

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

**All Master Contract Provisions Apply**

SECTION 1 –GENERAL INFORMATION			
<b>RFR Number: (Reference BPO Number)</b>	R00B9200173		
<b>Functional Area (Enter One Only)</b>	10 – IT Management Consulting Services		
POSITION TITLE			
3: Subject Matter Expert; Applications Support Specialist <b>(Each Master Contractor can only submit one candidate for the RFR)</b>			
<b>Anticipated start date</b>	June, 2012		
<b>Duration of assignment</b>	Up to 6 months		
<b>Designated Small Business Reserve?(SBR): (Enter “Yes” or “No”)</b>	No		
<b>MBE goal, if applicable</b>	% Zero		
<b>Issue Date: mm/dd/yyyy</b>	April 18, 2012	<b>Due Date: mm/dd/yyyy</b>	May 16, 2012
		<b>Time (EST): 00:00 am/pm</b>	No Later Than 2:00 PM EST
<b>Place of Performance:</b>	MARYLAND STATE DEPARTMENT OF EDUCATION 200 W. Baltimore Street, Baltimore, MD 21201		
<b>Special Instructions: (e.g. interview information, attachments, etc.)</b>	<ol style="list-style-type: none"> <li>1. An in-person interview will be required</li> <li>2. Candidates <b>must meet all minimum requirements</b> to be considered</li> </ol>		
<b>Security Requirements (if applicable):</b>	Pass reference checks		
<b>Invoicing Instructions:</b>	Time and Material Contract. Approved work-logs submitted with bi-weekly timesheets.		
SECTION 2 – AGENCY POINT OF CONTACT (POC) INFORMATION			
<b>Agency / Division Name:</b>	Maryland State Department of Education (MSDE) Division for Academic Reform and Innovation (DARI)		
<b>Agency POC Name:</b>	Dorothy M. Richburg, Procurement Officer	<b>Agency POC Phone Number:</b>	410-767-0628
<b>Agency POC Email Address:</b>	<a href="mailto:drichburg@msde.state.md.us">drichburg@msde.state.md.us</a>	<b>Agency POC Fax:</b>	410-333-2017
<b>Agency POC Mailing Address:</b>	MARYLAND STATE DEPARTMENT OF EDUCATION 200 West Baltimore Street Baltimore, MD 21201		
SECTION 3 – SCOPE OF WORK			

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<b>BACKGROUND</b>	
<p>The Maryland State Department of Education (MSDE) exemplifies energetic leadership and innovative products and services to improve public education, library services, and rehabilitation services. The Agency has received a Race to the Top grant from the US Department of Education to implement educational reforms in Maryland, and improve the collection and dissemination of information on school and student performance.</p> <p>MSDE Race to the Top initiatives will implement new technology systems, train end-users on how to use them, and improve access and information provided by MSDE reporting information systems. Race to the Top educational improvement initiatives will also engage researchers, policy-makers, program managers, superintendents, administrators, teachers, and the public in MSDE’s improvement efforts. Race to the Top grant initiatives that can be viewed at: <a href="http://www.msde.maryland.gov/MSDE/programs/race_to_the_top">http://www.msde.maryland.gov/MSDE/programs/race_to_the_top</a>.</p> <p>The purpose of this RFR is to acquire an experienced Applications Support Specialist to support RTTT technology software applications, provide operations and maintenance oversight, and to facilitate application troubleshooting, configuration, and end-use support. The selected candidate will work with RTTT project managers to develop a strategy that efficiently supports their production-facing enterprise applications consistent with the stated goals of this solicitation.</p> <p>In order to meet these goals, the Applications Support specialist will collaborate with RTTT Technical Program Manager and project managers to understand planned and implemented RTTT systems in order to:</p> <ol style="list-style-type: none"> <li>1. Support and maintain current and planned systems to maximize functionality, operational performance, and user satisfaction.</li> <li>2. Address in a timely manner any issues, problems, and risks that impact system functionality, operational performance, and user satisfaction.</li> <li>3. Document all changes to systems, establish efficient business processes for change, and train appropriate personnel as required.</li> </ol>	
<b>JOB DESCRIPTION/S</b>	
<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>
<p><b>Position(s) Title: Applications Support Specialist</b></p> <p><b>Labor Category: 3. Subject Matter Expert</b></p>	<p><b>Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Install, maintain, test, and upgrade three to five Race To The Top (RTTT) applications working within the overall RTTT Oracle-based infrastructure.</li> <li>2. Work closely with application vendors and consultants to manage MSDE-hosted applications. Apply upgrades and patches from vendors as necessary. Work with project teams on ensuring</li> </ol>

