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February 16, 2011

OTHS/OTHS-11-002-S (P. O. N00B9200643) TECHNICAL OPERATIONS SUPPORT SERVICES

ADDENDUM NO. 1

This Addendum is being issued to amend and clarify certain information contained in the above named TORFP. All information contained herein is binding on all Master Contractors who respond to this TORFP. Specific questions have been received from contractors and the attached addendum provides the Agency's response.

This Addendum also contains the following:

Answers to Pre-proposal Questions
Revised MBE forms D1 and D2
Revised Price Sheets
Price Sheets Instructions
Pre-Proposal Sign-In sheet
Revised Key Information Sheet
CATS II Labor Category Equivalent Sheet
DHR Site List

Section 2.1 Scope of work:

Please disregard any references to the Enterprise Address Redesign and Technology Integration III (EARTI III) contract

1. Who is the incumbent prime contractor and what subcontractors are utilized on the current support contract?

Agency Response: None.

2. How many FTE work on the current contract? Can you provide the labor categories for these FTE's?

Agency Response: There is no current contract.

3. Is a current DHR asset management process in place today? Does up-to-date asset management data repository exist?

Agency Response: DHR has an asset management process in place for all of the agencies assets. This task is for OTHS IT asset management which needs improvement.

4. Is it the intent of DHR to have 19 people fully engaged on day 1 running through contract end?

Agency Response: Staff should be available within 5 days of receiving the NTP.

5. What is the preferred service delivery model for this contract? How will service requests be initiated, prioritized and tracked for this contract?

Agency Response: Service requests will be initiated by the OTHS Management team. They will work with the contractor PM and their subordinates to prioritize and track the work

6. Page 40, Paragraph E states, "Unless otherwise determined by DHR, the TO Contractor shall be expected to provide its own computer or laptop for each Contractor team member." Is DHR providing computing equipment for the TO Contractor personnel, or is the TO Contractor to provide the necessary computers or laptop?

Agency Response: Contractor shall provide a laptop that meets the DHR standards.

7. If this is a Fixed Price engagement, please clarify what services should be included and how offerors should be presenting our Fixed Price to DHR. Attachment 1 asks for Hourly Labor rates for 19 positions, which looks like a Time & Materials engagement.

Agency Response: This contract is considered Fixed Price. Please see price sheets for example on how to present Fixed Price to DHR. DHR is requesting labor rates as part of

the rate sheet that would be used if DHR issued task order based work beyond the baseline services as part of this contract.

8. Do the following travel reimbursement guidelines from the CATS II Master contract apply to this TORFP?

Agency Response: This is a fixed price contract. DHR will not reimburse for travel.

9. On page 46, please clarify the phrase "If one or more of the Key Personnel are unavailable for work under this contract for a continuous period exceeding 15 calendar days, the TO Contractor shall immediately notify DHR' Plan and manage all migrations and upgrades related to the AD or the DCs Verify TO Manager and propose to replace personnel with personnel of equal or better qualifications within 15 calendar days of notification."

Agency Response: The paragraph should read....

If one or more of the Key Personnel are unavailable for work under this contract for a continuous period exceeding 15 calendar days, the TO Contractor shall immediately notify DHR's TO Manager and propose to replace personnel with personnel of equal or better qualifications within 15 calendar days of notification

10. The contract is FFP and we are bidding nineteen (19) personnel, will DHR increase the number of personnel and price if it is found this number is not adequate to complete the work in Section 2.4.1 through 2.4.4?

Agency Response: No

13. Will project manager be managing staff and projects written in RFP?

Agency Response: Yes

14. Is this a staff augmentation contract? If not then what type of contract OTHS/OTHS 11-002-S

Agency Response: This is a fixed price contract to provide the services described in the TORFP

15. Will the staff be under the direction of DHR staff or Prime contract PM?

Agency Response: Contractor staff will receive request and technical requirements from DHR staff. DHR staff will work w/ the PM to coordinate efforts, manage project, and contractor staff assignments. Staff will be under the direction of DHR.

16. Is there any existing staff from existing contracts that DHR would like to retain?

Agency Response: There is no existing contract.

17. Does DHR have plans in the near future to move to the Microsoft Platform, MS 2010 AD and Exchange?

Agency Response: DHR is currently running AD (Microsoft 08). There is a possibility that the AD platform will be upgraded to Microsoft 2010 or better in the future. There is no timeframe to implement Microsoft Exchange identified.

18. Should we assume that the 10 overnight trips per year are primarily to Western MD?

Agency Response: No, the trips could be anywhere within Maryland

19. What is the budget for this new contract?

Agency Response: Contractor should bid and price to the requirements in the TORFP.

20. If candidates that are submitted on bid due date are not available when contract is awarded what is DHR position on replacements?

Agency Response: TO Contractor should follow section 2.7.2 Substitution of Key Contractor Personnel and replace candidate with someone equally as qualified. DHR expects candidates to be available During the first 180 calendar days of the contract performance period for a task, no substitutions of Key Personnel shall be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or resignation, or as otherwise approved by DHR leadership or requested by DHR leadership. The TO Contractor should bid staff that are qualified and available for work.

21. Will DHR be interviewing the candidates?

Agency Response: No, DHR will not interview candidates that have been proposed as part of this TORFP response. Candidates will be reviewed based on qualifications stated. DHR does, however, reserve the right to request replacements or reject candidates. DHR also reserves the right to interview and approve all candidates that may come on board during the course of this contract. DHR reserves the right to request a replacement of a contract resource for any reason.

22. Please clarify the pricing sheet hours 3200 and 1300?

Agency Response: The pricing sheets have been revised to include 2100 hours for the base year and all option periods with a contract ending date of May 31, 2014

23. Do you have to submit for all 19 positions?

Agency Response: The proposed staff has been revised to 15 people. Please see the revised Attachment 1. Yes, a resume must be submitted for all 15 positions

24. If you have companies already performing most of the current projects why advertise a TORFP? The only project /services that are not currently being provided is VOIP, is that correct?

Agency Response: No

25. Section 2.4.1 through 2.4.4 describes work and positions for nineteen (19) personnel and these positions are listed in the financial tables to be submitted. Each position has 3,200 hours assigned per year. Does the work in section 2.4.1 through section 2.4.4 represent approximately 2,000 of the 3,200 hours of work with the remainder to be determined and assigned in accordance with Section 2.4.5?

