



Consulting and Technical Services+ (CATS+)
Task Order Request for Proposals (TORFP)

DoIT Service Desk Support Services

CATS+ TORFP #

F50B3400074

Department of Information Technology (DoIT)

ISSUE DATE: October 17, 2013

Small Business Reserve

TABLE OF CONTENTS

SECTION 1 - ADMINISTRATIVE INFORMATION	6
1.1 ROLES AND RESPONSIBILITIES	6
1.2 TO AGREEMENT	6
1.3 TO PROPOSAL SUBMISSIONS.....	6
1.4 INTERVIEWS	7
1.5 TO PRE-PROPOSAL CONFERENCE	7
1.6 MINORITY BUSINESS ENTERPRISE (MBE)	7
1.7 QUESTIONS	7
1.8 CONFLICT OF INTEREST	7
1.9 NON-DISCLOSURE AGREEMENT	8
1.10 LIMITATION OF LIABILITY	8
1.11 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES	8
1.12 LIVING WAGE.....	8
1.13 MERCURY AND PRODUCTS THAT CONTAIN MERCURY.....	8
1.14 IRANIAN NON-INVESTMENT	8
1.15 PURCHASING AND RECYCLING ELECTRONIC PRODUCTS	9
1.16 CHANGE ORDERS	9
1.17 TRAVEL REIMBURSEMENT.....	9
1.18 VETERAN OWNED SMALL BUSINESS ENTERPRISE (VSBE).....	9
SECTION 2 - SCOPE OF WORK	10
2.1 PURPOSE.....	10
2.2 REQUESTING AGENCY BACKGROUND.....	10
2.3 PROFESSIONAL DEVELOPMENT.....	10
2.4 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES	11
2.5 TO CONTRACTOR RESPONSIBILITIES	11
2.6 PERFORMANCE AND PERSONNEL.....	13
2.7 DELIVERABLES.....	15
2.8 WORK ORDER PROCESS.....	17
2.9 MINIMUM QUALIFICATIONS	19
2.10 TO CONTRACTOR AND PERSONNEL PREFERRED EXPERTISE.....	19
2.11 RETAINAGE.....	19
2.12 INVOICING	19
2.13 MBE PARTICIPATION REPORTS	21
2.14 VSBE PARTICIPATION REPORTS	21
2.15 OPERATIONAL SECURITY REQUIREMENTS	21
SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS	23
3.1 REQUIRED RESPONSE	23
3.2 SUBMISSION	23
3.3 SUMMARY OF ATTACHMENTS	23
3.4 PROPOSAL FORMAT.....	23
SECTION 4 - TASK ORDER AWARD PROCESS.....	27

4.1	OVERVIEW	27
4.2	TECHNICAL PROPOSAL.....	27
4.3	SELECTION PROCEDURES	27
4.4	COMMENCEMENT OF WORK UNDER A TO AGREEMENT	28
LIST OF ATTACHMENTS.....		29
ATTACHMENT 1 – PRICE PROPOSAL		30
ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS.....		31
ATTACHMENT 3 – TASK ORDER AGREEMENT.....		40
ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE.....		43
ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY		44
	ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY (CONTINUED).....	45
	ATTACHMENT 5 –LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY (CONTINUED).....	46
ATTACHMENT 6 – PRE-PROPOSAL CONFERENCE DIRECTIONS		51
ATTACHMENT 7 – NOTICE TO PROCEED (SAMPLE).....		52
ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM		53
ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM		54
ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR).....		55
ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR).....		56
ATTACHMENT 12 – TO CONTRACTOR SELF-REPORTING CHECKLIST		59
ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT		61
ATTACHMENT 14 – MERCURY AFFIDAVIT		63
ATTACHMENT 15 – VETERAN OWNED SMALL BUSINESS ENTERPRISE UTILIZATION AFFIDAVIT		64
ATTACHMENT 16 – CERTIFICATION REGARDING INVESTMENTS IN IRAN		65
ATTACHMENT 17 – SAMPLE WORK ORDER		66
ATTACHMENT 18 – PERFORMANCE EVALUATION FORM.....		67

KEY INFORMATION SUMMARY SHEET

This CATS+ TORFP is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS+ Master Contractors approved to perform work in the Functional Area under which this TORFP is released shall respond to this TORFP with either a Task Order (TO) Proposal to this TORFP or a Master Contractor Feedback form (See Section 3).

