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State Superintendent of Schools

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TO: MASTER CONTRACTORS

FROM: Dorothy M. Richburg  
Procurement Officer

RE: ADDENDUM I – MARYLAND ACCOUNTABILITY AND REPORTING SYSTEMS  
(MARS) MAINTENANCE AND SUPPORT  
TORFP R00B9200171

DATE: August 10, 2012

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**YOU SHOULD RECEIVE 20 PAGES  
AND THE ATTENDANCE SHEET FROM THE PRE-PROPOSAL CONFERENCE  
IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE CALL 410-767-0628  
OR EMAIL [drichburg@msde.state.md.us](mailto:drichburg@msde.state.md.us)  
THANK YOU**

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The following documents are being included in Addendum I:

Minutes from the Pre-Proposal Conference  
Questions received prior to the Pre-Proposal Conference  
Clarification and correction to question regarding measuring performance and numbering of  
item on page 22  
ATTACHMENT 1 – REVISED PRICE PROPOSAL  
Attendance Sheet

**PROPOSALS ARE DUE TUESDAY,  
AUGUST 21, 2012 NO LATER THAN  
2:00 PM**

**MARYLAND STATE DEPARTMENT OF EDUCATION**

200 West Baltimore Street  
Baltimore, MD 21201-2595  
410-767-0628  
410-333-2017 (Fax)

**MARYLAND ACCOUNTABILTY AND REPORTING SYSTEMS (MARS)  
MAINTENANCE AND SUPPORT  
TORFP R00B9200171  
ADDENDUM I**

Received By \_\_\_\_\_  
(Print Name)

Signature \_\_\_\_\_ Date \_\_\_\_\_

Vendor \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

**PLEASE E-MAIL, FAX OR MAIL THIS TO:**

**Dorothy M. Richburg, Procurement Officer  
MARYLAND STATE DEPARTMENT OF EDUCATION  
200 West Baltimore Street  
Baltimore, MD 21201-2595  
[drichburg@msde.state.md.us](mailto:drichburg@msde.state.md.us)  
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MS. RICHBURG:

Good afternoon to each of you. For those of you who don't know me, I'm Dorothy Richburg, Procurement Officers at MSDE. And I'd like to take this opportunity to welcome you to our Pre-Proposal Conference.

Before we get started with introductions, I'll give you some instructions on how we will conduct our Pre-Proposal Conference. After which we will have an overview of the Task Order RFP from someone from Nutrition, it could be Tony or Robin, Gail, or all three, after which you will have an opportunity to ask questions.

You can ask as many questions as you like for the next two hours. We have this room until 4 o'clock. If you need to stay a little bit longer, we will see if that can be arranged.

We will conduct a Pre-Proposal Conference round-robin style. We will start on my right because that's the only way right now to start, and we will ask one question at a time and we'll continue until all of your questions have been answered.

I believe we received a few questions prior to the Pre-Proposal Conference. If you submitted a question in writing prior to this Pre-Proposal Conference, please feel free to ask it here.

If not, it will be answered in the written minutes that you will receive early next week. If you ask a question today and we do not know the answer to that question, it will be in the written minutes that you'll receive next week.

If you get back to your office and you think of any additional questions, please feel free to email me. As I stated, I'm not here Friday but I would like to have questions by Friday 12 Noon.

That way I can put all the questions together and they can be in the minutes that you'll receive next week.

Proposals are due on Tuesday, August the 21<sup>st</sup>, no later than 2:00 p.m. They should be emailed to me.

With that said, I'm going to start with introductions and I'm going to start with Gail and we will continue right around and have introductions.

MS. ROBINSON:

Gail Robinson, I'm the Technology Systems Chief in the School Community and Nutrition Programs Branch.

MS. ZIEGLER:

I'm Robin Ziegler. I'm the Business Sponsor for the project.

MR. PALCHER:

I'm Tony Palcher, I'm the Project Manager for the MARS Project.

MS. RICHBURG:

And I'm Dorothy Richburg, Procurement Officer.

MR. WANCOWICZ:

I'm Bob Wancowicz and I'm the Financial Manager in the Nutrition Office.