Agency Response: Please see revised Price Sheet

26. Is this a rebid of an existing contract?

Agency Response: No

27. Is there an incumbent vendor providing these services today?

Agency Response: No.

28. Is this a Fixed Price or T&M engagement? Page 4 (Key Information Summary Sheet) lists as Fixed Price. Page 46, section 2.7.3 says it is up to TO Contractor to propose mix of staff to meet DHR needs. But Attachment 1 requests hourly rates for each position. Please clarify.

Agency Response: This is a Fixed Price contract

29. With answers to questions not due back until 2/14, would DHR consider granting an extension to the 3/1 proposal due date?

Agency Response: No. Proposals are due on March 1, 2011 by 2:00pm

30. With this engagement not due to start until 10/1, are resumes still necessary to be submitted for all 19 positions with the 3/1 proposal? The 35% MBE goal mandates that we use subfirms. Most candidates from subfirms will not remain available for this seven month time period.

Agency Response: Yes. One resume for each of the 15 positions is due on March 1, 2011. The anticipated start date is now June 2011

31. Can DHR provide additional information as to how the hours and rates supplied with the Financial Proposal are used to determine the Firm Fixed Price of each of the efforts?

Agency Response: Please see the attached revised price sheets

32. Is there a target start date for this engagement?

Agency Response: June 2011

33. In section 1.8 of the RFP the limitation of liability, per claim, shall not exceed two (2) times the TO Agreement amount established. Most TORFP's have limited liability for all claims at one (1) time the value of the TORFP. Will DHR consider changing the limit to encompass - "all claims" so as to actually limit the total liability to the vendor on the contract?

Agency Response: No

34. In section 1.8.1 - Liquidated Damages - Failure to Meet Performance Requirements - item B. limits Liquidated Damages to 20% of the total charges invoiced in an average monthly period. Does this 20% apply to Sections 1.8.2, 1.8.3, 1.8.4 and 1.8.5 as well?

Agency Response: No liquidated damages apply as stated.

35. On page 53, #2 regarding the sentence "Two (2) must be references as defined in item 2 above". Can you clarify the "item 2 above"?

Agency Response: The two (2) references should be defined as item 1 under section 3.2.1.C Master Contractor Experience and Capabilities

36. Please confirm that resumes for all 19 positions listed on Attachment 1 are due with the proposal response AND that they are all considered Key Personnel (Section 2.7.1 and 2.7.2).

Agency Response: The requested personnel have been modified to include 15 positions. Resumes for all 15 positions are due at proposal submission. As stated in 2.7.1 "All personnel proposed are essential for successful TO Contractor performance and will be considered Key Personnel for the purposes of evaluation as well as adherence to substitution provisions" (2.7.2)

37. For minimum qualifications for each position, should we be using information on pages 19-39 or pages 47-49?

Agency Response: The minimum qualifications should follow the guidelines set in section 2.8 CONTRACTOR MINIMUM QUALIFICATIONS pages 47-49. Pages 19-39 is

secondary information that will be taken into consideration when reviewing proposed personnel resumes

38. Would DHR consider allowing the Master Contractor to submit expenses to be reimbursed for these 10 trips? This would be simpler and less expensive than having to fully burden all rates.

Agency Response: No.

39. How many team members is it expected that Master Contractor will need to supply laptops for? (p. 40, sect 2.4.4.1.E)

Agency Response: The Master Contractor will need to provide laptops that meet DHR security requirements for all contractor personnel.

40. Do Master Contractors need to interview proposed personnel PRIOR to submitting the RFP so that Attachment 5 is included in the technical response?

Agency Response: The master contractor MUST ensure that the resources proposed are available, can perform the work, and meet the qualifications, educations and experience. Attachment 5 is provided for each candidate and it is the Master Contractor attesting that this candidate can meet the requirements. How the Master Contractor chooses to validate this information to allow them to attest to its accuracy is up to the Master Contractor.

41. Is an Attachment 5 required for every single person/resume?

Agency Response: Yes.

42. Will Attachment 5 be filled in after we win the bid and interview/place candidates?

Agency Response: Attachment 5 should be completed and included with the proposal.

43. Will this be a single award to one vendor?

Agency Response: Yes. This is a single award to one vendor

44. Attachment 1 – Price Proposal show 3200 hours per year for each position. This is much more than one FTE. Are these hours for pooled positions over and above the 19 dedicated FTEs requested? Please clarify the mix of dedicated vs. pooled resources being requested.

Agency Response: The attached price sheets have been revised to reflect One FTE at 2100 hours per year for each position

45. Will DHR provide any Transition In documentation, plans, change requests, and/or schedules relating to ongoing projects and/or tasks to the vendor awarded the contract before or after the contract start date?

Agency Response: DHR will provide available and relevant documentation to the chosen contractor, which will be provided after ntp

46. Can DHR provide any address information concerning their 160 physical locations?

Agency Response: Yes – See attached. NOTE: The total number of sites listed in the attachment is not 160. There are additional sites and/or new sites that that DHR/OTHS may have to visit as needed for special projects or new initiatives. The total number will not exceed 160.

47. Can DHR define if any specific information is required on the cover letter since the cover letter is not defined in the TORFP?

Agency Response: The cover (transmittal) letter should be placed on company letterhead and include the following: title of your company, title of solicitation, federal tax identification number or your social security number and signature from an individual authorized to bind the company to the information contained in the proposal.

48. For this TORFP, the Limitation of Liability ceiling on page 6 is listed as two (2) times the TO Agreement amount. For most CATS II TORFPs liability is limited to the TOA amount. Would DHR consider limiting the liability under this claim to the TO Agreement amount?

Agency Response: No

49. On page 37, M Help Desk section, 2nd paragraph “The TO Contractor shall monitor availability and performance for all DHR network traffic and computer systems for the entire Maryland LATA which includes 24 local departments of Social Services”

a. Does DHR provide the monitoring software tools and solution?

b. Can you define what computer systems are to be monitored?