In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS+ RFP issued by the Maryland Department of Information Technology and subsequent Master Contract Project Number 060B2490023, including any amendments.

TORFP Title:	DoIT Service Desk Support Services TORFP
TO Project Number (TORFP #):	F50B3400074
Functional Area:	Functional Area 6 - Systems/Facilities Management and Maintenance
TORFP Issue Date:	October 17, 2013
Questions Due Date and Time:	November 26, 2013 at 12:00 PM Local Time
Closing Date and Time:	December 6, 2013 at 2:00 PM Local Time
TORFP Requesting Agency:	DoIT
Send Questions and Proposals to:	Terraceta Tubaya e-mail address: Terraceta.Tubaya@maryland.gov
TO Procurement Officer:	Terraceta Tubaya Office Phone Number: 410-260-7193 Office Fax Number: 410-974-5615 e-mail address: Terraceta.Tubaya@maryland.gov
TO Manager:	Bruce Eikenberg Office Phone Number: 410-260-7307 Office Fax Number: 410-974-5060 e-mail address: Bruce.Eikenberg@maryland.gov
TO Type:	Time and Materials
Period of Performance:	36 months, plus two 12 month options
MBE Goal:	20 %
Small Business Reserve (SBR):	Yes
Primary Place of Performance:	DoIT 45 Calvert Street Annapolis, MD 21401
TO Pre-proposal Conference:	45 Calvert Street, Room 164 A&B Annapolis, MD 21401 October 29, 2013 at 2:00 PM Local Time See Attachment 6 for directions.

NOTICE TO BIDDERS/OFFERORS SMALL BUSINESS RESERVE PROCUREMENT

This is a Small Business Reserve Procurement for which award will be limited to certified small business vendors. Only businesses that meet the statutory requirements set forth in State Finance and Procurement Article, §§14-501 —14-505, Annotated Code of Maryland, and that are registered with the Department of General Services Small Business Reserve Program are eligible for award of a contract.

For the purposes of a Small Business Reserve Procurement, a small business is a for-profit business, other than a broker, that meets the following criteria:

- * It is independently owned and operated;
- * It is not a subsidiary of another business;
- * It is not dominant in its field of operation;
- * Its wholesale operations did not employ more than 50 persons, and its gross sales did not exceed an average of \$4,000,000 in its most recently completed 3 fiscal years;*
- * Its retail operations did not employ more than 25 persons, and its gross sales did not exceed an average of \$3,000,000 in its most recently completed 3 fiscal years;*
- * Its manufacturing operations did not employ more than 100 persons, and its gross sales did not exceed an average of \$2,000,000 in its most recently completed 3 fiscal years;*
- * Its service operations did not employ more than 100 persons, and its gross sales did not exceed an average of \$10,000,000 in its most recently completed 3 fiscal years;*
- * Its construction operations did not employ more than 50 persons, and its gross sales did not exceed an average of \$7,000,000 in its most recently completed 3 fiscal years;* and
- * The architectural and engineering services of the business did not employ more than 100 persons and the gross sales of the business did not exceed an average of \$4,500,000 in its most recently completed 3 fiscal years.
- * If a business has not existed for 3 years, the employment and gross sales average or averages shall be the average for each year or part of a year during which the business has been in existence.

Further information on the certification process is available at www.dgs.state.md.us and click on the Small Business Reserve hyperlink.

F. Ineligible Bids or Proposals. Under a small business reserve procurement, a business that is not a certified small business is ineligible for award of a contract.

G. Before awarding a contract under a contract designated as a small business reserve procurement, the procurement officer shall verify that the apparent awardee is certified by the Department of General Services as a small business. A procurement contract award under a small business reserve may not be made to a business that has not been certified.

H. Reporting. The designated procurement units shall submit a report on the Small Business Reserve Program annually as required under COMAR 21.13.01.03B.

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 ROLES AND RESPONSIBILITIES

Personnel roles and responsibilities under the TO:

- **TO Procurement Officer** – The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement.
- **TO Manager** - The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS+ Master Contract.

