

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

Section 1 –General Information			
RFR Number: (Reference BPO Number)	R00B3400067		
Functional Area (Enter One Only)	Functional Area 10 - IT Management Consulting Services		
Position Title/s or Service Type/s (Short term staff or PMP)			
Labor Category No. 81 Senior Network Engineer (Each Master Contractor can submit up to two (2) candidates for the RFR)			
Anticipated start date	May 2013		
Duration of assignment	Up to Six Months		
Designated Small Business Reserve?(SBR): (Enter “Yes” or “No”)	No		
MBE goal, if applicable	0% zero		
Issue Date: mm/dd/yyyy	March 26, 2013	Due Date: mm/dd/yyyy	April 10, 2013
		Time (EST): 00:00 am/pm	2:00 p.m.
Place of Performance:	Maryland State Department of Education (MSDE) 200 West Baltimore Street, Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	Interviews will be conducted by a panel of three or more persons using a standardized set of interview questions.		
Security Requirements (if applicable):	Pass reference checks		
Invoicing Instructions:	Invoices will be submitted monthly for the duration of the task order. Invoices shall comply with all requirements in Section 2.8 of the CATS II Master Contract RFP.		
Section 2 – Agency Point of Contact (POC) Information			
Agency / Division Name:	Maryland State Department of Education (MSDE) Office of Information Technology (OIT)		
Agency POC Name:	Deborah G. Harris Procurement Officer	Agency POC Phone Number:	410-767-0118
Agency POC Email Address:	dharris@msde.state.md.us	Agency POC Fax:	410-333-8723
Agency POC Mailing Address:	200 West Baltimore Street Baltimore, MD 21201		

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Section 3 – Scope of Work	
Background	
<p>The cornerstone of the Maryland State Department of Education Office of Information Management (MSDE OIT) is its ability to meet its customer service commitments by providing access to stored information, maintaining information technology systems, and ensuring the integrity and confidentiality of information and the associated timely availability of systems to authorized users.</p> <p>The OIT is located in downtown Baltimore, at 200 West Baltimore Street, Baltimore Maryland 21201. MSDE provides management and support services for the local and wide area network design, security and performance of its enterprise network, including connectivity to five MSDE data center locations and fourteen Child Care Administration Offices across the State.</p> <p>The OIT is also responsible for maintaining network printers, websites and custom applications, including video conferencing, and Internet connectivity. The network infrastructure uses a combination of Cisco switches, routers, load balancers, firewalls, radius servers, intrusion detection and monitoring systems. The OIT places high expectations upon its staff in terms of supporting and maintaining high-performance network systems and providing expert resolution to problems. Due to the growth of systems supported by OIT, limited resources currently available, recruitment efforts, and skill-sets of the existing staff, the need for senior network support resource has increased.</p> <p>MSDE information system infrastructure plays a vital role in supporting business processes, customer services, contributing to operational and strategic business decisions, and in conforming to legal and statutory requirements.</p> <p>The Maryland State Department of Education (MSDE) Office of Information Technology (OIT) is issuing this CATS II RFR to obtain up to four (4) senior network support resources to manage/support OIT’s Local Area Network (LAN), Wide Area Network services (WAN) and related network administration tasks.</p>	
Job Description/s	
Position Title/s or Service Type/s (From Section 1 Above)	Duties / Responsibilities
<p>Position (s) Title: Labor Category 81. Senior Network Engineer</p>	<p>The TO Contractor FTE will be involved in highly technical work of considerable difficulty and shall support connectivity to all MSDE data center locations using Cisco Content Switches, Cisco ASA firewalls/concentrators, Cisco Wireless Access Points, Cisco Managed Switches and Routers, and network monitoring systems. The TO Contractor FTE must have in-depth level of routing, switching, and network security knowledge and experience.</p>