Agency Response: A. Yes. DHR uses Solarwinds to monitor.
B. The Help Desk currently monitors network hardware and servers for up/down conditions

50. Do we need to provide 3 resumes for all proposed personnel by labor category?

Agency Response: 1 resume/candidate per position is required (15 total)

51. Please clarify (pg 52 Section 3.2.1.B Proposed Personnel) “Complete and provide, at the interview, Attachment 5 – Labor Classification Personnel Resume Summary.”,

where as in attachment 5 the last two lines states: "Submit With Technical Proposal. SIGNATURE REQUIRED AT THE TIME OF THE INTERVIEW".

Agency Response: Master Contractor is to complete an attachment 5 for each potential candidate and submit with technical proposals. The signature is required at time of proposal submission

52. On 1/31 it was mentioned that DHR wants to review resumes but will not be interviewing candidates, therefore Attachment 5 needs to be signed when proposals are submitted. Will DHR please reconsider this request for signatures? This creates a logistical challenge with Master Contractors having to chase subcontractors for candidate signatures for each position and having to submit 19 .PDF files for candidates along with other proposal documents.

Agency Response: Attachment 5 along with a resume for each position is required. Signatures ARE required. This form attests that the candidate meets the qualifications. Both the Master Contractor and candidate must sign.

53. Which companies are currently performing Novell upgrade, support and services and for how long?

Agency Response: None. DHR maintains an ongoing licensing support/maintenance contract with Novell. DHR staff work directly with the Novell Engineer to maintain and upgrade DHR's Novell systems.

54. Which companies are currently performing GroupWise upgrade, support and services and for how long?

Agency Response: See question #53

55. Which companies are currently performing EMC SAN consolidation, support and services and for how long?

Agency Response: None. DHR maintains software and hardware maintenance/support with Dell. This includes a dedicated part time SAN Engineer. DHR staff work directly with the SAN Engineer to maintain and upgrade DHR's SAN.

56. Which companies are currently performing Datacenter build out and design support and services and for how long?

Agency Response: None.

57. Will the companies performing the work above be able to bid on this opportunity?

Agency Response: Any CATS II Master Contractor qualified to perform services in functional area 6 are permitted to respond to this opportunity.

58. Who is currently providing system support (Helpdesk)?

Agency Response: DHR.

59. Is this a rebid of an existing contract? Is this contract replacing the CSC contract (earti) with DHR?

Agency Response: No. This is a new contract, with a distinct set of services.

Are you looking for a solution provider?

Agency Response: DHR is looking for a qualified contractor to perform the services as outlined in this contract.

60. The Contract type indicates that it is Fixed Price. The DHR is also stating, in the pre-bid meeting, that the Contractor's staff will be onsite resources. Is the Contractor expected to invoice for actual hours worked per staff (40 hours/week) or deliverables as defined in section 2.5.2?

Agency Response: This is a fixed price contract. Contractor shall provide a price based on the labor categories outline on the price sheet. Rate sheet may be used to price additional tasks at the sole discretion of DHR

61. Section 2.4.1 D. states that the Contract must provide a Risk Management Plan. Is the DHR looking for a Risk Management Plan as it relates to staffing this project or a Risk Management Plan for each individual project?

Agency Response: A Risk Management plan should be included for the individual projects as it will address the staffing needs.

62. Section 2.4.1 S. states that the Contractor will serve as the "principal administrator" of the Continuity of Operations Plan (COOP) document. Can the DHR explain what is meant by the principal administrator?

Agency Response: TO Contractor is the primary person responsible in updating the COOP document, under the supervision and approval of DHR

63. In lieu of a copy of the physical certification, is it acceptable to reference the Certifying Authority and Certificate Number assigned to the proposed staff? (Section 2.7.3)

Agency Response: Yes. Certifying authority and certificate numbers are acceptable in referencing the certification for any stated skills.

64. Would DHR be willing to discuss the indirect and consequential damages from scope of liability with the awarded vendor? (section 1.8 pg. 6)

Agency Response: Yes

65. Please clarify that any commercial software offered in connection with this TORFP will be subject to the manufacturer's standard licensing terms. (section 1.11.2 pg. 10)

Agency Response: Yes

66. Please clarify that any pre-existing software and tools not customized for the benefit of the State will remain the sole property of the TO Contractor at all times during and after the period of performance. (section 1.11.3 pg. 11)

Agency Response: Pre-existing software and tools that are the property of the TO contractor and are not customized for the benefit of the state will remain the property of the contractor. Any derivative works of tools used would be the property of DHR. It should be noted, however, that proprietary tools would require prior written permission from DHR before use.

67. In this section discussing the senior level Systems Administrator, under "The contractor shall", the numbering skips from 27 to 30. Are there any missing requirements here or should vendors keep the numbering as is? (section 2.4.2.G pgs. 30-32)

Agency Response: There are no missing requirements. That is a typographical error

68. The first sentence in the last General Experience bullet states "Accomplish both major and minor hardware modifications with these and other vendors? Products, including systems utilities, security software, and specialized application software." Could the State please clarify what it means by "these and other vendors products"? (section 2.4.2.C pg. 23)

Agency Response: The GroupWise Administrator should have experience with performing major and minor hardware modifications with Novell GroupWise as well as other vendors products.

69. The RFP states that all personnel are Key Personnel. This creates significant liquidated damages exposure for the selected vendor. Will the DHR consider establishing two types of staffing? Staff type 1. Could be that all management personnel be considered Key Personnel and be subject to liquidated damages. Staff type 2. Would be that all other personnel would be considered essential personnel but would be exempt from provisions governing the liquidated damages. (section 2.7.1 pg. 46)

Agency Response: No

70. Based on certain RFP requirements - including the need for a Project Manager and penalties surrounding employee retention - this procurement appears that it can only be awarded to a single vendor. Please confirm that all work will be awarded to a single vendor.

Agency Response: Yes. This is a single award to one vendor

71. What is the minimum lead time a company has to prepare for Orals on a DHR project?

Agency Response: Should the agency decide to conduct orals the company will be given as much notice as possible.

72. You have 19 positions listed in your resume sheets, but 3200 hours per position. Does that mean that you're looking for 19 resumes, or are you looking for 38 resumes?

Agency Response: labor categories have been revised to include 15 positions. We are looking for 15 resumes.

73. You're only looking for one resume per position?

Agency Response: Yes. We are only looking for one person for each of the 15 positions. Please note we are not just looking for a resume, but rather the candidate proposed will be available for work and is considered key personnel. It is therefore imperative that the Master Contractor proposed qualified and available resources. One for each position.