TO Manager will assign tasks to the personnel provided under this TORFP and will track and monitor the work being performed through the monthly accounting of hours deliverable for work types; actual work produced will be reconciled with the hours reported.

- **TO Contractor** – The CATS+ Master Contractor awarded the TO Agreement. The TO Contractor shall provide human resources as necessary to perform the services described in this TORFP Scope of Work.
- **TO Contractor Manager** - TO Contractor Manager will serve as first line contact with the TO Manager to regularly discuss progress of tasks, upcoming tasking, historical performance, and resolve any issues that may arise pertaining to the TO contractor staff. The TO Contractor Manager will serve as liaison between the TO Manager and the senior TO Contractor management.

TO Contractor management will provide invoices as specified under Section 2.12 Invoicing. TO Contractor management is responsible for making payments to the TO Contractor personnel.

- **TO Support Personnel** – Any resource provided by the TO Contractor at DoIT’s request.

1.2 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in Section 2 - Scope of Work. A specific TO Agreement, Attachment 3, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the TO financial proposal.

1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the date and exact time stated in the Key Information Summary Sheet above. The date and time of submission is determined by the date and time of arrival in the TO Procurement Officer’s e-mail box.

1.4 INTERVIEWS

The Help Desk Specialist Senior position will be interviewed. The Procurement Officer will notify Master Contractor of the time and place of the interview.

1.5 TO PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at the time, date and location indicated on the [Key Information Summary Sheet](#). Attendance at the pre-proposal conference is not mandatory, but all interested Offerors are encouraged to attend in order to facilitate better preparation of their proposals.

Seating at pre-proposal conference will be limited to two (2) attendees per company. Attendees should bring a copy of the TORFP and a business card to help facilitate the sign-in process.

The pre-proposal conference will be summarized in writing. As promptly as is feasible subsequent to the pre-proposal conference, the attendance record and pre-proposal summary will be distributed via email to all Master Contractors known to have received a copy of this TORFP.

In order to assure adequate seating and other accommodations at the pre-proposal conference please email the Procurement Officer indicating your planned attendance no later than three (3) business days prior to the pre-proposal conference. In addition, if there is a need for sign language interpretation and/or other special accommodations due to a disability, please contact the Procurement Officer no later than five (5) business days prior to the pre-proposal conference. The TO Requesting Agency will make reasonable efforts to provide such special accommodation.

1.6 MINORITY BUSINESS ENTERPRISE (MBE)

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation (Attachment 2 – Forms D-1 and D-2) at the time it submits its TO Proposal package. An MBE goal of 20 percent shall apply to this TORFP. **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time it submits its TO Proposal package may result in the State's rejection of the Master Contractor's TO Proposal package.**

1.7 QUESTIONS

All questions must be submitted via email to the Procurement Officer no later than the date and time indicated in the Key Information Summary Sheet. Answers applicable to all Master Contractors will be distributed to all Master Contractors who are known to have received a copy of the TORFP.

Answers can be considered final and binding only when they have been answered in writing by the State.

1.8 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and shall do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit And Disclosure included as Attachment 4 of this TORFP with its TO Proposal. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject a Master Contractor's TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, State Government Article, §15-508, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

1.9 NON-DISCLOSURE AGREEMENT

1.9.1 NON-DISCLOSURE AGREEMENT (OFFEROR)

This sub-section is not applicable to this TORFP.

1.9.2 NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

Certain system documentation may be required by the TO Contractor awarded the TO Agreement in order to fulfill the requirements of the TO Agreement. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 11.

1.10 LIMITATION OF LIABILITY

The TO Contractor's liability is limited in accordance with Section 27 of the CATS+ Master Contract. TO Contractor's liability under this TORFP shall not exceed the total TO Agreement amount.

1.11 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES

DoIT is responsible for contract management oversight on the CATS+ Master Contract. As part of that oversight, DoIT has implemented a process for self-reporting contract management activities of TOs under CATS+. This process shall typically apply to active TOs for operations and maintenance services valued at \$1 million or greater, but all CATS+ TOs are subject to review.

