6
2.5.3.8	Following acceptance by the agency, the PMP and baseline schedule will be controlled documents. Changes to the plan and baseline schedule will be made through the project change control process.	[M]	2.6.2.6
2.5.3.9	The TO Contractor shall provide a System Technical Design Document that includes the hardware requirements, minimum performance criteria, user interface specification, error handling, etc.	[M]	2.6.2.11
2.5.3.10	The TO Contractor shall provide System Operating	[M]	2.6.2.7

	Requirements for DNR Administrators to guide them in all technical aspects of the operation, maintenance and configuration of the system		
2.5.2.11	The TO Contractor shall provide user documentation for each user type that will all aspects of system operation	[M]	2.6.2.7
2.5.2.12	The TO Contractor shall provide training for DNR Administrators and the Staff of our current Regional Service Centers	[M]	2.6.2.8
2.5.2.12.1	The TO Contractor shall provide at least 4 training sessions for DNR users	[M]	2.6.2.8
2.5.2.13	The TO Contractor shall provide training curriculum and assistance training non-DNR system users	[M]	2.6.2.8
2.5.2.13.1	The TO Contractor shall assist DNR with hosting at least 7 training session for non-DNR system users	[M]	2.6.2.8
2.5.3.14	The TO Contractor shall provide workmanship and system warranty, that does not include any third party software used except to the extent of their manufacturer or licensor warranties	[M]	2.6.2.9
2.5.3.14.1	The TO Contractor shall warrant that it will satisfy all obligations under the contract using care, skill and diligence in executing the resulting Task Order Agreement	[M]	2.6.2.9
2.5.3.14.2	The TO Contractor shall warrant that all hardware and software installed (if necessary), code, programs and procedures delivered, installed and implemented will perform as required in accordance with the Task Order Agreement.	[M]	2.6.2.9
2.5.3.14.3	The TO Contractor’s obligation under this warranty shall be to remedy any errors, coding bugs, coding defects and other issues that arise at no cost to DNR for a period of 90 days post implementation.	[M]	2.6.2.9
2.5.3.15	The TO Contractor shall provide post development operations and maintenance support ensuring stable and reliable operation	[M]	2.6.2.9
2.5.3.15.1	The TO Contractor shall provide technical staff with qualified software experience, programming and technical skills to support the system during the operations and maintenance phase	[M]	2.6.2.9
2.5.3.15.2	The TO Contractor shall provide Help Desk operations if elected to outsource by DNR	[D]	2.6.2.10
2.5.2.15.2.1	TO Contractor Help Desk shall provide different tiers of support as specified in the technical requirements	[D]	2.6.2.10
2.5.3.16	The TO Contractor shall report progress in task completion against the plan and schedule using earned value reporting	[M]	2.6.2.12
2.5.3.16	In developing the project schedule, the TO Contractor will schedule:	[M]	2.6.2.12
2.5.3.16.1	· 15 business days for DNR to review plans, requirements, design documents and manuals	[M]	2.6.2.12
2.5.3.16.2	· 45 business days for DNR to complete acceptance	[M]	2.6.2.12

	testing of a delivery		
2.5.3.16.3	· If a deliverable cannot be accepted DNR will provide a list of defects to be remedied in order for the deliverable to be accepted as described in Section 2.6.1 of this TORFP	[M]	2.6.2.12
2.5.3.17	The TO Contractor shall deliver to DNR, after acceptance and implementation, the source code for each module and COMPASS component	[M]	2.6.2.1 to 2.6.2.5

2.6 DELIVERABLES

2.6.1 DELIVERABLE SUBMISSION PROCESS

For each written deliverable, draft and final, the TO Contractor shall submit to the TO Manager one hard copy and one electronic copy compatible with Microsoft Office 2000, Microsoft Project 2000 and/or Visio 2000.

Drafts of all final deliverables are required at least two weeks in advance of when all final deliverables are due. Written deliverables defined as draft documents must demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors such as poor grammar, misspellings or incorrect punctuation, but must:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) Present information that is relevant to the Section of the deliverable being discussed.