MS. MEYERS:

Natalie Meyers, Advantage Industry.

MR. ZERNHOLT:

Brian Zernholt from Software Consortium.

NARAYAN ATHREYA:

Narayan Athreya, I-Cube Systems.

MR. MATTOLA:

Ken Mattola, Software Consortium.

JACK CHENG:

Jack Cheng, MS Technologies.

MR. SCOTT:

Ron Scott, MS Technologies.

MS. RICHBURG:

Okay. And we have with us this afternoon Bill from the Conference Reporting Service Company and he's here strictly for the purpose of taking the minutes.

Just before we go into the overview, I just have one comment that I want to make. There is a 10 percent MBE goal for this procurement. It may have been a little misleading in one of the exhibits because you may have thought there was going to be some sub goals. But there are no sub goals. There's only an overall 10 percent MBE goal.

I just want to make that correction before we get into our work overview.

So at this time I'm going to ask if Tony or Robin, whoever? Tony, if you would give us your overview?

MR. PALCHER:

Sure. Basically the MARS Project is wrapping up Release 2. Release 1 was completed last year about this same time. It focused more on the internal business processes and starting to automate a lot of the business processes and lay the bed work for Release 2.

Release 2 is really portal based. It's now in use allowing customers to enter all their data and the internal side is monitoring and approving the data that is entered by the users on the outside.

The project is funded by a renewed grant every year from the USDA for the nutrition services managed by MSDE, and basically it covers school meals, meals at child care facilities and meals at certain institutions and what have you.

The project is pretty much wrapped up and completed. However, the USDA also is re-authorizing the nutrition program itself. With re-authorization that occurs every few years, there are changes to regulations and reporting requirements. Their impact the business requirements within MARS.

Some example would be to allow additional meal types to reimbursed at certain facilities, and provide bonuses for participation in certain programs for providers.

All our sites are located in Maryland obviously. However, the sponsoring/provider agency itself could be

based outside of Maryland. Sponsors or Agency can be located outside of Maryland but only meals served at their sites located in Maryland can be claimed.

The number of sites is just under 900, I guess.

MS. ZIEGLER:

Agencies are around just over 600 active agencies; sites are in the thousands.

MR. PALCHER:

A sponsoring agency for Family Child Care Site about a couple thousand sites.

So you can imagine there is potentially a large number of externals that call for help and support and whatnot. Part of this Task Order will be directed to enhance MARS based on customer feedback. MSDE has trained pretty much all of our customers, have evaluated some of their feedback and have pre-pared work orders to address them.

We'll continue develop Work Orders and prioritize them and work to get them implemented as part of this Task Order.

Also, the USDA has mandated certain reporting and processed be updated so there are Task Orders generated to meet these mandates. Once we get this Task order contract in place, there's about a dozen Task Orders right now ready to go ranging from expanding functions, dynamic dashboards, and additional reporting.

That's pretty much it, and thank you.

MS. RICHBURG:

Robin, Gail, do you have anything to add? Either one of you?

(Negative response.)

MS. RICHBURG:

Okay. That said, we can entertain our questions at this time. So I'll start with Natalie.

QUESTION:

Who is the incumbent and can they bid on this?

MS. RICHBURG:

The incumbent is MS Technologies, and yes, they can bid on it.

Brian?

QUESTION:

I'll pass right now. The gentlemen from Software Consortium, what was your name again?

MR. MATTOLA:

Ken Mattola.

MS. RICHBURG:

Ken, do you have a question?

QUESTION:

Yes, I do. Would there be a transition period from the current incumbent...

MR. PALCHER:

Yes, we expect that the new vendor will be participating in a transfer of knowledge along with MSDE OIT staff and members of food services branch and the current vendor.

QUESTION:

How long would you anticipate the transition period?

MR. PALCHER:

We wouldn't expect it to be any more than 6 weeks.

MS. RICHBURG:

I'm going to ask that you please speak up and any time Bill cannot hear us, he will interrupt us.

Jack?

QUESTION:

On page 22, (inaudible)... benefits, there are 2 number 2 on the page. Okay. And the response time, because sometimes, okay. Sometimes response time tied to the server, your architectural environment and I think we should be clear there. If it's server related, the vendors do not get penalized for response time.