Attachment 12 is a sample of the TO Contractor Self-Reporting Checklist. DoIT will send initial checklists out to applicable TO Contractors approximately three months after the award date for a TO. The TO Contractor shall complete and return the checklist as instructed on the checklist. Subsequently, at six month intervals from the due date on the initial checklist, the TO Contractor shall update and resend the checklist to DoIT.

1.12 LIVING WAGE

The Master Contractor shall abide by the Living Wage requirements under Title 18, State Finance and Procurement Article, Annotated Code of Maryland and the regulations proposed by the Commissioner of Labor and Industry. Affidavit of Agreement submitted as part of the Master Contract Agreement in accordance with the CATS+ Master Contract.

A proposal submitted by an Offeror shall be accompanied by a completed Living Wage Affidavit of Agreement. A copy of this Affidavit is included in Attachment 13.

1.13 MERCURY AND PRODUCTS THAT CONTAIN MERCURY

This sub-section is not applicable to this TORFP.

1.14 IRANIAN NON-INVESTMENT

A proposal submitted by an Offeror shall be accompanied by a completed Certification Regarding Investments in Iran. A copy of this Certification is included as Attachment 16 of this TORFP.

1.15 PURCHASING AND RECYCLING ELECTRONIC PRODUCTS

This sub-section is not applicable to this TORFP.

1.16 CHANGE ORDERS

If the TO Contractor is required to perform work beyond the scope of Section 2 of this TORFP, or there is a work reduction due to unforeseen scope changes, a TO Change Order will be initiated. The TO Contractor and TO Manager shall negotiate a mutually acceptable price modification based on the TO Contractor's proposed rates in the Master Contract and scope of the work change. No scope of work changes shall be performed until a change order is approved by DoIT and executed by the TO Procurement Officer.

1.17 TRAVEL REIMBURSEMENT

Expenses for travel performed in completing tasks for this TORFP shall be reimbursed in accordance with the CATS+ Master Contract.

1.18 VETERAN OWNED SMALL BUSINESS ENTERPRISE (VSBE)

This sub-section is not applicable to this TORFP.

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SECTION 2 - SCOPE OF WORK

2.1 PURPOSE

DoIT is seeking proposals from Master Contractors experienced in providing IT Service/Help Desk services to large organizations (greater than 5,000 end-users). Service Desk services are the activities, as further detailed in this Scope of Work (SOW), required to coordinate and to respond to problems and service requests made by the State end-users and technical staff.

The intention of this TORFP is to obtain at least three (3) personnel resources and up to twenty (20) concurrent resources as needed to provide IT Service/Help Desk services for the duration of the contract. Duties and responsibilities for all support resources are described in Section 2.5. The specific labor categories for personnel resources are listed in the Price Proposal form, TORFP Attachment 1. Default labor category descriptions are located in the CATS + RFP document, online at: <http://doit.maryland.gov/contracts/Documents/CATSPlus/CATSPlusRFP.pdf>.

The Offeror shall provide three primary, full-time, specialists to support the DoIT Service Desk needs. These full-time resources shall be for the following CATS+ Master Contract labor categories: Help Desk Specialist (Senior), Help Desk Specialist (Junior) and Network Administrator and shall perform all duties and responsibilities as described in Section 2.5.3.1.

At DoIT's discretion, resources may be required in addition to the full-time resources proposed by the TO Contractor. Resources additional to the original proposed resources shall be added at the sole option of DoIT via written work order and after being interviewed by DoIT (see Section 2.8).

2.2 REQUESTING AGENCY BACKGROUND

DoIT supports agency IT operations and statewide applications through an existing IT Service Desk in Annapolis, MD. This Service Desk handles over 30,000 calls per year and its duties are continually expanding. The service desk receives incidents, problems, and service requests surrounding management of commodity hardware (desktops, laptops, monitors, printers, etc.), productivity applications (i.e. Microsoft Office), wide-area network services delivered by networkMaryland, and statewide applications (e.g. Google Apps for Government, FMIS, SharePoint). The IT Service Desk uses the service desk management (SDM) software application BMC Remedy Action Request to manage incidents, problems, and service requests using processes aligned with ITIL. During the period of performance of the TORFP, DoIT may elect to replace BMC Remedy with a comparable application.