E) Represent a significant level of completeness towards the associated final written deliverable that supports a concise final deliverable acceptance process.

Upon completion of a deliverable, the TO Contractor shall document each deliverable in final form to the TO Manager for acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 8). The TO Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 9). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Reference 2.6 Invoicing).

A written deliverable defined as a final document must satisfy the scope and requirements of this TORFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings or incorrect punctuation, and must:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) Present information that is relevant to the Section of the deliverable being discussed.

The State required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the project.

2.6.2 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

Technical Deliverables			
ID #	**Deliverable Description**	**Acceptance Criteria**	**Due Date**
2.6.2.1	Registration Module – develop, test and deploy this module for online registration processing	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	April 1, 2011
2.6.2.2	COMPASSv1 Core Functionality – develop, test and deploy the core functionality as the foundation of COMPASSv1	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	May 2011
2.6.2.3	COMPASSv1 Business Modules – develop, test and deploy COMPASS v1 business modules	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	May 2011
2.6.2.4	Deploy COMPASSv1 Online and Telephone Interface – go live with COMPASSv1 for customer self service and telephone live operator sales	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	June 2011
2.6.2.5	Deploy COMPASSv1 to Sports License Agents - move all Sports License Agents from COIN to COMPASS	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	June 2011
Non-Technical Deliverables			
2.6.2.6	System Project Documents (PMP, risk plan, etc)	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable	Ongoing to end of TO Agreement

		as required to validate the completeness and quality in meeting requirements.	
2.6.2.7	System Operation Requirements and User Documentation	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	May 2011
2.6.2.8	System Training	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	May – July 2011
2.6.2.9	Operations and Maintenance Support	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	Year 2 of TO Agreement
2.6.2.10	Help Desk Operations (Optional Deliverable)	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	June 2011 (if elected)
2.6.2.11	System Technical Design Document	Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Project Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.	July 2011

2.7 REQUIRED PROJECT 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 Information Technology Project Oversight
- The State of Maryland Enterprise Architecture
- The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute’s Project Management Body of Knowledge Guide. TO Contractor’s staff and sub Contractors are to follow a consistent methodology for all TO activities.
- The TO Contractor shall develop all web pages in accordance with statewide branding standards and as part

of the dnr.maryland.gov website. Additionally, the TO Contractor will adhere to statewide web standards detailed at www.doit.maryland.gov/webcom and also standards for non-visual accessibility detailed at http://doit.maryland.gov/policies/pages/nva.aspx.

2.8 The TO Contractor will also adhere to CONTRACTOR PERSONNEL MINIMUM EXPERTISE REQUIRED

The Master Contractor (proposed staff and subcontractors, if applicable) must document a professional level of expertise in developing, testing and deploying a high-quality, web-based sales systems. The Master Contractor must also document practical expertise in operating live operator telephone sales, help desk/customer care and call center management, and the ability to work with consignment/retail sales locations for wider product availability for consumers. Experience in wildlife and natural resource licensing and permitting system may be an asset for the Master Contractor or proposed team, but is not required by the Department.

2.9 CONTRACTOR MINIMUM QUALIFICATIONS

The following minimum qualifications are mandatory. 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:

2.9.1 Must have completed 2 or more projects of similar scope, or web-based applications, in the last 5 years.

2.9.2 Must have completed 1 or more, or currently involved in the development, of online point-of-sale systems. Experience with self service interfaces (i.e. online sales), touch screen kiosks, and 3rd party facilitated sales (i.e. telephone operator, agents) are not necessary, but highly desirable.

2.9.3 Must have provided 1 or more customers with help desk operations and support.

2.10 RETAINAGE

Retainage is not applicable to this TORFP.

2.11 INVOICING

Payment will only be made upon completion and acceptance of the deliverables as defined in 2.6.2.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS II Master Contract. Proper invoices for payment shall contain the TO Contractor's Federal Tax Identification Number, as well as the information described below, and must be submitted to the TO Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form – Attachment 9, is not submitted.