MR. PALCHER:

We will correct the numbering. To be clear, the vendor needs to consider the environment in their design. As for performance measurements we will measure them from inside the network at MSDE, basically up to the router at MSDE. We understand that uploads and screen refresh for internet users are also impacted by their provider and connection speeds, but again the vendor should consider this in their design. Managing performance is an engineering art, and MSDE/OIT has worked to reduce network impact on server hosted applications.

MR. CHENG:

Yes.

MR. PALCHER:

Again, we understand, we can't control a connection speed and configuration of other outside users.

MR. CHENG:

Okay.

MS. RICHBURG:

What is your name?

MR. SCOTT:

Ron. I'm fine.

MS. RICHBURG:

Okay. Natalie? Brian? What page are you on?

QUESTION:

48. Question 1.

MS. RICHBURG:

Yes. Okay.

QUESTION:

They are also for, do not take the price, but it may not be the total hours anticipated... hours to be used.

MR. PALCHER:

We can't guarantee that all the hours will be used. As I said, we have task orders ready to go, and going forward there probably will be other suggestions and task orders to address.

But it's an indefinite quantity and indefinite demand. So there's no guarantee that all hours will be used, but there could be time that multiple resources will be needed to meet the schedule.

QUESTION:

Well, do you expect all the tasks to be set so that if the contractor is going to be on the Internet he would be working on a series of tasks?

MR. PALCHER:

It's possible the contractor would be working on more than one task at a time. But again, we would prioritize the order of importance.

MS. RICHBURG:

Do you have a question?

QUESTION:

Yes, I got a question on the same. How did you derive the 2500 hours for the Internet site developer for that one year time frame? Multiple people or one person working around the clock?

MR. PALCHER:

The numbers are for evaluation only. At start-up for cross-training purposes, the contractor will probably spread task out to multiple resources. Then depending on the demand that we have, the vendor would choose whether he needed to keep two people on or stay with just one. At start-up we already know we have quite a bit of work orders lined up. So we figured there might be an opportunity there to have two senior people working at the same time. The cost sheet is tool to help MSDE equally evaluate vendor proposals.

MR. PALCHER:

Dorothy, perhaps we should we should break it out into two different line items or just provide a notation?

MS. RICHBURG:

No, you just leave it at one, the same price. You can keep it at one. Jack?

QUESTION:

Well, if that's the case for proposed evaluation purpose, do I need to submit two resumes for this line item or would submit one be sufficient.

MS. RICHBURG:

Submit one and then if we need two...

MR. PALCHER:

Yes, you should just submit one.

MR. CHENG:

Okay.

MR. PALCHER:

Later, any additional people that you bring on would have to will still require a resume and approval. That way we have a chance to review and accept them as well.

QUESTION:

Okay. So any additional resources in a labor category can be brought on after?

MS. RICHBURG:

Yes, after the award.

MR. CHENG:

Okay.

MR. PALCHER:

Also, it would be the same way when a resource is transitioned out. You'd have to supply the resume for the incoming candidate.

MS. RICHBURG:

So what we're saying is just submit one resume for each position.

MR. CHENG:

So, Each category.

MS. RICHBURG:

Yes, Each category.

MR. PALCHER:

So there would be four resumes.

MS. RICHBURG:

If we do see the workload needs an additional resource, whether to help gear up or to help get the work done a little bit quicker, we will talk to the Master Contractor and we will ask him to submit additional resources. The restriction is the number of hours can exceed the approved hours for the work order.



QUESTION:

Just for clarification, it's a resume for each labor category that's defined there, so.

MS. RICHBURG:

Yes, one resume for each category.

MR. CHENG:

Yes.

MR. PALCHER:

Yes and hopefully it will be a candidate that you know you can supply. We had experience where we've gone through the evaluation process and when you make the selection for whatever reason the resource was not available and that caused a delay in the award.

MS. RICHBURG:

Ron?

QUESTION:

So the Project Manager position is basically a part-time position?

MR. PALCHER:

Yeah, we don't see this project, this Maintenance Project tying up a Project Manager full-time. That's why it's kind of listed in a 60 percent position.