74. Do you have an Asset Management Application that you use?

Agency Response: No

75. You mentioned several projects. Who are actually implementing those projects that you're doing?

Agency Response: DHR

76. Are they getting things done by contractors or are they doing it internally?

Agency Response: DHR is completing several projects and uses internal and contract resource as desired to accomplish the work.

77. On Page 53 section 3.2.1.C.1 it mentions no more than five "letters" of reference. Do the proposals need to contain an actual letter or just the format that you have specified in 3.2.1.C.2 (The name of your organization, point of contact name and telephone number)? You're not actually looking for a letter?

Agency Response: In letter format you need to supply the information listed in 3.2.1.C.2

78. Do you have a format for the letter of reference? Or is it just open format?

Agency Response: No. Please utilize a generic letter of reference format and follow guidelines listed in question #77 above.

79. The letter of reference has to be written from whomever you've done work with before?

Agency Response: Correct. The letter of reference should be written by someone you've previously had a working relationship with. Please follow guidelines outlined in section 3.2.1 Technical Proposal

80. Do all letters of reference have to reflect experience of the Master Contractor or can they come from the subcontractors as well?

Agency Response: Yes, we prefer them to come from the Master Contractor, someone that's worked with the Master Contractor specifically.

81. Do the three examples of projects or contracts have to come from the Master Contractor?

Agency Response: Yes.

82. Can the same company that is providing a reference (section 3.2.1.C.1) be utilized to fulfill the requirement in section 3.2.1.C.2 provide an example of projects completed that were similar to section 2 – Scope of Work?

Agency Response: Yes.

83. There's a section in the Scope of work that says this is a continuation of the current vendor (EARTI?)

Agency Response: This is a new scope of work and contract.

84. Are you expecting all of this work to be done onsite, all of it?

Agency Response: Yes, the primary function of this contract is to provide a lot of the day-to-day support, so resources would need to be onsite to provide the day-to-day support

85. Can some of the services be an alternative degree of services? Would you accept those at proposal? Such as Live Services. Reported that way but offsite all of time

Agency Response: There may be certain aspects that could be done offsite, but for the most part, 95 percent of the time you need to be onsite

86. Are the pulled resources above and beyond these fulltime 40 hours a week positions?

Agency Response: Yes. The pooled resources are designed for additional support that we may need if trouble arises for this particular project that we have that needs additional support beyond our expertise.

87. Do you currently have an internal helpdesk or will we actually be the helpdesk?

Agency Response: Yes, we do have a current helpdesk. Master Contractor will be required to adhere to the current policies and procedures of the helpdesk

88. DHR is attempting to do Voice over IP?

Agency Response: No, DHR is actually moving forward with VOIP

89. Have you done any market research, or planning as to how you would to utilize VoIP? Or are you waiting for a specialty from a new contractor?

Agency Response: Planning for the effort is ongoing.

90. Any idea on what's involved in that area of VoIP?

Agency Response: Yes

91. The 1300 hours are pulled resources?

Agency Response: Please see revised price sheets

92. Could you review again the evaluation criteria? It seems to be a little bit different than that on Page 55.

Agency Response: The technical proposal evaluation criteria have five areas of reference in descending order of importance: Understanding of the work. Proposed approach to accomplishing the work, proposed personnel, contractor qualifications and references.

93. How will the economic benefit be evaluated?

Agency Response: The State will not use the economic benefit factor in the evaluation process.

94. There's no transition out from the previous contract, but are these documents available to share with the contract winner? Like the project and risk manager plans for any of the processes.

Agency Response: Relevant information/documentation will be shared upon notice to proceed.

95. Is it necessary to supply a signature with Attachment 5?

Agency Response: Yes

96. Many of the labor categories that are listed in the TORFP are not CATS II Labor Categories. Could you clarify which labor categories you would like us to submit the pricing for? Some examples, the GroupWise Administrator, Data Center Operations Manager, Novell ZENworks Engineer. None of those are labor categories that were in the original CATS II solicitation that we all submitted pricing for. I think we need some clarification on exactly what you would like us to submit.

Agency Response: (See attached Labor Category equivalency sheet)

97. Is there a target date to get those responses back to us? Do we have time to fold that into our proposals?

Agency Response: An addendum to Answer the questions that were asked at the pre-proposal conference and those submitted to the TO Procurement Officer will be issued on February 14, 2011. Proposals are still due on March 1, 2011

98. Are you going to re-issue or revise document? Will these changes be on them or not?

Agency Response: No we will not issue a revised document. Areas of concern will be addressed in an addendum

99. Is there a page limit for the technical response? If so, how many pages?

Agency Response: Yes. 250 pages

100. Are there any formatting requirements for the documentation (i.e. margins, font size, etc.)? If so, what are they?

Agency Response: No.

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS FORM D – 1

MDOT Certified MBE Utilization and Fair Solicitation Affidavit

(submit with bid or offer)

This document **MUST BE** included with the bid or offer. If the Bidder or Offeror fails to complete this form correctly and submit this form with the bid or offer as required, the Procurement Officer shall deem the bid non-responsive or shall determine that the offer is not reasonably susceptible of being selected for award.

In conjunction with the bid or offer submitted in response to Solicitation No. OTHS/OTHS-11-002-S PO#N00B9200643, I affirm the following:

1. I acknowledge and intend to meet the overall certified Minority Business Enterprise (MBE) participation goal of **35%** and, if specified in the solicitation, sub-goals of _____% for MBEs classified as African American-owned and _____% for MBEs classified as women-owned. Therefore, I will not be seeking a waiver pursuant to COMAR 21.11.03.11.

OR
- I conclude that I am unable to achieve the MBE participation goal and/or sub-goals. I hereby request a waiver, in whole or in part, of the overall goal and/or sub-goals. Within 10 business days of receiving notice that our firm is the apparent awardee, I will submit all required waiver documentation in accordance with COMAR 21.121.03.11.
2. I understand that if I am notified that I am the apparent 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 2, Form D - 3**)
 - (b) Subcontractor Project Participation Statement (**Attachment 2, Form D - 4**)
 - (c) MBE Waiver Request per COMAR 21.11.03.11 (if applicable)
 - (d) Any other documentation, including waiver documentation, if applicable, required by the Procurement Officer to ascertain Bidder or Offeror responsibility in connection with the certified MBE participation goal.
3. I understand that if I fail to return each completed document within the required time, the Procurement Officer may determine that I am not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.
4. 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
5. Set forth below are the (i) certified MBEs I intend to use and (ii) the percentage of the total contract amount allocated to each MBER for this project. I hereby affirm that the MBE firms are only providing those products and services for which they are MDOT certified.