The TO Contractor shall submit invoices for payment upon acceptance of separately priced deliverables, on or before the 15th day of the month following receipt of the approved notice(s) of acceptance from the TO Manager. A copy of the notice(s) of acceptance shall accompany all invoices submitted for payment.

2.11.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

A) A proper invoice shall identify the Department of Natural Resources as the TO Requesting Agency, deliverable description, associated TOA number, date of invoice, period of performance covered by the invoice, 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 and any subcontractor and signed Acceptance of Deliverable form – Attachment 9, for each deliverable being invoiced) submitted for payment to the Department of Natural Resources at the following address: Mr. Len Singel, Information Technology Service, 580 Taylor Avenue, D-4, Annapolis, MD 21401

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.

2.12 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 15th day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to Department of Natural Resources 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 Department of Natural Resources. Department of Natural Resources 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 - TASK ORDER 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 the 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. A TO Proposal shall contain the following sections in order:

3.2.1 TECHNICAL PROPOSAL

A) Proposed Services

1) Executive Summary: A high level overview of the TO Contractor's understanding of the background, purpose, and objectives of the TORFP. The Executive Summary shall summarize the Master Contractor's capabilities and experience, and summarize the proposed methodology and solution for achieving the objectives of the TORFP.

2) Proposed Solution: A detailed narrative of the Master Contractor's proposed methodology and solution for completing the requirements and deliverables in Section 2 - Scope of Work. This section should include a comprehensive schedule of tasks and times frames for completing all requirements and deliverables, including any tasks to be performed by State or third party personnel.

3) Draft Work Breakdown Structure (WBS): A matrix or table that shows a break down of the tasks required to complete the requirements and deliverables in Section 2 - Scope of Work. The WBS should reflect the chronology of tasks without assigning specific time frames or start / completion dates. The WBS may include tasks to be performed by the State or third parties as appropriate, for example, independent quality assurance tasks. If the WBS appears as a deliverable in Section 2 – Scope of Work, the deliverable version will be a draft version.

4) Draft Project or Work Schedule: A Gantt or similar chart containing tasks and <u>estimated</u> time frames for completing the requirements and deliverables in Section 2 - Scope of Work. The final schedule should come later as a deliverable under the TO after the TO Contractor has had opportunity to develop realistic estimates. The Project or Work Schedule may include tasks to be performed by the State or third parties as appropriate.

5) Draft Risk Assessment: Identification and prioritization of risks inherent in meeting the requirements in Section 2 - Scope of Work. Includes a description of strategies to mitigate risks. If the Risk Assessment appears as a deliverable in Section 2 – Scope of Work, that version will be a draft version. Any subsequent versions should be approved through a formal configuration or change management process.

6) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal. Master Contractors should avoid assumptions that counter or constitute exceptions to TORFP terms and conditions.

7) Proposed Tools: A description of any tools, for example hardware and/or software applications that will be used to facilitate the work.

B) Proposed Personnel

1) Identify and provide resumes for proposed personnel by labor category. The resume should feature prominently the proposed personnel's skills and experience as they relate to the Master Contractor's proposed solution and Section 2 – Scope of Work.

2) Certification that all proposed personnel meet the minimum required qualifications and possess the required certifications in accordance to Section 2.8.

3) Provide the names and titles of the Master Contractor's management staff who will supervise the personnel and quality of services rendered under this TOA.

4) Complete and provide, at the interview, Attachment 5 – Labor Classification Personnel Resume Summary.

C) MBE Participation

1) Submit completed MBE documents Attachment 2 - Forms D-1 and D-2.

D) Subcontractors

1) Identify all proposed subcontractors, including MBEs, and their roles in the performance of Section 2 - Scope of Work.

E) Master Contractor and Subcontractor Experience and Capabilities

2) Provide up to three examples of projects or contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work. Each example must include contact information for the client organization complete with the following:

a) Name of organization.

b) Point of contact name, title, and telephone number

c) Services provided as they relate to Section 2 - Scope of Work.

d) Start and end dates for each example project or contract. If the Master Contractor is no linger providing the services, explain why not.

