

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

**All Master Contract Provisions Apply**

Section 1 –General Information			
<b>RFR Number: (Reference BPO Number)</b>	P00R0402531		
<b>Functional Area (Enter One Only)</b>	FA V - Software Engineering		
Position Title/s or Service Type/s (Short term staff or PMP)			
1. Senior Database Management Specialist			
2. Application Programmer			
3. Senior Systems Analyst			
<b>Anticipated start date</b>	December 21, 2009		
<b>Duration of assignment</b>	Six months		
<b>Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")</b>	No		
<b>MBE goal, if applicable</b>	0%		
<b>Issue Date:</b> mm/dd/yyyy	November 13, 2009	<b>Due Date:</b> mm/dd/yyyy	November 30, 2009
		<b>Time (EST):</b> 00:00 am/pm	10:00am
<b>Place of Performance:</b>	Department of Labor, Licensing and Regulation (DLLR), 1100 N. Eutaw, 4th floor Baltimore, MD 20201		
<b>Special Instructions: (e.g. interview information, attachments, etc.)</b>	Interviews will be conducted at 1100 N. Eutaw Room 3rd floor, Room 303, Baltimore, MD by a panel of three persons using a standardized set of interview questions for all proposed candidates.		
<b>Security Requirements (if applicable):</b>	<p>A. Selected personnel must adhere to the State Information Technology Security Policy and Standards <a href="http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx">http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx</a></p> <p>B. Selected personnel shall not connect any of its own equipment to an Agency's LAN/WAN without prior written approval by the State.</p> <p>C. Selected personnel shall provide and fill-out any necessary paperwork for security access to sign on at the State's site if access is needed to the State's LAN/WAN, as directed and coordinated with the POC.</p> <p>D. Selected Personnel shall display his or her company ID badges at all times while on State premises. Each such employee or agent upon request of State personnel shall provide additional photo identification.</p>		

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CATS II Master Contract**

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	<p>E. <u>Security Clearance:</u>            1) The Department reserves the right to refuse to allow any selected personnel to work on State premises, based upon certain specified criminal convictions.            2) Any selected personnel who have been convicted of a felony or of a crime involving telecommunications and electronics shall not be permitted to work on State premises.</p> <p>F. <u>On-site Security requirement(s):</u>            Selected personnel who enter the premises of a facility under the jurisdiction of the Agency may be searched, fingerprinted (for the purpose of a criminal history background check), photographed and required to wear an identification card issued by the Agency.</p>		
<b>Invoicing Instructions:</b>	Invoices will be submitted with every fourth time sheet for the duration of the task order. Invoices shall comply with all requirements in Section 2.8 of the CATS II Master Contract RFP.		
<b>Section 2 – Agency Point of Contact (POC) Information</b>			
<b>Agency / Division Name:</b>	Department of Labor, Licensing and Regulation (DLLR),		
<b>Agency POC Name:</b>	Karen Eley, Procurement Officer	<b>Agency POC Phone Number:</b>	410-230-6027
<b>Agency POC Email Address:</b>	KEley@dllr.state.md.us	<b>Agency POC Fax:</b>	
<b>Agency POC Mailing Address:</b>	DLLR, Office of Contracts and Procurement, 500 North Calvert Street, Room 477, Baltimore, MD 21202		
<b>Section 3 – Scope of Work</b>			
<b>Background</b>			
<p>The Maryland Image &amp; Data Access System (MIDAS) system was developed to support DLLR's Division of Unemployment Insurance (DUI) mission to provide temporary benefits to eligible individuals who are out of work through no fault of their own, and to collect the unemployment insurance tax from employers for the payment of unemployment insurance benefits. The MIDAS imaging and document management system scans and performs OCR on the employer UI tax returns and archives and indexes DUI Tax employer correspondence.</p> <p>The MIDAS is used to image and OCR the quarterly unemployment insurance contribution and employment reports (form OUI 15 / 16) for the 140,000 employers in the State of Maryland. Since October 1995, over 22 million images have been scanned, indexed and stored by MIDAS. The DUI Tax has over 220 users networked to the MIDAS system. MIDAS is a mission critical system. (See Attachment 3 - System Background and Description)</p> <p>The DLLR is seeking to acquire three technical resources on a part-time time and material basis to</p>			