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	<p>In addition to designing and managing the WAN configuration, this resource shall use software for evaluation loads, uptime, and intrusion detection tools. The following are additional roles and responsibilities:</p> <ol style="list-style-type: none">1. Implement security releases, network upgrades, and operation of Local, Wide Area Networks, Network systems software, and CISCO hardware.2. Provide quality up-time performance of Internet Services, LAN/WAN protocols, design, operations, management, and control.3. Maintain firewalls at all MSDE sites and Microsoft VPN connectivity.4. Maintain local wireless virtual networks and the Enterprise to the State's Network Maryland initiative.5. Design and Implement and test a Remote Business Continuance solution of critical applications.6. Design and Implement RSA Security Solution ®, MSDE for VPN users and Network Administrators.7. Preferred understanding of Federal HIPAA Regulations & Standards.8. Comprehend complex verbal and written instructions in English.9. Analyze user needs and design effective PC/LAN/WAN solutions.10. Solve problems and ensure effective operations of the networks and hardware.11. Perform long range capacity planning; make configuration, enhancement and security recommendations.12. Document various support process such as: Restart procedures, Review of logfiles, actions taken, and new processes.13. Train MSDE network specialists to perform daily support functions, and to verify network conditions.14. Manage a highly available WAN configuration, which includes, but is not limited to Cisco fail-over firewall configurations and Hot Standby Router Protocol (HSRP) Configurations
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	<ol style="list-style-type: none">15. Manage and Configure Cisco ASA® solutions16. Administer VLAN technologies, including HSRP MSFC configurations17. Design, certify, implement and administer a wireless VLAN, using 802.11x technologies18. Install and manage secure access using Cisco ASA VPN termination. Configuration efforts also to include client-to-site and site-to-site connectivity19. Execute vulnerability assessments and network penetration tests, using third party tools20. Provide management, with high-level analysis of all vulnerability tests and reports21. Manage a multi-site Cisco firewall, router, and switched network at all five Data Center locations, including such technologies as: EIGRP, OSPF, and BGP22. Assist in security policy review and design related to Server, LAN and WAN Connectivity23. Monitor performance and security, using network management tools24. Use Cisco Works® for SNMP management of LAN/WAN devices25. Implement and manage Cisco QOS prioritization and Ethernet virtual circuits.26. Monitor performance and patch management using Cisco Works27. Configure and handle upgrades of Cisco IOS®28. Develop and update Network Diagrams using Microsoft Visio®29. Use NetTracker Web Log Analyzer® to monitor utilization30. Configure and manage Cisco Content Switch®31. Manage and configure FTP services32. Configure, update, and Manage the Secure Transport® Server
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	<p>33. Implementing and supporting KVM over IP solutions</p> <p>34. Mentor other staff members on network technologies</p>
Minimum Qualifications	
Position Title/s or Service Type/s (From Section 1 Above)	Technical Experience/Knowledge/Skill
<p>81. Senior Network Engineer</p>	<p>For minimum requirements, see CATS II Labor Category Number 81. Senior Network Engineer. In addition, a minimum of two (2) years experience for all of the following:</p> <ol style="list-style-type: none"> 1. Working knowledge of a complete network environment 2. Windows Server 2003 and 2008 3. Active Directory 2003, 2008 4. TCP/IP and DNS 5. Microsoft Exchange 2003, 2010 6. Server Security 7. Backup and Recovery Methods 8. File and Print services 9. Terminal and Remote Desktop Services (including knowledge of Citrix) 10. Cisco Switch Architecture 11. Rack-mounting/Moving network equipment 12. Monitoring server performance 13. In-depth knowledge of Cisco security, routing and switching technologies 14. Working knowledge of Linux (ex. RedHat, Debian) operations and networking 15. Working knowledge of VMware versions 4.1, and 5.1 (virtual switching and routing)

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Section 4 - Required Submissions

NOTE:

- Master Contractors may propose only one candidate for each position requested.
- Master Contractors electing not to propose in response to the RFR must submit a “Master Contractor Feedback Form” via the “Master Contractor Login” on the CATS II web site. Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows:

Email 1 with “Technical”: Master Contractor Name, RFR number, & candidate name, and in the subject line

- Resume for each labor category described in the RFR (Attachment 1)
- Two current references that can be contacted for performance verification of the submitted consultant(s) work experience and skills. Telephone number and email address of reference is needed.

Email 2 with “Financial”: Master Contractor Name, RFR number, & candidate name, and in the subject line

- Price Proposal (Attachment 2)
- Conflict of Interest Affidavit (Attachment G in the CATS II RFP)
- Living Wage Affidavit (Attachment I in the CATS II RFP)
- Any documents listed below as required by the hiring agency

1. Resume
2. References (2 current references)
3. Cost Proposal

Section 5 – Evaluation Criteria –

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

1. Qualifications and experience performing the duties as specified in Section 2
2. Training and Education
3. Ability to answer interview questions
4. References
5. Cost

Basis for Award Recommendation

RFRs will be awarded in accordance with the competitive Sealed Proposals process under COMAR 21.05.03. The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The agency POC will initiate and deliver a RFR Agreement to the selected Master Contractor.

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**ATTACHMENT 1 – RFR RESUME FORM
SENIOR NETWORK ENGINEER
RFR #R00B3400067**

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>			

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**ATTACHMENT 2
SENIOR NETWORK ENGINEER
RFR PRICE PROPOSAL -
RFR #R00B3400067**

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

Proposed Labor Category	Hourly Labor Rate	Total Hours (up to 6 months)	Labor Category Price (Labor Rate x Hours)
81. Senior Network Engineer	\$	*1040 hrs	\$
Total RFR Price (Sum of Labor Category Prices):			\$

*Note: Hours are used for evaluation purposes only. Actual hours per resource for a labor category may be more or less.

VENDOR'S NAME _____

ADDRESS _____

CITY, STATE AND ZIP CODE _____

TELEPHONE NO. _____ FAX NO. _____

FIN _____ DUNS NO. _____

EMAIL ADDRESS _____

SIGNATURE _____

PRINTED NAME _____

TITLE _____ DATE _____

Proposed labor categories must be from those described in the CATS II Master Contract and must correspond to the resume/s provided. Support staff is limited to engagements of up to six months. The "Hourly Labor Rate" is the actual fully-loaded rate, all inclusive 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.