3) 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 entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:

a) Name of organization.

b) Point of contact name, title, and telephone number

c) Services provided as they relate to Section 2 - Scope of Work.

d) Start and end dates for each example project or contract. If the Master Contractor is no linger providing the services, explain why not.

e) Dollar value of the contract.

f) Whether the contract was terminated before the original expiration date.

g) Whether any renewal options were not exercised.

Note - State of Maryland experience can be included as part of Section E2 above as project or contract experience. State of Maryland experience is neither required nor given more weight in proposal evaluations.

F) Proposed Facility

1) Identify Master Contractor's facilities, including address, from which any work will be performed.

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 FINANCIAL RESPONSE

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) Attachment 1 and / or 1A - Completed Financial Proposal with all rates fully loaded.

SECTION 4 – TASK ORDER AWARD PROCESS

4.1 OVERVIEW

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, the TO Requesting Agency will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL PROPOSAL EVALUATION CRITERIA

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

1 – Experience with similar projects;

2 - Offeror Technical Response to TORFP Requirements. *Offeror response to work requirements in the TORFP (Section 2) must illustrate a comprehensive understanding of work requirements to include an explanation of how the work shall be done. Responses to work requirements such as "concur" or "shall comply" shall receive a lower evaluation ranking than those Offerors who demonstrate they understand a work requirement and have a plan to meet or exceed it*;

3 – Project Schedule;

4 - Project Organization; and

5 - Project Management Plan and Assumptions.

4.3 SELECTION PROCEDURES

A) TO Proposals will be assessed throughout the evaluation process for compliance with the minimum personnel qualifications in Section 2.8 and quality of responses to Section 3.2.1 of the TORFP. TO Proposals deemed technically qualified will have their financial proposal considered. All others will be deemed not reasonably susceptible to award and will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.

B) Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.

C) The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, technical merit will have greater weight than price.

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. See Attachment 7 - Notice to Proceed (sample).

ATTACHMENT 1 – 2 YEAR PRICE PROPOSAL

2-YEAR PRICE PROPOSAL FOR CATS II TORFP # K00P1400709

FIXED PRICE

Identification	Deliverable	Proposed Price 2-Year Only
2.6.2.1	Registration Module	$
2.6.2.2	COMPASSv1 Core Functionality	$
2.6.2.3	COMPASSv1 Business Modules	$
2.6.2.4	Deploy COMPASSv1 Online and Telephone Interfaces	$
2.6.2.5	Deploy COMPASSv1 to Sports License Agents	$
2.6.2.6	System Project Documents	$
2.6.2.7	System Operation Requirements and User Documentation	$
2.6.2.8	System Training	$
2.6.2.9	Operations and Maintenance Support	$
2.6.2.10	Help Desk Operations (Optional Deliverable)	$
2.6.2.11	System Technical Design Document	$
	Total Proposed Fixed Price for 2-Year Period	$

Authorized Individual Name

Company Name

Title

Company Tax ID #

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 1-A – OPTION YEAR 1 PRICE PROPOSAL

OPTION YEAR 1 PRICE PROPOSAL FOR CATS II TORFP # K00P1400709

FIXED PRICE

Identification	Deliverable	Proposed Price Option Year Only
2.6.2.1	Registration Module	Not Applicable
2.6.2.2	COMPASSv1 Core Functionality	Not Applicable
2.6.2.3	COMPASSv1 Business Modules	Not Applicable
2.6.2.4	Deploy COMPASSv1 Online and Telephone Interfaces	Not Applicable
2.6.2.5	Deploy COMPASSv1 to Sports License Agents	Not Applicable
2.6.2.6	System Project Documents	Not Applicable
2.6.2.7	System Operation Requirements and User Documentation	Not Applicable
2.6.2.8	System Training	Not Applicable
2.6.2.9	Operations and Maintenance Support	$
2.6.2.10	Help Desk Operations (Optional Deliverable)	$
2.6.2.11	System Technical Design Document	Not Applicable
	Total Proposed Fixed Price for Option Year 1	$