Obviously, then the vendor thinks differently. I guess we'll just need to clarify what the boundaries and the scope but I think here we already defined the roles as MSDE supplying the lead Project Manager and Technical Resources for OIT.

MS. RICHBURG:

Natalie, we go back to you.

QUESTION:

Just to clarify as you go for, the amount is four resumes.

MS. RICHBURG:

Okay.

SPEAKER:

I'll pass.

MS. RICHBURG:

Brian?

QUESTION:

Can all these positions work from home, three days here and the rest...

MR. PALCHER:

Yeah, we think in the beginning, in particular at startup, just to understand the business process and some of the complexities of the USDA requirements the resource will need to interact with the end user; because, you can read the regulations from the Federal Government and they are very dry but when you see how people work it kind of lends an ideal on how to build a solution. At the same time doe deployment and demonstrations, we do support remote functions like conference calls, Web-X and VPN technologies. These help try and convey matters to an entire team and let people participate that way. But initially I think we need to have people on site.

QUESTION:

Where is the place of performance? Is it here?

MR. PALCHER:

Resource will be allowed to work off site, all meeting and all MSDE are hosted in this building . There's really no travel planned outside of this building.

SPEAKER:

Okay.

MS. RICHBURG:

Okay.

SPEAKER:

I'm fine.

SPEAKER:

I'm fine.

MS. RICHBURG:

Brian? Okay. (Pause) While you're looking, Brian had something he wanted to add.

QUESTION:

Was this expected to go beyond May 2014 and will it be a new —

MS. RICHBURG:

It will be a new procurement issued.

MR. PALCHER:

The dates are set on the life cycle of the current CATS-II contract.

MS. RICHBURG:

While you're looking, I'm going to ask Jack or Ron, what would be your question?

QUESTION:

On the same page, okay, the contractor shall only assume the 40 hours per month support at this point. What was based on the 40 hours?

MR. PALCHER:

It's defined in here as the 40-hour contract will be issued to cover, immediate support issues, if we need to make a phone call to assist with a break/fix type of solution. We're going to issue one for every month up to 40 hours while the contracts in place.

And as explained, if a break/fix task is initiated and will take more than 8 hours or so, we would ask for an estimated effort and complete it and we'd issue a task order for the completion so we could track that and whatever.

And unfortunately, since it's an indefinite quantity and demand, we can't say how many hours we're going to use other than that because that's the only task order we're going to issue every month that we know of.

SPEAKER:

Okay. Thank you.

MS. RICHBURG:

Ken, are you ready?

QUESTION:

Yeah. I was going to ask about the MBE goal.

MS. RICHBURG:

Yes. 10 percent.

MR. MATTOLA:

Yeah, the 10 percent goal. There's some new legislation currently. If you're a prime and you're an MBE, you still need an MBE?

MS. RICHBURG:

That has not gone into effect yet.

MR. MATTOLA:

Okay. Good.

MS. RICHBURG:

So yes, you do. So if you're a prime MBE you still need to fulfill the 10 percent MBE participation goal.

Natalie, we want to come back up there to you.

MS. MEYERS:

Nothing.

MS. RICHBURG:

Ken?

MR. MATTOLA:

I got a couple more, but I got to cross walk them because it's.

MS. RICHBURG:

I'm just going to open it up a little bit for Ken.

MR. MATTOLA:

Yes, I do have a question. Since you will be offering multiple work orders under this particular procurement, would you be awarding to just one contractor or multiple?

MS. RICHBURG:

It will only be awarded to one.

MR. MATTOLA:

Okay.

FEMALE SPEAKER:

I do have a question.

MS. RICHBURG:

Okay.

QUESTION:

The closing date is the 21<sup>st</sup>...

MR. PALCHER:

We'd like to have a contract in place by end of September. During the proposal evaluation process we will allow offerers to come in and do a presentation and then we also do a follow-up on references and will also review the candidates. So it's going to be a crushing two weeks on everybody to get a purchase order out and in place and signed for all parties involved.

MS. RICHBURG:

So we're looking at the first couple weeks of September of having orals if you're selected for presentation.