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CATS II Master Contract**

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perform on-site or off-site as directed by DLLR the following referenced services on a temporary and limited basis. The purpose is to maintain continuity of the mission critical MIDAS operations, maintenance and support until DLLR can fill the positions through a normal service operations and maintenance contract.	
<b>Job Description/s</b>	
<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>
1. Senior Database Management Specialist	Develop, implement, and maintain the MIDAS Oracle database backup and recovery procedures for the processing environment to ensure that data integrity, security and recoverability are built into the DBMS applications. DBMS support consisting of but not limited to routine tasks, such as full weekly backups to tape, and incremental daily backups to the server to include verification for actual recovery. Provide a written weekly assessment of the database, and provide the DLLR with recommendations for improvement in the database performance. Make necessary changes as required by DLLR to the database for new functions that may require a new / modified table, or a new/modified instance.
2. Application Programmer	Provide application programming support for the MIDAS business applications to include as required at least analysis, fixing and enhancing the application software to improve efficiency in an Input Accel, Global 360, Formware, Spicer environment.
3. Senior Systems Analyst	Provide detailed specifications from which programs can be written, design and document system tests, create test data, and test program modifications, design procedures to solve problems based on user defined needs, and identify and resolve and document application system performance problems in an Input Accel, Global 360, Formware, Spicer environment.
<b>Minimum Qualifications</b>	
<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Required Experience/Knowledge/Skill</b>
1. Senior Database Management Specialist	A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. Must have six (6) years experience in DBMS system analysis and programming. At least three (3) years of experience with current Oracle technology DBMS experience in using current DBMS technologies, application design and experience with DBMS internals. Must be able to demonstrate expertise

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

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	with current versions of Oracle.
2. Application Programmer	A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. Must have five (5) years of computer experience in information systems design. At least three (3) years of experience as an application programmer on large-scale DBMS and knowledge of computer equipment. Must be able to demonstrate expertise with InputAccel, Global 360, FormWare and Spicer.
3. Senior Systems Analyst	A Bachelor's Degree from an accredited college or university with a major in Computer Science, System Analysis, Information Systems, or other related field. A Master's Degree in a related field of information technology is preferred. A minimum of eight (8) years of experience in information technology system analysis. At least five (5) years of the experience in the design of business applications on complex IT systems. Requires broad knowledge of data sources, data flow, system interactions, advanced computer and software applications and advanced systems design techniques to develop solutions to unyielding complex problems. Must be able to demonstrate expertise with InputAccel, Global 360, FormWare and Spicer.
<b>Section 4 - Required Submissions</b>	
<p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>- Master Contractors electing <u>not</u> to propose in response to the RFR must submit a "CATS II Master Contractor Feedback Form" located under "Master Contractor Login" on the CATS II web site.</li> <li>- Master Contractors proposing in response to the RFR <u>must</u> submit the following documents: <ul style="list-style-type: none"> <li>o Resume for each position / service type described in the RFR (Attachment 1)</li> <li>o Price Proposal (Attachment 2 <u>or</u> 2A)</li> <li>o MBE Forms D1 and D2 if applicable (Attachment D in the CATS II RFP)</li> <li>o Conflict of Interest Affidavit (Attachment G in the CATS II RFP)</li> <li>o Living Wage Affidavit (Attachment I in the CATS II RFP)</li> <li>o <b>Documents listed below as required by the hiring agency</b></li> </ul> </li> </ul>	
1. Copy of professional certificate for the positions requiring demonstrated skills for the software Oracle, InputAccel, Global 360, FormWare, and Spicer	
2.	
3. (add or delete rows as needed)	
<b>Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)</b>	
1. Work Experience	

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

**All Master Contract Provisions Apply**

2. Knowledge, Training and skills
3. Price
<p style="text-align: center;"><b>Basis for Award Recommendation</b></p> <p>RFRs will be awarded in accordance with the competitive Sealed Proposals process under COMAR 21.05.03. The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The agency POC will initiate and deliver a RFR Agreement to the selected Master Contractor.</p>

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

**All Master Contract Provisions Apply**

**ATTACHMENT 1 – RFR RESUME FORM**

RFR # P00R0402531

Instructions: Insert resume information in the fields below; do not submit other resume formats. Submit only one resume per Position or Service described in Section 1 of the RFR. If the RFR requests multiple Positions or Services, use a separate resume form for each proposed candidate.