Authorized Individual Name

Company Name

Title

Company Tax ID #

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 1-B – PRICE PROPOSAL SUMMARY

PRICE PROPOSAL SUMMARY FOR CATS II TORFP # K00P1400709

FIXED PRICE

Identification	Deliverable	Proposed Price 2-Year + Option Year
	Total Proposed Fixed Price for 2-Year Period (Attachment 1)	$
	Total Proposed Fixed Price for Option Year 1 (Attachment 1A)	$
	Grand Total Proposed Fixed Price for Contract Plus Option Year	$

Authorized Individual Name

Company Name

Title

Company Tax ID #

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS II TORFP # K00P1400709

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^{th} 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^{th} 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^{th} 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. K00P1400709, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of _30_ 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 K00P1400709	
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	

USE ATTACHMENT D-2 CONTINUATION PAGE AS NEEDED

SUMMARY

TOTAL MBE PARTICIPATION: ______%
TOTAL WOMAN-OWNED MBE PARTICIPATION: ______%
TOTAL AFRICAN AMERICAN-OWNED MBE PARTICIPATION: ______%

Document Prepared By: (please print or type)

Name:______________________________ Title:___________________________

SUBMIT AS A .PDF FILE WITH TO RESPONSE

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	

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 # K00P1400709, I state the following:

1. Offeror identified opportunities to subcontract in these specific work categories:

2. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit certified MBEs for these subcontract opportunities.

3. Offeror made the following attempts to contact personally the solicited MBEs:

4. ¨ Offeror assisted MBEs to fulfill or to seek waiver of bonding requirements.

   (DESCRIBE EFFORTS)

   ¨ This project does not involve bonding requirements.

5. ¨ 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. K00P1400709, 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): _____________ **Report is due by the 15th of the following month.**	CATS II TORFP # K00P1400709 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 unpaid invoices over 30 days old received from the MBE subcontractor named above:

1.

2.

3.

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:

Mr. Len Singel, Project Manager Department of Natural Resources 580 Taylor Avenue, D-4 Annapolis, MD 21401 lsingel@dnr.state.md.us	Ms. Penny Bates, Procurement Officer Department of Natural Resources 580 Taylor Avenue, D-4 Annapolis, MD 21401 pbates@dnr.state.md.us

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

<table>
<tr><td colspan="3">Report #: _____

Reporting Period (Month/Year): __/_____

Report Due By the 15th of the following Month.</td><td colspan="3">CATS II TORFP # K00P1400709
Contracting Unit ______________________________________
Contract Amount______________________________________
MBE Sub Contract Amt________________________________
Contract Begin Date___________________________________
Contract End Date_____________________________________
Services Provided_____________________________________</td></tr>
<tr><td colspan="6">MBE Subcontractor Name:</td></tr>
<tr><td colspan="6">MDOT Certification #:</td></tr>
<tr><td colspan="6">Contact Person:</td></tr>
<tr><td colspan="6">Address:</td></tr>
<tr><td colspan="3">City:</td><td colspan="2">State:</td><td>ZIP:</td></tr>
<tr><td colspan="2">Phone:</td><td colspan="4">FAX:</td></tr>
<tr><td colspan="6">Subcontractor Services Provided:</td></tr>
<tr><td colspan="3">List all payments received from Prime TO Contractor during reporting period indicated above.

1.

2.

3.

Total Dollars Paid: $___________________________</td><td colspan="3">List dates and amounts of any unpaid invoices over 30 days old.

1.

2.

3.