MS. ROBINSON:

Well, I don't know if this is really pushing it, Dorothy, but I was thinking about the last week in August, first week in September.

MS. RICHBURG:

Okay.

MS. ROBINSON:

They are four-day weeks for us and holidays in there. Only because the wheels grind a little bit slowly in government and so I have to anticipate that.

MR. PALCHER:

Plus we also know that the candidates are just that, they're candidates. And if we take too long, it puts pressure on the vendor to keep that person either on the bench or gainfully employed so they can take part in this.

So we'd like to try and keep things going as quickly as possible.

MS. RICHBURG:

And we're asking you that you please, and we know there's a holiday weekend, but hopefully you'll be able to keep your schedule somewhat clear in case we do have to call you.

But we would be diligent; we're not going to rush through this, you know, just to try to get something in place. We will always be diligent.

I'm not going to rush you out of here today. We have the room until four o'clock. Are there any additional questions?

QUESTION:

I'm going to ask a question about the current incumbent.

MS. RICHBURG:

Yes, sir.

QUESTION:

How pleased is the state with their performance at this point in time?

MS. RICHBURG:

We're pleased with their current performance.

QUESTION:

Okay. Thank you.

MS. RICHBURG:

Are there any other question?

If you don't have any questions, sometimes you may not want to ask here, or you may forget, please email me.

Thank all of you for coming out this afternoon.

## Questions received after the Pre-Proposal Conference:

### 1. How does MSDE define CRM type applications?

MARS is about managing the relationship with our customers. The goal is to allow the customer to be responsible for entering all the data and MARS can be used to monitor the progress of their requests.

MARS is seen as a tool to not only manage the data entry site information, and claims reimbursement, but to keep the customer and stakeholders informed on a 24/7 basis without having to contact MSDE staff.

MARS sends emails to customers and designates to let them know:

- When claims are due, submitted, and processed.
- Ehen Program and site related information needs to be updated, has been received, has been submitted, and has been approved.
- The MARS Intranet allow SCNBP/MSDE staff manage work using work queues and work areas for designated SCNBP/MSDE staff.

The MARS manages email lists based on active information within MARS and allows designated SCNBP staff at MSDE to send broadcast emails with attachments to specific target audience from within MARS.

SCNBP/MSDE staff use the data gathered by MARS to forecasting funding requirements, scheduling meetings, and analyze participation.

### 2. Do 1200 active users mean concurrent users? If not, how many concurrent users are there?

During monthly claiming all the agencies use the system. These peak times are the 2 weeks every month. The concurrent number of users during peak time can be as high at 600. During renewal months for specific programs (MARS supports 5 programs) up to 800 users will be using the system at once.

### 3. Would MSDE consider extending the due date to August 29<sup>th</sup>?

Not at this time.

### 4. Page 48 mentions the TO contractor shall plan for 40 hours/month support, is that per person? Would that include operations and maintenance from Work orders? For planning purposes, what is the anticipated number of hours utilized per position?

The monthly work order for up to 40 hours per month will cover support issues such as production issues or break/fix items not already covered by an existing work order. A task under the monthly support work order is not expected to take more the 8 hours to complete, and covers all efforts for all labor category. Any effort taking more than 8 hours will require a separate Work Order.

5. What is the current utilization of hours by MS Technologies?

MST Technologies contract is for developing the MARS application. They have processed 4 O&M Task Orders and are completing 3 additional task orders for a total of 1200 hours.

In the past 5 months they have averaged less than 18 hours a month supporting O&M production issues not covered by an O&M work order or their development contract.

6. Page 32 – can you define claim driven as it is referenced in Section D of TO Contractor Expertise?

*Copied from page 32: D. Minimum of two years prior experience maintaining claim driven and government regulated intranet and extranet web based production applications with at least 1200 active users and Work Order based projects using the tools described in this task order.*

In MARS a customer submits claims for meals served, the rates are stored in MARS and are managed by SCNBP staff based on USDA regulations. Timely processing of claims are mandated by State and Federal regulations. The vendor should have experience supporting government regulated systems and understand the limitation and protocol for approving information.