Prime Contractor (Firm Name, Address, Phone)	Project Description <u>and</u> Jurisdiction
Project Number:	

List Information For Each Certified MBE Subcontractor On This Project

Minority Firm Name	MBE Certification Number
	FEIN Number or SSN
Certification Category for Dually Certified MBE Subcontractors (<i>Check Only 1 Certification Category</i>) <input type="checkbox"/> African-American Owned <input type="checkbox"/> Woman-Owned	
Percentage of Total Contract:	
Minority Firm Name	MBE Certification Number
	FEIN Number or SSN
Certification Category for Dually Certified MBE Subcontractors (<i>Check Only 1 Certification Category</i>) <input type="checkbox"/> African-American Owned <input type="checkbox"/> Woman-Owned	
Percentage of Total Contract:	
Minority Firm Name	MBE Certification Number
	FEIN Number or SSN
Certification Category for Dually Certified MBE Subcontractors (<i>Check Only 1 Certification Category</i>) <input type="checkbox"/> African-American Owned <input type="checkbox"/> Woman-Owned	
Percentage of Total Contract:	
Minority Firm Name	MBE Certification Number
	FEIN Number or SSN
Certification Category for Dually Certified MBE Subcontractors (<i>Check Only 1 Certification Category</i>) <input type="checkbox"/> African-American Owned <input type="checkbox"/> Woman-Owned	
Percentage of Total Contract:	
Minority Firm Name	MBE Certification Number
	FEIN Number or SSN
Certification Category for Dually Certified MBE Subcontractors (<i>Check Only 1 Certification Category</i>) <input type="checkbox"/> African-American Owned <input type="checkbox"/> Woman-Owned	
Percentage of Total Contract:	

Continue on a separate page, if needed.

Summary

Total African-American MBE Participation	_____%
Total Woman-Owned MBE Participation	_____%
Total MBE Participation	_____%

I solemnly affirm under the penalties of perjury that the contents of this Affidavit are true to the best of my knowledge, information, and belief.

Bidder/Offeror Name

(FOR ONLINE USE - PLEASE TYPE)

Signature of Affiant

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 OTHS/OTHS-11-002-S PO#N00B9200643	
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 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 1 – FIXED PRICE
PRICE PROPOSAL
OTHS/OTHS-11-002-S PO N00B9200643
LABOR CATEGORIES**

Labor Categories	TORFP Reference	A	B	C
		Total Estimated Class Hours (Monthly)	Total Monthly fixed Price	Total Proposed CATS II TORFP Price
(Agency to insert description of work and number of hours actual or for financial evaluation. Master Contractor to insert Proposed labor categories for this TORFP)				
Middle Tier Network Administrator	See Section 2.4.2.A	175	\$	\$
Desktop Support and Network Administrator	See Section 2.4.2.B	175	\$	\$
Group Wise Administrator	See Section 2.4.2.C	175	\$	\$
Data Center Operations Manager	See Section 2.4.2.D	175	\$	\$
System Security Engineer	See Section 2.4.2.E	175	\$	\$
Novell Zenworks Engineer	See Section 2.4.2.F	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Asset Management	See Section 2.4.2.H	175	\$	\$
Voice over IP (VoIP) Engineer	See Section 2.4.2.I	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Documentation Specialist	See Section 2.4.2.K	175	\$	\$
Project Coordinator/Manager	See Section 2.4.2.L	175	\$	\$
System Support – Help Desk	See Section 2.4.2.M	175	\$	\$
Total (Base Year) Evaluated Price				\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT 1A – FIXED PRICE
PRICE PROPOSAL
OTHS/OTHS-11-002-S PO N00B9200643
LABOR CATEGORIES**

Labor Categories	TORFP Reference	A	B	C
		Total Estimated Class Hours (Monthly)	Total Monthly Fixed Price	Total Proposed CATS II TORFP Price
(Agency to insert description of work and number of hours actual or for financial evaluation. Master Contractor to insert Proposed labor categories for this TORFP)				
Middle Tier Network Administrator	See Section 2.4.2.A	175	\$	\$
Desktop Support and Network Administrator	See Section 2.4.2.B	175	\$	\$
Group Wise Administrator	See Section 2.4.2.C	175	\$	\$
Data Center Operations Manager	See Section 2.4.2.D	175	\$	\$
System Security Engineer	See Section 2.4.2.E	175	\$	\$
Novell Zenworks Engineer	See Section 2.4.2.F	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Asset Management	See Section 2.4.2.H	175	\$	\$
Voice over IP (VoIP) Engineer	See Section 2.4.2.I	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Documentation Specialist	See Section 2.4.2.K	175	\$	\$
Project Coordinator/Manager	See Section 2.4.2.L	175	\$	\$
System Support – Help Desk	See Section 2.4.2.M	175	\$	\$
Total (Option Year 1) Evaluated Price				\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT 1B – FIXED PRICE
PRICE PROPOSAL
OTHS/OTHS-11-002-S PO N00B9200643
LABOR CATEGORIES**

Labor Categories	TORFP Reference	A	B	C
		Total Estimated Class Hours (Monthly)	Total Monthly Fixed Price	Total Proposed CATS II TORFP Price
(Agency to insert description of work and number of hours actual or for financial evaluation. Master Contractor to insert Proposed labor categories for this TORFP)				
Middle Tier Network Administrator	See Section 2.4.2.A	175	\$	\$
Desktop Support and Network Administrator	See Section 2.4.2.B	175	\$	\$
Group Wise Administrator	See Section 2.4.2.C	175	\$	\$
Data Center Operations Manager	See Section 2.4.2.D	175	\$	\$
System Security Engineer	See Section 2.4.2.E	175	\$	\$
Novell Zenworks Engineer	See Section 2.4.2.F	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Senior Level System Administrator	See Section 2.4.2.G	175	\$	\$
Asset Management	See Section 2.4.2.H	175	\$	\$
Voice over IP (VoIP) Engineer	See Section 2.4.2.I	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Senior Network Engineer	See Section 2.4.2.J	175	\$	\$
Documentation Specialist	See Section 2.4.2.K	175	\$	\$
Project Coordinator/Manager	See Section 2.4.2.L	175	\$	\$
System Support – Help Desk	See Section 2.4.2.M	175	\$	\$
Total (Final Option Period – 11 months and 2 weeks) Evaluated Price				\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT 1C – FIXED PRICE
PRICE PROPOSAL
OTHS/OTHS-11-002-S PO N00B9200643
LABOR CATEGORIES**