Total Dollars Unpaid: $___________________________</td></tr>
<tr><td colspan="3">Prime TO Contractor:</td><td colspan="3">Contact Person:</td></tr>
</table>

Return one copy of this form to the following address:

Mr. Len Singel, Project Manager Department of Natural Resources 580 Taylor Avenue, D-4 Annapolis, MD 21401 lsingel@dnr.state.md.us	Ms. Penny Bates, Procurement Officer Department of Natural Resources 580 Taylor Avenue, D-4 Annapolis, MD 21401 pbates@dnr.state.md.us

Signature:____ Date:_____________________

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS II TORFP# K00P1400709 OF MASTER CONTRACT #060B9800035

This Task Order Agreement ("TO Agreement") is made this day of Month, 20XX by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, DEPARTMENT OF NATURAL RESOURCES.

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 Department of Natural Resources, as identified in the CATS II TORFP # ADPICS PO.

    b. "CATS II TORFP" means the Task Order Request for Proposals # K00P1400709, dated MONTH DAY, YEAR, including any addenda.

    c. "Master Contract" means the CATS II Master Contract between the Maryland Department of Information Technology and TO Contractor dated MONTH DAY, YEAR.

    d. "TO Procurement Officer" means Ms. Penny Bates. 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 Department of Natural Resources and TO Contractor.

    f. "TO Contractor" means the CATS II Master Contractor awarded this TO Agreement, whose principal business address is ____.

    g. "TO Manager" means Mr. Len Singel 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 super-cede 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 ______________, 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 $___________. 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 Manager 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, DEPARTMENT OF NATURAL RESOURCES

______________________________________ ______________________________

By: Ms. Penny Bates, 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 sub-consultant 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 TO 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 DNR 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 TO RESPONSE

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 060B9800035.

2. Only labor categories proposed in the Master Contractors Financial 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. This summary is required at the time of the interview.

   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. Where there is a time requirement such as three months experience, you must provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement; in this case, three months.

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)

Proposed Individual's Name/Company:	How does the proposed individual meet each requirement?
LABOR CLASSIFICATION TITLE – (INSERT LABOR CATEGORY NAME)	
Education: (Insert the education description from the CATS II RFP from Section 2.10 for the applicable labor category.)	
Experience: (Insert the experience description from the CATS II RFP from Section 2.10 for the applicable labor category.)	
Duties: (Insert the duties description from the CATS II RFP from Section 2.10 for the applicable labor category.)	

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 TECHNICAL PROPOSAL

SIGNATURE REQUIRED AT THE TIME OF THE INTERVIEW

ATTACHMENT 6 – INSTRUCTIONS

FOR THE PRE-TO PROPOSAL CONFERENCE

In lieu of a traditional pre-proposal conference for this TORFP the Department of Natural Resources will host a virtual conference through our web conferencing services. The virtual pre-proposal conference will be help on January 4, 2011 from 2PM to 4PM Eastern. We hope you enjoy our green alternative to traveling to pre-proposal conferences.

Please RSVP by December 31, 2011 to Len Singel at lsingel@dnr.state.md.us if you plan to attend.

Before attending the virtual pre-proposal conference, please test your PC using our System Test that can be found at https://mddnr.ilinc.com/perl/ilinc/lms/systest.pl. Complete Part I and Part II of this test. If you encounter any technical difficulties please contact Len Singel at lsingel@dnr.state.md.us for more information.

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS II Task Order Agreement # K00P1400709

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of Month Day, Year, for the above-referenced Task Order Agreement. Mr. / Ms. ________________ of _____________ (Agency Name) will serve as the TO Manager and your contact person on this Task Order. He / She can be reached at telephone ______________.

Enclosed is an original, fully executed Task Order Agreement and purchase order.

Sincerely,

Ms. Penny Bates

Task Order Procurement Officer

Enclosures (2)

cc: Mr. Len Singel, ITS, Department of Natural Resources

Procurement Liaison Office, Department of Information Technology

Project Management Office, Department of Information Technology

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM

I acknowledge receipt of the following:

TORFP Title: COMPASSv1 System Development

TO Agreement Number: # K00P1400709

Title of Deliverable: ____

TORFP Reference Section # ______________________

Deliverable Reference ID # ________________________

Name of TO Manager: Mr. Len Singel

__________________________________ __________________________________

TO Manager Signature Date Signed

Name of TO Contractor's Project Manager: __________________________________

__________________________________ __________________________________

TO Contractor's Project Manager Signature Date Signed

SUBMIT AS REQUIRED IN SECTION 2.5.3 OF THE TORFP.