2.3 PROFESSIONAL DEVELOPMENT

The TO Contractor shall ensure continuing education opportunities for the personnel provided to support this TORFP. With DoIT's prior approval, the time allocated to these continuing education activities for staff deployed to DoIT on a full-time basis may be charged to this task order. Actual course costs, travel, and related expenses are the responsibility of the TO Contractor. Eligible continuing education shall be associated with technologies currently utilized or anticipated for use by DoIT in the near future.

2.4 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall comply with all applicable laws, regulations, policies, standards, and guidelines affecting information technology and technology projects, which may be created or changed periodically.

The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting security and technology project execution.

The following policies, guidelines and methodologies can be found at the DoIT site (<http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx>). These may include, but are not limited to:

- The State of Maryland System Development Life Cycle (SDLC) methodology
- The State of Maryland Information Technology Security Policy and Standards
- The State of Maryland Information Technology Non-Visual Access Standards
- The TO Contractor shall follow project management methodologies consistent with the Project Management Institute's Project Management Body of Knowledge Guide.
- TO Contractor assigned personnel shall follow a consistent methodology for all TO activities.

2.5 TO CONTRACTOR RESPONSIBILITIES

2.5.1 STAFFING

The TO Contractor shall provide the personnel required for all assigned tasks or services depicted in this TORFP and/or the work order request.

Resources supplied in conjunction with the issuance of this TORFP shall consist of a minimum of three (3) full-time resources: Help Desk Specialist (Senior), Help Desk Specialist (Junior) and Network Administrator.

The TO Manager will request additional personnel by initiating a work order request and following the work order process defined in Section 2.8.

To be responsive to this TORFP, Offerors must be capable of providing and meeting the minimum qualifications for all the labor categories listed. **Offerors shall submit a Price Proposal (Attachment 1) that provides labor rates for all labor categories.**

Resources shall be from the labor categories below. There shall not be more than twenty (20) total concurrent resources under this TORFP.

- Help Desk Specialist (Senior)
- Help Desk Specialist (Junior)
- Network Administrator
- Network Technician (Senior)
- Network Technician (Junior)

2.5.2 SERVICES

A) The TO Contractor shall provide full-time, dedicated technical personnel on-site at DoIT.

B) TO Contractor support personnel shall carry out assignments as assigned by the TO Manager, which will be tracked and reported using DoIT management processes. Assignments will

include daily and potentially long- term assignments. Technical staff proposed shall have the specific skill sets defined in this TORFP and any associated work order. Technical staff shall work under the direction of the TO Manager or delegated DoIT staff, in accordance with DoIT management procedures.

- C) The work to be accomplished by the TO Contractor personnel under this TORFP shall be performed for DoIT in support of any or all of the State agencies. The scope of work for all labor categories may include, but are not limited to, the following:
1. Responding to end-user request for services:
 - a) On a daily basis, answer telephone calls placed to the Service Desk by State of Maryland employees/contractors, Financial Management Information Systems (FMIS) users, and any other persons who need to obtain information or assistance from the Service Desk facility. This may include support of constituents as well.
 - b) Provide a customer friendly environment, giving end-users utmost respect. Maintain positive attitude while assisting customers.
 - c) Provide end user IT support for desktops, laptops, and software applications.
 - d) Provide excellent listening skills, allowing customer to provide their information without interruptions or preconceived conclusions.
 - e) Regularly monitor incident reports and service requests sent to the Service Desk via email, fax, phone calls, or voice mail messages. Respond to customers either with ticket number and the appropriate department their issue was forwarded to, or by contacting them with the necessary information for problem resolution. Track all requests through the proper coding of ticket in the SDM. Attach or copy email into tickets.
 - f) Use the provided automated SDM software to record, distribute, monitor, report, respond, and document instances of incidents, problems, request or questions as they are reported to the Service Desk.
 - g) Ensure data integrity and accuracy for all information entered into the SDM database.
 - h) Document all work and instances of customer callbacks.
 - i) Ensure proper coding of tickets to guarantee proper delivery of ticket to appropriate group or person.
 - j) Ensure proper coding of ticket to accurately reflect how request/problem was received.
 - k) Where possible, perform first call resolution by researching and utilize knowledge base systems to provide technical assistance to customers regarding hardware and software support.
 - l) If necessary, coordinate fixes with department responsible for application.
 - m) Send customer necessary easy step information via knowledge base.
 2. Administrative application security duties
 - a) Control end-user access and maintain quality assurance of audit logs for the granting and removal of all security access for statewide users of DoIT, the Department of Budget & Management (DBM), and statewide software applications. Applications include, but are

not limited to the Financial Management Information System (FMIS), budget, personnel, and SharePoint;