	Total Proposed CATS II TORFP Price
TO Contractor shall provide Technical Operations Support Services	\$
Base Year Total	\$
Option Year 1	\$
Final Option Period (Not to exceed May 31, 2014)	\$
	\$
Total (Base Year + All Options)	\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT B2 – T & M PRICE PROPOSAL
 OTHS/OTHS-11-002-S PO N00B9200643
 LABOR CATEGORIES**

Labor Categories	TORFP Reference	A	B	C
		Fixed Hourly Labor Rate	Total Estimated Monthly Hours	Total Proposed CATS II TORFP Price
(Agency to insert description of work and number of hours actual or for financial evaluation. Master Contractor to insert Proposed labor categories for this TORFP)				
Middle Tier Network Administrator	See Section 2.4.2.A	\$	175	\$
Middle Tier Network Administrator	See Section 2.4.2.A	\$	175	\$
Desktop Support and Network Administrator	See Section 2.4.2.B	\$	175	\$
Desktop Support and Network Administrator	See Section 2.4.2.B	\$	175	\$
Total (Final Option Period – 11 months and 2 weeks) Evaluated Price				\$

 Authorized Individual Name

 Company Name

 Title

 Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT B3 – T & M PRICE PROPOSAL
 OTHS/OTHS-11-002-S PO N00B9200643
 LABOR CATEGORIES**

	Total Proposed CATS II TORFP Price
TO Contractor shall provide Technical Operations Support Services	\$
Base Year Total	\$
Option Year 1	\$
Final Option Period (Not to exceed May 31, 2014)	\$
Total (Base Year + All Options)	\$

 Authorized Individual Name

 Company Name

 Title

 Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

**ATTACHMENT C – PRICE PROPOSAL
 OTHS/OTHS-11-002-S PO N00B9200643
 LABOR CATEGORIES**

	Total Proposed CATS II TORFP Price FIXED PRICE (Attachment 1C)	Total Proposed CATS II TORFP Price T & M PRICE (Attachment B3)	Total Proposed CATS II TORFP Price FIXED PRICE + T &M PRICE
TO Contractor shall provide Technical Operations Support Services			
Base Year Total	\$	\$	\$
Option Year 1	\$	\$	\$
Final Option Period (Not to exceed May 31, 2014)	\$	\$	\$
Grand Total (Fixed Price + Time & Material)			\$

 Authorized Individual Name

 Company Name

 Title

 Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

OTHS/OTHS-11-002-S Technical Operations Support Services

Instructions:

The attached Price Sheets (Attachments 1, B and C) have been modified to better serve the Department of Human Resources needs.

The 15 resources included in the *Fixed Price*- Price Proposal are fulltime positions and will be used in this contract. Please provide fixed prices for each position.

The Time and Material (T&M) Price includes the remaining 4 positions. The agency may utilize these 4 positions should the need arise. Please provide pricing.

Attachment C should include the Grand Total from Attachment 1C (Fixed Price) and Attachment B3 (Time and Materials) and that's to obtain the Grand Total. This amount will be utilized in evaluating the Contractors financial proposal.

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:	Technical Operations Support Services
Functional Area:	6
TORFP Issue Date:	January 20, 2011
Closing Date and Time:	March 1, 2011 at 2:00 PM
TORFP Issuing Agency:	Department of Human Resources, Office of Technology for Human Services.
Send Questions and Proposals to:	Shawn Parker Sparker3@dhr.state.md.us
TO Procurement Officer:	Shawn Parker Office Phone Number: (410) 767-9683 Office FAX Number: (410) 333-0433
TO Manager:	Kenyatta Powers Office Phone Number: (410) 238-3559 Office FAX Number: (410) 238-1260
TO Project Number:	Purchase Order Number (PO N00B9200643)
TO Type:	Fixed Price, and Time & Materials
Period of Performance:	One year, (1) One year renewal option and a 2nd option period for 11 months and 2 weeks not to exceed May 31, 2014
MBE Goal:	35 percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	Department of Human Resources Office of Technology for Humans Services 311W Saratoga, Baltimore, MD 21201 Various locations throughout the State

TO Pre-proposal Conference:

Saratoga State Center
311 W. Saratoga Street
Conference Room 104
Baltimore, MD 21201
January 31, 2011 at 10:00 AM
(See Attachment 6 for directions).

**Technical Operation Support Services
OTHS/OTHS 11-002-S PO N00B9200643**

Technical Operation Support Services (TOSS) - Labor Categories	Consulting and Technical Services (CATS) II - Labor Categories Equivalent
Middle Tier Network Administrator	Network Administrator
Desktop Support and Network Administrator	Network Administrator
Group Wise Administrator	Senior Network Engineer
Data Center Operations Manager	Senior Interdisciplinary Engineer
System Security Engineer	System Security Engineer
Novell Zenworks Engineer	Senior Network Engineer
Senior Level System Administrator	Senior Network Engineer
Asset Management	Senior IT Auditor
Voice over IP (VoIP) Engineer	Senior Network Engineer
Senior Network Engineer	Senior Network Engineer
Documentation Specialist	Technical Writer/Editor
Project Coordinator/Manager	Project Manager
System Support – Help Desk	Senior Help Desk Specialist