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	<p>smooth deployment of new enhancements and releases.</p> <ol style="list-style-type: none"> <li>3. Coordinate with MSDE hosting partner to manage applications hosted in the MSDE environment.</li> <li>4. Perform application configuration changes as requested.</li> <li>5. Act as Tier 2 support for defect and issue definition and resolution.</li> <li>6. Create business processes to manage and control change to applications.</li> <li>7. Document and communicate changes due to new configurations, upgrades, patches, etc. to the RTTT project teams and application user community.</li> <li>8. Train both support and non-support applications staff as necessary.</li> </ol>
<b>MINIMUM QUALIFICATIONS</b>	
<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Required Experience/Knowledge/Skill</b>
<p><b>Position Title: Applications Support Specialist</b></p> <p><b>CATSII Labor Category: 3. Subject Matter Expert</b></p>	<p><b>For minimum requirements, see CATS II Labor Category number 4, Subject Matter Expert</b></p> <p><b>PREFERRED CANDIDATES MUST MEET THE FOLLOWING CRITERIA:</b></p> <ol style="list-style-type: none"> <li>1. Education: Bachelor’s Degree from an accredited college or university in a technical major, such as engineering or computer science.</li> <li>2. At least (5) years of system administration experience on systems with demonstrated experience of at least two (2) years on Oracle systems.</li> <li>3. At least three (3) years experience addressing and resolving helpdesk trouble tickets at the Tier 2 or Tier 3 level.</li> <li>4. Systems Administration/Systems Engineer certification in Oracle systems is preferred.</li> </ol>

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**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**

- o Resume for each labor category described in the RFR (Attachment 1)

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

- o Price Proposal (Attachment 2)
- o Conflict of Interest Affidavit (Attachment G in the CATS II RFP)
- o Living Wage Affidavit (Attachment I in the CATS II RFP)

Any documents listed below as required by the hiring agency

**Section 5 - Evaluation Criteria -**

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

- Personnel’s qualifications and experience performing the duties as specified in Section 2
- Understanding of the work to be accomplished

**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. **Master Contractors should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the RFR Scope of Work, depending upon specific circumstances.**

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ATTACHMENT 1 – RFR RESUME FORM  
RFR #R00B9200173**

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.

<b>[Organization]</b>	<i>Description of Work...</i>
<b>[Title / Role]</b>	
<b>[Period of Employment / Work]</b>	
<b>[Location]</b>	
<b>[Contact Person (Optional if</b>	
<b>[Organization]</b>	<i>Description of Work...</i>
<b>[Title / Role]</b>	
<b>[Period of Employment / Work]</b>	
<b>[Location]</b>	

<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  
RFR PRICE PROPOSAL  
SUBJECT MATTER EXPERT  
RFR #R00B9200173**

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

<b>Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Annual Hours</b>	<b>Total Contract Price (Labor Rate x Hours)</b>
<b>3. Subject Matter Expert</b>	\$	<b>1040</b>	\$
	<b>Total RFR Price</b>		\$

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

ADDRESS \_\_\_\_\_

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

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

FIN \_\_\_\_\_ DUNS NO \_\_\_\_\_

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

SIGNATURE \_\_\_\_\_

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

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

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.