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: DEPARTMENT OF NATURAL RESOURCES

TORFP Title: COMPASSv1 System Development

TO Manager: Mr. Len Singel | 410.260.8377

To:

The following deliverable, as required by TO Agreement # K00P1400709, has been received and reviewed in accordance with the TORFP.

Title of deliverable: ____

TORFP Contract Reference Number: Section # __________

Deliverable Reference ID # _________________________

This deliverable:

☐ Is accepted as delivered.

☐ Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

___________________________________ ___________________________________

TO Manager Signature Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.5.3 OF THE TORFP.

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

This Non- Disclosure Agreement (the "Agreement") is made this ___ day of ________ 201_, 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 # K00P1400709 for COMPASSv1 System Development. 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 described above, the 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 Ms. Penny Bates, Department of Natural Resources 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 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ___ day of ______________, 201__, by and between the State of Maryland ("the State"), acting by and through its Department of Natural Resources (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 COMPASSv1 System Development TORFP No. K00P1400709 dated ______________, (the “TORFP) issued under the Consulting and Technical Services 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.

TO Contractor/TO Contractor's Personnel:

Name:__________________________

Title:___________________________

Date: ___________________________

DEPARTMENT OF NATURAL RESOURCES:

Name: _____________________________

Title:_______________________________

Date: ______________________________

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

ATTACHMENT 12 – 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* *with the TO number in the subject line.*

Master Contractor:	
Master Contractor Contact / Phone:	
Procuring State Agency Name:	
TO Title:	
TO Number:	K00P1400709
TO Type (Fixed Price, T&M, or Both):	
Checklist Issue Date:	
Checklist Due Date:	
Section 1 – Task Orders with Invoices Linked to Deliverables	
A) Was the original TORFP (Task Order Request for Proposals) structured to link invoice payments to distinct deliverables with specific acceptance criteria? **Yes** ☐ **No** ☐ **(If no, skip to Section 2.)**	
B) Do TO invoices match corresponding deliverable prices shown in the accepted Financial Proposal? **Yes** ☐ **No** ☐ **(If no, explain why)** _____	
C) Is the deliverable acceptance process being adhered to as defined in the TORFP? **Yes** ☐ **No** ☐ **(If no, explain why)** _____	
Section 2 – Task Orders with Invoices Linked to Time, Labor Rates and Materials	
A) If the TO involves material costs, are material costs passed to the agency without markup by the Master Contractor? **Yes** ☐ **No** ☐ **(If no, explain why)** _____	
B) Are labor rates the same or less than the rates proposed in the accepted Financial Proposal? **Yes** ☐ **No** ☐ **(If no, explain why)** _____	
C) Is the Master Contractor providing timesheets or other appropriate documentation to support invoices? **Yes** ☐ **No** ☐ **(If no, explain why)** _____	
Section 3 – Substitution of Personnel	

A) Has there been any substitution of personnel? **Yes** ☐ **No** ☐ **(If no, skip to Section 4.)**
B) Did the Master Contractor request each personnel substitution in writing? **Yes** ☐ **No** ☐ **(If no, explain why)** _____
C) Does each accepted substitution possess equivalent or better education, experience and qualifications than incumbent personnel? **Yes** ☐ **No** ☐ **(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 ÷ 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 13 – 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: ____