Candidate Name:	Position Title or Service Type (from Section 1 of the RFR):
Master Contractor:	

**A. Education / Training**

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

**B. Relevant Work Experience**

Describe work experience relevant to the Duties / Responsibilities and Required Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

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

<add lines as needed>

**C. Employment History**

List employment history, starting with the most recent employment first

Start and End Dates	Job Title or Position	Organization Name	Reason for Leaving
<add lines as needed>			

**D. References**

List persons the State may contact as employment references

Reference Name	Job Title or Position	Organization Name	Telephone / Email
<add lines as needed>			

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

**ATTACHMENT 2**

**RFR PRICE PROPOSAL - SUPPORT STAFF**

RFR # P00R0402531

(This form is to be filled out by Master Contractors)

<b>Proposed Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Total Hours (up to 6 months)</b>	<b>Labor Category Price (Labor Rate x Hours)</b>
<b>1. Senior Database Management Specialist</b>	\$	<b>325</b>	\$
<b>2. Application Programmer</b>	\$	<b>400</b>	\$
<b>3. Senior Systems Analyst</b>	\$	<b>100</b>	\$
<b>4.</b>	\$		\$
<b>5.</b>	\$		\$
<b>Total RFR Price (Sum of Labor Category Prices):</b>			\$

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

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

\_\_\_\_\_  
Title

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

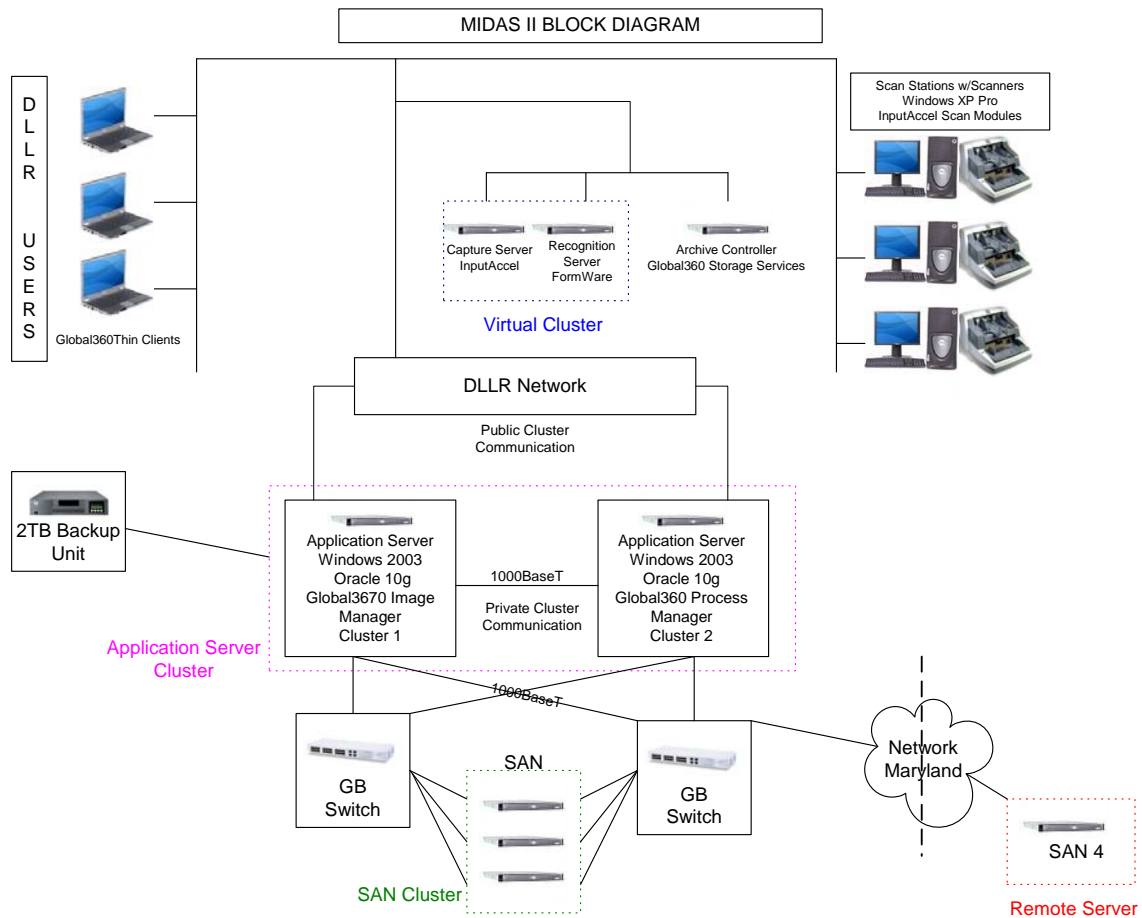
Proposed labor categories must be from those described in the CATS II Master Contract and must correspond to the resume/s provided. Support staff are limited to engagements of up to six months. The "Hourly Labor Rate" is the actual fully-loaded rate that the State will pay for services recorded in dollars and cents. Hourly rates must be equal to or less than the rates proposed by the Master Contractor for the CATS II Master Contract.