MARS has processing gates that require specific staff members approve claims prior to submission and a second gate to authorize payment. There are additional edits and gates to handle claims submitted outside the mandated deadline, or allowing the customer to adjust their claims.

The vendor is expected to have experience working with similar regulated processes that require review and approval steps before continuing the process.

7. Why is the incumbent precluded from bidding?

The incumbent is not precluded from bidding. MSDE will not prejudice the evaluation process and all submissions will be evaluated equally.

8. Would MSDE host development and testing environments or would the vendor?

All environments including the development environment will be hosted at MSDE. The sources code managed life cycles will be hosted on the Team Foundation Server at MSDE.

9. Page 32 states the vendor shall have experience similar to the MARS “Corporate Capability” , can you define the MARS Corporate Capability?

*Copied from page -32: - 5 years of providing O&M support on a technology platform very similar to that of MARS “Corporate Capability” by clearly documenting the existence of adequate*

*facilities or procedures for obtaining those facilities and competent personnel to successfully complete this TORFP.*

The MARS environment is a multi-tiered Microsoft .Net platform running in a 64 bit environment, written in C#. Proposed candidates should understand the Corporate Capabilities of this platform and demonstrate their previous role in supporting such an environment. The environment is described on page 12, and includes SQL 2005, SQL reporting Server, Microsoft Exchange 2010, and active directory services.

The hardware is being upgraded along with the SQL environment. There will be task orders issued to address impacts to MARS, any re-engineering need to take advantage of the upgrades, and quality assurance measure.

10. How much time is onsite and how much is offsite by positions?

We estimate up to three days per week during startup. The vendor can present there solution in the required project management plan. It really depends on the related work order. It also depends on how technical the project manager is assigned to the project, some vendors require and engineer when meeting with the customer, and others allow PMs are able to convey the information to technical staff. What we want to avoid is misinterpretations and an off shore development atmosphere. We intend to requires the engineers to grasp the issue and design solutions, and not be told how to build the the solution.

The bulk of the development work, if not all, and system testing is expected to occur down off site.

At startup, the contractor will need to get up to speed and onsite meetings appear to be most effective.

The PM should plan on being onsite at least 8 hours a month, for feedback and progress meetings.

11. Is MS Technologies precluded from bidding on this RFP? IS MSDE happy with their services?

MST is not precluded from bidding on the RFP and MSDE will not prejudice the selection process.

12. Would MSDE consider taking out the qualifications in the specialized experience for the internet/intranet site developer vi) Must have 4 years development with CRM type and COTS solutions? Also for the applications programmer i) must have at least 3 years of development with CRM type and COTS solutions; and iii) Must have at least three years development on COTS Library Solutions such as those used by MARS.

The requirement is not for a CRM COTS solution. This is two separate requirements. First, the resource needs to have experience supporting solutions that perform Customer



Relationship Management functions. The COTS mentioned within the task order are predefined libraries, and the resource must have experience using common libraries. The COTS Proprietary Libraries will be engineered out of the current MARS product under this CATS-II Task Order.

## Clarification and correction to question regarding measuring performance and numbering of item on page 22:

System response time and uptime performance issues noted in the following table only refer to items under the TO Contractor control and shall be defined as any Subcontractor/Contractor engineering service up to and including MSDE/OIT managed network. Finally, reported outages caused by external third party action or customer internet connections are excluded from this task order.