EXHIBIT A

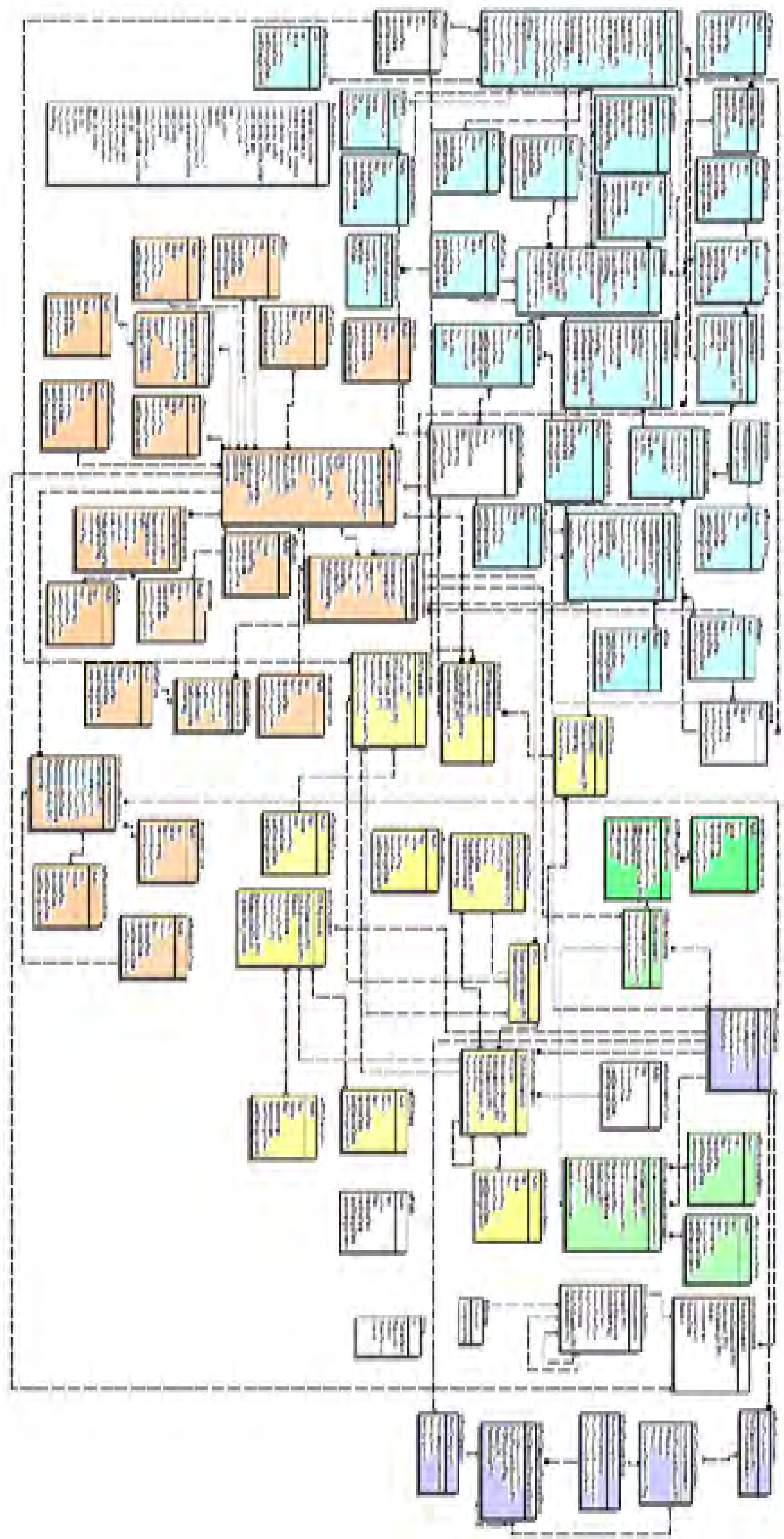
TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address of Employee or Agent	Signature	Date
______________________	______________________	__________
______________________	______________________	__________
______________________	______________________	__________
______________________	______________________	__________
______________________	______________________	__________

ATTACHMENT 14 – COMPASS DATABASE SCHEMA

The attached PDF file below contains the database schema for COMPASSv1, a graphical overview is the second part of this Attachment.

COMPASS_DBDesign
_09292009.pdf



ATTACHMENT 15 – COMPASS DATA DICTIONARY

The attached PDF file below contains the data dictionary for COMPASSv1.

MD DNR COMPASS
Data Dictionary File