# Request for Resume (RFR) CATS II Master Contract

## ATTACHMENT 3

### SYSTEM BACKGROUND AND DESCRIPTION

- A) At its basic level, the current system is comprised of the Captiva document and form data capture system. This is used to scan defined DUI forms, OCR the data from these forms, and pass that data to an Oracle database. A subset of the data and the images of the forms are then passed to an Global 360 document management system for storage and retrieval. There are 18 million images in the current repository stored on optical storage devices.
- B) Images stored in the system are accessible via a Spicer supplied viewer that has also been used to annotate images.
- C) The MIDAS II system configuration uses Captiva's document capture and OCR software (InputAccel and FormWare), with attached storage devices under a Global360 object repository.
- D) The three workflows use Global360's Process Manager.
- E) The Application Server Window 2003 has a 64-bit edition of Application Server Windows 2003 clustering, as illustrated in the following diagram:





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

Two identical windows 2003 servers are resident on HP hardware for redundancy. Each server cluster is connected to three LeftHand Network SAN storage devices for data redundancy. The storage devices contain multiple hard disks. Dual iSCSI interface to storage devices on 1000BaseT Channel interface will be used. For interface redundancy dual 1000BaseT interface cards are used.

- F) System redundancy plan  
Windows 2003 Cluster Server for server redundancy, Storage Area Network (SAN) Solution for data redundancy.

G) MIDAS II

1) **Hardware**

The following table illustrates the hardware.

Sub System	Hardware	Software
Application Server 1	HP ProLiant DL380 G4 <ul style="list-style-type: none"> <li>• 3.6GHz Intel Xeon Processor</li> <li>• 2-Way</li> <li>• 2GB RAM</li> <li>• SCSI</li> <li>• Hot-Swap</li> <li>• CD-ROM</li> <li>• 10/100/1000 Ethernet</li> <li>• 2U Rack</li> <li>Two Intel PRO/1000 MT Dual Port Server Adapter</li> <li>• 10/100/1000BASE-T Fast Ethernet PCI Network Interface Adapter Card (NIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2003 R2 Standard Edition – license (five)</li> <li>• Symantec Backup Exec 10d for Windows Servers - ( v. 10.1 ) – license</li> <li>• Oracle 10G</li> </ul>
Application Server 2	HP ProLiant DL380 G4 <ul style="list-style-type: none"> <li>• 3.6GHz Intel Xeon Processor</li> <li>• 2-Way</li> <li>• 2GB RAM</li> <li>• SCSI</li> <li>• Hot-Swap</li> <li>• CD-ROM</li> <li>• 10/100/1000 Ethernet</li> <li>• 2U Rack</li> <li>• Two Intel PRO/1000 MT Dual Port Server Adapter</li> <li>• 10/100/1000BASE-T Fast Ethernet PCI Network Interface Adapter Card (NIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Symantec Backup Exec 10d for Windows Servers Agent for Oracle 10G</li> <li>• Microsoft Windows Server 2003 R2 Standard Edition – license (five)</li> <li>• Oracle 10G</li> </ul>
SAN Solution	LeftHand SAN 3.0TB raw capacity <ul style="list-style-type: none"> <li>• 3TB Raw Capacity IP-</li> </ul>	<ul style="list-style-type: none"> <li>• 3 SAN/iQ Licenses</li> <li>• 3 Remote IP Copy Licenses</li> </ul>