DHR SITE LIST

Name	Address	City	ZIP
ALLEGANY COUNTY DSS	1 FREDERICK STREET	Cumberland	21052
ALLEGANY COUNTY OHEP	234 NORTH CENTRE STREET	Cumberland	21502
ALLEGANY COUNTY SAO	59 PROSPECT	Cumberland	21052
<i>Allegany 4 Sites with CPS workers</i>	4 different County locations		
ANNE ARUNDEL COUNTY - ANNAPOLIS	80 WEST STREET	Annapolis	21401
ANNE ARUNDEL COUNTY - CHILD SUPPORT	44 CALVERT STREET	Annapolis	21401
ANNE ARUNDEL COUNTY - DHRIS EXTENSION	7240 PARKWAY DRIVE	Hanover	21076
ANNE ARUNDEL COUNTY - GLEN BURNIE	7500 RITCHIE HIGHWAY	Glen Burnie	21061
ANNE ARUNDEL COUNTY - HERITAGE OFFICE	2666 RIVA ROAD	Annapolis	21401
ANNE ARUNDEL COUNTY - LEGISLATIVE OFFICE	45 CALVERT STREET	Annapolis	21401
ANNE ARUNDEL COUNTY - WINTERODE BUILDING	41 COMMUNITY PLACE	Crownsville	21032
ANNE ARUNDEL COUNTY OHEP	251 WEST STREET	Annapolis	21404
ANNE ARUNDEL COUNTY OHEP	117 Delaware Avenue	Glen Burnie	21061
<i>Anne Arundel 3 remote sites</i>			
BALTIMORE CITY - ????	2919 E. BIDDLE STREET	Baltimore	21201
BALTIMORE CITY - ADMINISTRATION	1910 N BROADWAY	Baltimore	21201
BALTIMORE CITY - ADULT SERVICES	300 METRO PLAZA	Baltimore	21201
BALTIMORE CITY - ARCHIVES	428 EAST PRESTON	Baltimore	21201
BALTIMORE CITY - ATTORNEY GENERAL	100 SOUTH CHARLES	Baltimore	21201
BALTIMORE CITY - CENTRAL OFFICE, R&S APPL./DAY CARE, SPECIAL PROJECTS	1510 GUILFORD AVE	Baltimore	21201
BALTIMORE CITY - CHERRY HILL	18 REEDBIRD AVE	Baltimore	21201
BALTIMORE CITY - CITIZENS REVIEW BOARD	4201 PATTERSON AVENUE	Baltimore	21201
BALTIMORE CITY - COURTHOUSE EAST	111 N CALVERT STREET	Baltimore	21201
BALTIMORE CITY - COURTHOUSE WEST	100 N CALVERT	Baltimore	21201
BALTIMORE CITY - DEAP	1 NORTH CHARLES	Baltimore	21201
BALTIMORE CITY - DSS MOUNT CLARE/STEUART HILL	1223 W. PRATT STREET	Baltimore	21201
BALTIMORE CITY - DUNBAR	313 GAY STREET	Baltimore	21201
BALTIMORE CITY - EASTERN CAC/OHEP	1400 ORLEANS STREET	Baltimore	21201
BALTIMORE CITY - EVICTION PREVENTION	501 E FAYETTE STREET	Baltimore	21201
BALTIMORE CITY - FAMILY SERVICES	3007 N. BIDDLE STREET	Baltimore	21201
BALTIMORE CITY - FOSTER CARE, RESOURCES/SUPPORT QA	2923 E. BIDDLE STREET	Baltimore	21201
BALTIMORE CITY - HARFORD HEIGHTS - EESU/HESU, LONG TERM CARE (TLC)	2000 N. BROADWAY	Baltimore	21201

BALTIMORE CITY - HILTON HEIGHTS	500 N. HILTON STREET	Baltimore	21201
BALTIMORE CITY - INTAKE & ASSES. R&S	1900 N. HOWARD STREET	Baltimore	21201
BALTIMORE CITY - JOHNS HOPKINS	600 WOLFE	Baltimore	21201
BALTIMORE CITY - LIBERTY SQUARE	5818 REISTERSTOWN ROAD	Baltimore	21201
BALTIMORE CITY - NORTHERN CAC/OHEP	5225 YORK ROAD	Baltimore	21201
BALTIMORE CITY - NORTHWEST CAC/OHEP	3314 AYRDALE AVENUE	Baltimore	21201
BALTIMORE CITY - NW COMMUNITY ACTION CENTER/OHEP	3939 REISTERSTOWN ROAD	Baltimore	21201
BALTIMORE CITY - OHEP	2700 N CHARLES	Baltimore	21201
BALTIMORE CITY - PSI CHILD SUPPORT	1 NORTH CHARLES	Baltimore	21201
BALTIMORE CITY - SOUTHEAST CAC/OHEP	3411 BANK STREET	Baltimore	21201
BALTIMORE CITY - SOUTHERN CAC/OHEP	606 CHERRY HILL ROAD	Baltimore	21201
BALTIMORE CITY - UPTON - FAMILY INV. PRO. SERV	2500 PENNSYLVANIA AVE	Baltimore	21201
BALTIMORE CITY - WESTERN CAC/OHEP	1133 PENNSYLVANIA AVENUE	Baltimore	21201
BALTIMORE COUNTY - CHILD SUPPORT	170 RIDGELY ROAD	Lutherville	21093
BALTIMORE COUNTY - DSS CATONSVILLE	910 FREDERICK ROAD	Catonsville	21228
BALTIMORE COUNTY - DUNDALK	1400 MERRITT BLVD	Dundalk	21222
BALTIMORE COUNTY - ESSEX	439 EASTERN AVENUE	Essex	21221
BALTIMORE COUNTY - REISTERSTOWN ROAD	134 CHARTLEY DRIVE	Reisterstown	21136
BALTIMORE COUNTY - SHERRIF OFFICE	401 BOSLEY AVENUE	Towson	21204
BALTIMORE COUNTY -DSS TOWSON	6401 YORK ROAD	Towson	21286
BALTMORE CITY - Homeless Services	1920 N. BROADWAY	Baltimore	21201
CALVERT COUNTY DSS	200 DUKE STREET	Prince Frederick	20678
CALVERT COUNTY STATES ATTORNEY	175 MAIN STREET	Prince Frederick	20678
CAROLINE COUNTY - DSS SAT. OFFICE	300 - 304 MARKET STREET	Denton	21629
CAROLINE COUNTY DSS	207 S 3RD STREET	Denton	21629
CARROLL COUNTY DSS	10 DISTILLERY DRIVE	Westminister	21157
CARROLL COUNTY STATES ATTORNEY	55 N COURT	Westminister	21157
CECIL COUNTY - CHILD ADVOCACY CENTER	214 1/2 N STREET	Elkton	21921
CECIL COUNTY - DOMESTIC VIOLENCE SHELTER	405 BOW STREET	Elkton	21921
CECIL COUNTY - HELP CENTER/OHEP	135 E HIGH STREET	Elkton	21921
CECIL COUNTY - INTAKE & OUTREACH	5 BROWN COURT	Elkton	21921
CECIL COUNTY DSS	170 EAST MAIN STREET	Elkton	21921
CHARLES COUNTY- State Attorney's	200 CHARLES STREET	LaPlata	20646