Number	Service Level	Damages
1	Excluding scheduled down time, MARS and database shall be available and accessible to multiple users 24-hours-a-day, seven-days-a-week, except for approved time for system maintenance. The SCNBP and MSDE/OIT shall be notified immediately of any unscheduled down time. Any unscheduled down time shall also be documented and explained as described in the Root Cause Analysis process.	Up to 50% of invoiced amount for the offending WO task that caused the outage based on the length and impact of the outage.
2	The system response time shall be within four (4) seconds for 95% of request. Response Time is the time elapsed after the search command is entered until the list of matching records loads to completion on the monitor.	Up to 10% of cost for associated task order for each day of non-compliance.
<del>3</del>	The Web System Response Time shall be within four (4) seconds for 99% of the time. Web Portal Response Time is the elapsed time from the command to view a response until the response appears or loads to completion on the monitor.	Up to 10% of monthly invoice submitted for each day of non-compliance
<del>4</del>	A WO will be issued 30 days in advance to require the TO Contractor to participate in an Annual Disaster Recovery (DR) simulation per MSDE requirements. The WO will require the TO Contractor document issues and to mitigate solutions to issues. The WO will include formatted reports to completed by the TO Contractor and timeline for submission.	Up to 10% of cost of the WO for each day the TO Contractor is late delivering the required documentation defined in the WO.
4 5	Knowledge Transfer between current support contractor and MSDE resources and the TO Contractor described in <a href="#">Section 2.6.1</a> and shall be complete in 30 calendar days after the notice to proceed	\$500 per business day until activities are completed
<del>5</del> 6	Work Orders that keep MARS from maintaining compliance with Federal and State mandates	Up to 10% of the quoted effort for each day the WO is not completed.
6 7	Failure to meet Production System Support reported issues within response and resolution times defined in <a href="#">Section 2.7.1</a> shall result in imposed damages.	Reported issues will be completed based on the approved project management plan. Penalties for defaulting on either reported category are as follows; <ol style="list-style-type: none"> <li>1. Low <ol style="list-style-type: none"> <li>a. If initial Response Time exceeds 30 calendar days, SCNBP will be credited 21 hours of effort plus an additional 4 hours for every business day outside this category's Response time.</li> <li>b. SCNBP will be credited 10% of effort for every day outside the Resolution Time limit documents on the accepted initial Response.</li> </ol> </li> <li>2. Routine <ol style="list-style-type: none"> <li>a. If initial Response Time exceeds 7 calendar days, SCNBP will be credited 8 hours of effort plus an additional 2 hours for every business day outside this category's Response time</li> <li>b. SCNBP will be credited 8 hours of effort for every day outside the documented 1 week Resolution Time limit</li> </ol> </li> <li>3. High <ol style="list-style-type: none"> <li>a. If initial Response Time exceeds 2 hours, SCNBP will be credited 3 hours of effort plus an additional hour for every 15 minutes outside this category's Response time</li> <li>b. SCNBP will be credited 1 hour of effort for every 30 minutes outside the documented 4 hour Resolution Time limit</li> </ol> </li> <li>4. Critical <ol style="list-style-type: none"> <li>a. If initial Response Time exceeds, 1 hour, SCNBP will be credited 2 hour of effort plus and additional hour for every 15 minutes outside this category's Response time.</li> <li>b. SCNBP will be credited 1 hour of effort for every 15 minutes outside the documented 2 hour Resolution Time limit.</li> </ol> </li> </ol>

**MARYLAND ACCOUNTABILITY AND REPORTING SYSTEM (MARS)  
 OPERATION AND MAINTENANCE SUPPORT  
 ATTACHMENT 1 - PRICE PROPOSAL  
 REVISED PRICE PROPOSAL FOR CATS II TORFP # R00B9200171**

Labor Categories	A Hourly Labor Rate	B Total Est. Hours	C Total TORFP Price
Knowledge transfer (completed within 4 wks. of NTP)			\$
D1 Project Management Plan with WBS	n/a	n/a	\$
<b>Year 1</b>			
<b>Year 1 (Notice To Proceed – June 30, 2013)</b>			
(Labor Cat 59) Internet/Intranet Site Developer Senior	\$	4040*	\$
(Labor Cat 10) Applications Programmer	\$	4040*	\$
(Labor Cat 26) Quality Assurance Specialist	\$	2020*	
(Labor Cat 2) Project Manager	\$	2020*	\$
<b>Total Evaluated price for Year -1</b>			
<b>Year 2 (Option Period)</b>			
<b>Option Period (July 1, 2013 - May 31, 2014)</b>			
(Labor Cat 59) Internet/Intranet Site Developer Senior	\$	4040*	\$
(Labor Cat 10) Applications Programmer	\$	4040*	\$
(Labor Cat 26) Quality Assurance Specialist	\$	2020*	
(Labor Cat 2) Project Manager	\$	2020*	\$
<b>Total Evaluated price Year-2 (Option Period)</b>			
<b>TOTALEVALUATED PRICE</b>			\$

\*Note: Hours are estimated hours for evaluation purposes and used as a not-to-exceed amount for the Contract. MSDE currently does not anticipate utilizing all the hours. TO Contractor shall only assume the 40 hours per month support at this point and all operations and maintenance work will be issued as part of Work Order up to the not-to-exceed amounts.