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

Sub System	Hardware	Software
	SAN includes: <ul style="list-style-type: none"> <li>• 3 NSM160-1000 Units</li> </ul>	
Backup SAN Solution	SAN Platform NSM 160 (2.0 TB)	SAN Platform NSM 160 (2.0 TB) includes: <ul style="list-style-type: none"> <li>• 1 SAN/iQ License</li> <li>• 1 Remote IP Copy License</li> </ul>
Capture Server	HP ProLiant ML110 G3 SmartBuy <ul style="list-style-type: none"> <li>• 3.0GHz Intel Pentium Processor</li> <li>• 1 way</li> <li>• 1 GB RAM</li> <li>• 80 GB Hard Drive</li> <li>• CD-Rom</li> <li>• 10/100/1000 Ethernet</li> </ul> HP rack tower to rack conversion kit	<ul style="list-style-type: none"> <li>• Microsoft® Windows® XP Professional</li> <li>• InputAccel Server</li> </ul>
Recognition Server	HP ProLiant ML110 G3 SmartBuy <ul style="list-style-type: none"> <li>• 3.0GHz Intel Pentium Processor</li> <li>• 1 way</li> <li>• 1 GB RAM</li> <li>• 80 GB Hard Drive</li> <li>• CD-Rom</li> <li>• 10/100/1000 Ethernet</li> </ul> HP rack tower to rack conversion kit	<ul style="list-style-type: none"> <li>• Microsoft® Windows® XP Professional</li> <li>• FormWare system</li> </ul>
Archive Server	HP ProLiant ML110 G3 SmartBuy <ul style="list-style-type: none"> <li>• 3.0GHz Intel Pentium Processor</li> <li>• 1 way</li> <li>• 1 GB RAM</li> <li>• 80 GB Hard Drive</li> <li>• CD-Rom</li> <li>• 10/100/1000 Ethernet</li> </ul> HP rack tower to rack conversion kit	<ul style="list-style-type: none"> <li>• Microsoft® Windows® XP Professional</li> <li>• Global 360 Storage Server</li> </ul>
Scan Stations (Quantity:3)	HP Smart Buy – HP Compaq Business Desktop dc5100 <ul style="list-style-type: none"> <li>• 3.0GHz Intel Pentium 4 Processor 530 w/HT Technology</li> <li>• 512MB RAM</li> <li>• 40GB hard drive</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft® Windows® XP Professional</li> <li>• InputAccel Scan Modules</li> </ul>

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

Sub System	Hardware	Software
	<ul style="list-style-type: none"> <li>• CD-ROM</li> <li>• 10/100/1000 Ethernet</li> </ul> Kodak i620 <ul style="list-style-type: none"> <li>• Duplex/Simplex</li> <li>• Color/BW</li> <li>• 80 ppm (landscape @ 200dpi, simplex, bw)</li> <li>• 500 ADF (2.5-26")</li> <li>• 100-300 dpi</li> <li>• Includes 1394 IEEE FIREWIRE card &amp; cable, mid volume CAPTURE software (demo version), SVT, TWAIN &amp; ISIS</li> <li>• VRS ready</li> <li>• Duty Cycle: 60000 ppd</li> </ul>	
Backup Unit	HP StorageWorks 1/8 Tape Autoloader Ultrium 448 - tape autoloader - LTO Ult <ul style="list-style-type: none"> <li>• Tape autoloader</li> <li>• 1.6 TB / 3.2 TB</li> <li>• Slots: 8</li> <li>• LTO Ultrium (200 GB / 400 GB)</li> <li>• Ultrium 2</li> <li>• SCSI LVD/SE</li> <li>• External</li> <li>• 2 U</li> </ul>	
Switches (Quantity: 2)	3Com Baseline Switch 2824-SFP Plus <ul style="list-style-type: none"> <li>• 24-port 10/100/1000BASE-T (RJ-45) Gigabit Ethernet unmanaged Smart web based browser rack mountable switch with 4 dual-purpose ports for Gigabit copper or SFP slots for 1000BASE-SX or 1000BASE-FX fiber. Auto MDI/MDIX on all ports</li> </ul>	
Miscellaneous	<ul style="list-style-type: none"> <li>• 15" LCD Rack Console</li> <li>• with Keyboard &amp; mouse</li> <li>• Six Belkin OmniView All-In-One Pro Series Plus - (KVM)</li> <li>• Belkin 6' Gold Series VGA</li> </ul>	

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

Sub System	Hardware	Software
	Monitor Extension Cable 25'w/Thumbscrews <ul style="list-style-type: none"> <li>• Two Belkin Pro Series PS/2 Mouse and Keyboard Extension Cable</li> <li>• Patch cable (25)</li> <li>• Firewire Cable</li> <li>• Four HP ultrium 400gb data cartridge</li> </ul>	

**2) Software**

Software
Formware Designer Module
Formware Image Pre-Processing Module
Formware Form ID Module-Unlimited FBD
Formware Edit/Export Module
Upgrade from AEG @250 CPS to Recostar Pro 250 CPS
Formware Completion Modules
Formware InputAccel Compatibility Modules
File System Administration Module
InputAccel Server - 3,650,000 PPY
Scan Module (Includes Levels 1-3)
ECM Export
Standard Export Bundle
Development system bundle
G360 Enterprise EX High Availability 60 Concurrent user bundle
G360 Storage Services for EX (capacity = up to 500GB per instance)
Development System
Viewer with markup (Concurrent)