CHARLES COUNTY DSS	200 KENT AVENUE	LaPlata	20646
Charles County Sheriff's Office			
DHR - HEADQUARTERS (SSC) - INTERNET	311 W SARATOGA STREET	Baltimore	21201
DHR - HEADQUARTERS (WAREHOUSE - LOADING DOCK)	310 W MULBERRY STREET	Baltimore	21201
DHRIS	1100 EASTERN BLVD	Essex	21221
DORCHESTER COUNTY DSS	627 RACE STREET	Cambridge	21613
FREDERICK COUNTY DSS	100 E. ALL SAINTS STREET	Frederick	21701
FREDERICK COUNTY STATES ATTORNEY	100 W PARTICK STREET	Frederick	21701
FREDERICK COUNTY CAC	520 North Market St	Frederick	21701
GARRETT COUNTY CAC/OHEP	104 EAST CENTER STREET	Oakland	21550
GARRETT COUNTY DSS	12578 GARRETT HIGHWAY	Oakland	21550
GARRETT COUNTY DSS - SATELLITE OFFICE	28 HERSHBERGER LANE	Grantsville	21536
HARFORD COUNTY - CHILD SUPPORT and State Attorney's	101 SOUTH MAIN	Bel Air	21014
HARFORD COUNTY - WAGE CONNECTION	975 BEARDS HILL ROAD	Aberdeen	21001
HARFORD COUNTY CAC/OHEP	1321 B WOODBRIDGE STATION WAY	EDGEWOOD	21040
HARFORD COUNTY DSS	2 S BOND STREET	Bel Air	21014
HOWARD COUNTY - COMMUNITY ACTION CENTER/OHEP	6751 COLUMBIA GATEWAY DRIVE	Columbia	21044
HOWARD COUNTY - THE LISTENING PLACE	3421 ROGERS AVE	Ellicot City	21043
HOWARD COUNTY DSS	7121 COLUMBIA GATEWAY DRIVE	Columbia	21044
KENT COUNTY CHILD SUPPORT	315 HIGH STREET	Chestertown	21620
KENT COUNTY DSS	350 HIGH STREET	Chestertown	21620
MONTGOMERY COUNTY - CHILD SUPPORT	51 MONROE	Silver Spring	20910
MONTGOMERY COUNTY - DHMH/OHEP	1301 PICCARD DRIVE	ROCKVILLE	20850
MONTGOMERY COUNTY - DSS	100 MARYLAND AVENUE	ROCKVILLE	20850
OCSE - FEDERAL CHILD SUPPORT	WASHINGTON DC	N/A	N/A
PRINCE GEORGE COUNTY - ADMINISTRATION/OHEP	805 BRIGHTSEAT ROAD	Landover	20785
PRINCE GEORGE COUNTY - CHILD SUPPORT	4235 28TH AVENUE	Temple Hills	20746
PRINCE GEORGE COUNTY - CIRCUIT COURT	14735 MAIN STREET	Upper Marlboro	20772
PRINCE GEORGE COUNTY - COUNTY EXECUTIVE OFFICE	9201 BASIL COURT	LARGO	20774
PRINCE GEORGE COUNTY - DSS	925 BRIGHTSEAT ROAD	Landover	20785
PRINCE GEORGE COUNTY - DSS & CHILD SUPPORT	6505 BELCREST RD	Hyattsville	20782
PRINCE GEORGE COUNTY - DSS/OHEP	425 BRIGHTSEAT ROAD	Landover	20785
PRINCE GEORGE COUNTY - SHEIFF'S OFFICE	5303 CHRYSTLER WAY	Upper Marlboro	20774

PRINCE GEORGE COUNTY -HOSPITAL	3001 HOSPITAL DRIVE	Cheverly	20785
QUEEN ANNE COUNTY CHILD SUPPORT	122 COURSEVALLE DRIVE	Centreville	21617
QUEEN ANNE COUNTY DSS/OHEP	125 COMET	Centreville	21617
SOMERSET COUNTY DSS	30397 MT VERNON ROAD	Princess Anne	21853
SPHERIX - CSEA	1 TECHNOLOGY DRIVE	FROSTBURG	
ST. MARY'S COUNTY	21775 GREAT MILLS	Lexington Park	20654
ST. MARY'S COUNTY - SOUTHERN MD TRI COUNTY CAC/OHEP	8371 LEONARDTOWN ROAD	HUGHESVILLE	20637
ST. MARY'S COUNTY DSS	23110 LEONARD HALL DRIVE	Leonardtown	20650
ST. MARY'S COUNTY SHERIFF	41605 COURTHOUSE DRIVE	Leonardtown	20650
TALBOT COUNTY DSS	301 BAY STREET	Easton	21601
TALBOT COUNTY NEIGHBORHOOD SERVICE CENTER/OHEP	126 PORT STREET	EASTON	21601
WASHINGTON COUNTY CAC/OHEP	101 SUMMIT AVENUE	Hagerstown	21740
WASHINGTON COUNTY- CHILD ADVOCACY CTR	24 W WALNUT ST	Hagerstown	21740
WASHINGTON COUNTY DSS	122 NORTH POTOMAC	Hagerstown	21740
WICOMICO COUNTY - JOB CENTER	917 MT HERMON	Salisbury	21801
WICOMICO COUNTY - SHORE UP! - OHEP	520 SNOW HILL ROAD	Salisbury	21803
WICOMICO COUNTY DSS	201 BAPTIST STREET	Salisbury	21801
WICOMICO COUNTY HOLLY CENTER	926 SNOW HILL ROAD	Salisbury	21801
WORCESTER COUNTY - CAC	9714 HEALTHWAY DRIVE	BERLIN	
WORCESTER COUNTY - Child Support	422 W MARKET	Snow Hill	21863
WORCESTER COUNTY DSS	299 COMMERCE STREET	Snow Hill	21863