

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

<b>SECTION 1 –GENERAL INFORMATION</b>			
<b>RFR Number: (Reference BPO Number)</b>	RFR #R00B9200191		
<b>Functional Area (Enter One Only)</b>	10 – IT Management Consulting Services		
<b>POSITION TITLE</b>			
4. Subject Matter Expert; Systems Administrator <b>(Each Master Contractor can only submit one candidate for the RFR)</b>			
<b>Anticipated start date</b>	October, 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:</b> mm/did/icy	September 13, 2012	<b>Due Date:</b> mm/did/icy	October 4, 2012
		<b>Time (EST):</b> 00:00 am/pm	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><u>must meet all minimum requirements</u></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.		
<b>SECTION 2 – AGENCY POINT OF CONTACT (POC) INFORMATION</b>			
<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		

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### CATS II Master Contract

#### SECTION 3 - SCOPE OF WORK

##### BACKGROUND

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.

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: [http://www.msde.maryland.gov/MSDE/programs/race\\_to\\_the\\_top](http://www.msde.maryland.gov/MSDE/programs/race_to_the_top).

The purpose of this RFR is to acquire up to three (3) experienced Systems Administrators to provide hands-on configuration and support of RTTT technology software applications, provide operations and maintenance oversight, and to facilitate application troubleshooting, configuration, and end-user 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.

The Administrator is seen as a key position for developing, deploying, and maintaining the Learning Management System (LMS) and Student Instructional Intervention System (SIIS) in line with operational and strategic goals and vision. This individual will need to collaborate with personnel from Instruction, Curriculum, and IT as well as staff in other functional units. The LMS and SIIS applications will be hosted applications: vendors will be responsible for the hardware and software necessary to support the application requirements. The successful candidate will be responsible for:

#### **1. Learning Management System/Student Instructional Intervention System/Content Management System**

- Initial and ongoing configuration changes for Learning Management System Course Delivery, Content Management, Community Engagement, and the Student Instructional Intervention System
- Coordinate the review of available upgrades/service packs to keep informed appropriate governance bodies that have final approval of updates to the platforms
- Conduct role base assignment and management, keeping a strict account of all who have access to the application
- Maintain inventory of Community Engagement and Content Management configurations, settings, etc.
- Retrieve and disseminate information on new product functionality to appropriate groups for end user support and training
- Create and manage sandbox courses/users

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- Test product updates and third party tools such as application building blocks
- Monitor snapshot integration logs to identify and troubleshoot exceptions then escalate to appropriate source (Education Affiliates, Vendor, or Management)
- Act as main point of contact with Vendor Managed Hosting / Support
  - Open and work through trouble tickets
  - Coordinate application changes and updates and communicate potential issues to appropriate teams
  - Coordinate all off-site on demand backups
- Documents and promote standards, policies, and procedures required to maintain a reliable, e-learning environment meeting MSDE business requirements
- Stay up to date with eLearning and associated technology changes
  
- Develops documents, and promotes standards, policies, and procedures required to maintain a reliable, available and functional SIIS environment which meets Institution's needs.
- Coordinate inter-institutional usage of the SIIS
- Stay up to date with SIIS and associated technology changes
- Coordinate vendor with loading Student Information System Data for LEAs
- Coordinate vendor with integration with Grading System Data for LEAs
- Coordinate vendor with loading of student performance data for LEAs
- Coordinate vendor with integration with adaptive test system for MSDE
- Coordinate vendor with integration with HR data for LEAs
- Responsible for design, development, implementation and support of HTML 5 and Java applications
  
- Assisting vendor with integration to Learning Management System, Curriculum Management System, other outside MSDE and non-MSDE systems, and OBIEE security portal and related systems

**JOB DESCRIPTION/S**

<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>
<p><b>Position(s) Title: Systems Administrator</b>  <b>Labor Category: 4. Subject Matter Expert</b></p>	<p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Maintain, configure, test, and upgrade up to three Races to the Top (RTTT) applications working within the overall RTTT Oracle-based infrastructure.</li> <li>• Perform application configuration and enhancement changes as requested.</li> <li>• 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 smooth deployment of new enhancements and releases.</li> <li>• Coordinate with MSDE hosting partner to manage applications hosted in the MSDE environment.</li> <li>• Act as Tier 2 support for defect and issue definition</li> </ul>

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	<p>and resolution.</p> <ul style="list-style-type: none"> <li>• Create business processes to manage and control change to applications.</li> <li>• Document and communicate changes due to new configurations, upgrades, patches, etc. to the RTTT project teams and application user community.</li> <li>• Train both support and non-support applications staff as necessary.</li> </ul>
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**MINIMUM QUALIFICATIONS**

<b>Position Title/s or Service Type/s (From Section 1 Above)</b>	<b>Required Experience/Knowledge/Skill</b>
<p><b>Position Title: Systems Administrator</b></p> <p><b>CATSII Labor Category: 4. Subject Matter Expert</b></p>	<p><b>For minimum requirements, see CATS II Labor Category Number 4, Subject Matter Expert in addition to the following:</b></p> <ol style="list-style-type: none"> <li>1. At least (5) years of system administration experience on systems with demonstrated experience of at least two (2) years on Learning Management Systems, Student Instructional Intervention Systems or Content Management Systems.</li> <li>2. At least three (3) years experience addressing and resolving helpdesk trouble tickets at the Tier 2 or Tier 3 level.</li> <li>3. At least (6) months of specific training on a Learning Management System, Student Instructional Intervention System or a Content Management System is preferred.</li> </ol>

**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

**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

**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

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- References
- 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. **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.**

**Request for Resume (RFR)  
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ATTACHMENT 1 – RFR RESUME FORM  
SUBJECT MATTER EXPERT**

**Learning Management System and Student Instructional Intervention System  
RFR #R00B9200191**

Instructions: Insert resumes 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; does not include non-relevant experience.

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

<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**

**Learning Management System and Student Instructional Intervention System**

RFR #R00B9200191

(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>Total Price (Labor Rate x Hours)</b>
#4 Subject Matter Expert	\$	1040	\$
	<b>Total RFR Price</b>		\$

\*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. \_\_\_\_\_

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

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

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 are 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.