Provide one resume for each labor category. However, during the life cycle of this task order, the schedule may require multiple resources in Labor Categories 59 and 10

**MARYLAND ACCOUNTABILITY AND REPORTING SYSTEM (MARS)  
OPERATION AND MAINTENANCE SUPPORT  
PRICE PROPOSAL FOR CATS II TORFP # R00B9200171**

**PRICE PROPOSAL SUMMARY**

PERIOD	AMOUNT
TOTAL YEAR 1	\$
TOTAL OPTION YEAR 2	\$
<b>TOTAL ESTIMATED PRICE</b>	<b>\$</b>

VENDOR'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE AND ZIP CODE \_\_\_\_\_

FIN \_\_\_\_\_ DUNS NUMBER \_\_\_\_\_

TELEPHONE NO. \_\_\_\_\_ FAX NO. \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

SIGNATURE \_\_\_\_\_

PRINTED NAME \_\_\_\_\_

TITLE \_\_\_\_\_ DATE \_\_\_\_\_

**\*NOTE:**

1. The **TOTAL ESTIMATED PRICE** is for evaluation purposes only.
2. The actual start date for the option periods is dependent on the anniversary date of Notice to Proceed for this TORFP but will go through May 31, 2014.

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. Rates must include all direct and indirect costs and profit for the Master Contractor to perform under the TOA.

**SUBMIT AS a .PDF FILE WITH THE FINANCIAL RESPONSE**

**MARYLAND STATE DEPARTMENT OF EDUCATION**  
**ATTENDANCE SHEET**  
**MARYLAND ACCOUNTABILITY AND REPORTING SYSTEMS (MARS)**  
**TORFP #R00B9200171**  
**Wednesday, August 1, 2012**

	NAME (Please Print)	ORGANIZATION	ADDRESS (City, State & Zip Code)	TELEPHONE NO. FAX NO.	E-MAIL ADDRESS	SMALL BUSINESS PROGRAM	CERTIFIED MD. MBE
1	Natalie Meyers	Advantage Industries	6325 Woodside Columbia MD 21046	866-443-8238	nmeyers@ getadvantage.com		
2	Brian Zernhe IT	Software Consortium	100 West Road Suite 408 Towson md	443-690-0880	BZernheIT@ Sciinfo.com		
3	NARAYAN ATHREYA	iCUBE SYSTEMS	13302 STEVEN DR. #109 CLIFTON, VA 20124	703-222-3636	NATHREYA@ ICUBESYS.COM		
4	Ken Mattola	Software Consortium	100 West Road, 408 Towson, MD 21284	410 583-9393 ext 118	Kmattola@ Softwareconsortium.com		
5	Jack Cheng	MS Technologies Corporation	10110 Molecular DR. STE 305 Rockville, MD 20850	240-453-0688 X 3216	Jack.Cheng@ mstechnologies.com		
6	Ronald Scott	MS Technologies Corp.	10110 Molecular Dr. Suite 305 Rockville MD 20850	301-367-3214	Ronald.Scott@ Mstechnologies.com	X	
7	Robin Zierler	MSDE					
8	Bob Wamczek	MSDE					
9	Gail Rehner	MSDE					

**ATTENDANCE SHEET**  
**MARYLAND ACCOUNTABILITY AND REPORTING SYSTEMS (MARS)**

	<b>NAME</b> (Please Print)	<b>ORGANIZATION</b>	<b>ADDRESS</b> (City, State & Zip Code)	<b>TELEPHONE NO.</b> <b>FAX NO.</b>	<b>E-MAIL ADDRESS</b>	<b>SMALL BUSINESS PROGRAM</b>	<b>CERTIFIED MD. MBE</b>
10	Anthony PALCHER	MSDE/MARS PMP					
11	Dorothy Richburg	MSDE					
12							
13							
14							
15							
16							
17							
18							
19							