- b) Process security access requests from State agencies in a timely manner and verification of appropriate signatures;
 - c) Process emergency access requests in an accurate and accelerated manner;
 - d) Maintain security files of completed access requests;
 - e) Provide effective FMIS guidance to State agencies;
 - f) Modify, produce and distribute the Bi-Monthly Focus reports for all State agencies as required in the FMIS Internal Control and Security Policy and Procedures Manual;
 - g) Respond to FMIS user problems either through resolution or escalation;
 - h) Copy completed access requests and mails to originating agency;
 - i) Create/update accounts in the SDM;
 - j) Instruct statewide FMIS Functional Coordinators and Security Officers in the proper completion of FMIS access requests; and
3. Other IT end-user Service Desk-related activities as requested by the TO Manager.

2.5.3 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

2.5.3.1 TO Contractor Resources

The TO Contractor shall propose one (1) resource from each of the three (3) labor categories for performing or assisting in performing any of the tasks listed in Section 2.5.2 above.

2.5.3.2 Additional Personnel

Additional personnel may be requested to perform or assist in performing any of the tasks listed in Section 2.5.2 above or other Service Desk-related activities at the direction of the TO Manager and as described in a work order.

2.5.4 SERVICE LEVEL AGREEMENT (SLA)

This sub-section is not applicable to this TORFP.

2.5.5 BACKUP / DISASTER RECOVERY

This sub-section is not applicable to this TORFP.

2.5.6 HARDWARE, SOFTWARE, AND MATERIALS

This sub-section is not applicable to this TORFP.

2.6 PERFORMANCE AND PERSONNEL

2.6.1 WORK HOURS

- Business Hours Support: The TO Contractor's collective assigned personnel shall support core business hours (8:00 AM to 6:00 PM), Monday through Friday except for State holidays, Service Reduction days, and Furlough days observed by the Agency. Service

hours may be extended beyond the core business hours in the future. If Service Desk Services hours are extended, TO Support Personnel may be required Should DoIT expand Service Desk hours of operations, future TO Contractor personnel may also be required to provide occasional support outside of core business hours, including evenings, overnight, and weekends. ~~to support specific efforts and emergencies to resolve system repair or restoration.~~ **Additional costs for extended hours should be provided in Attachment #1, Price Proposal. Although part of an offeror's proposal, the cost for support outside of core business hours will not be evaluated.**

- **State Mandated Service Reduction Days:** TO Contractor personnel shall be required to participate in the State mandated Service Reduction Days as well as State Furlough Days. In this event, the TO Contractor will be notified in writing by the TO Manager of these details.
- **Minimum and Maximum Hours:** Full-time TO Contractor personnel shall work a minimum of 40 hours per week with starting and ending times as approved by TO Manager. A flexible work schedule may be used with TO Manager approval, including to support any efforts outside core business hours.
- **Vacation Hours:** Requests for leave shall be submitted to the TO Manager at least two weeks in advance. The TO Manager reserves the right to request a temporary replacement if leave extends longer than one consecutive week. In cases where there is insufficient coverage, a leave request may be denied.

2.6.2 PERFORMANCE EVALUATION

TO Contractor personnel will be evaluated by the TO Manager on a monthly basis for assignments performed during that period. The TO Manager shall evaluate performance of each TO Contractor resource using the established performance evaluation and standards included as Attachment 18.

Acceptance of deliverable 2.7.4.2 Monthly Performance Evaluation Request shall be tied to the performance evaluation of each TO Contractor personnel resource. TO Contractor resource performance ratings shall be summarized on a Deliverable Product Acceptance Form (DPAF) completed in response to Deliverable 2.7.4.2. In the event of poor or non-performance on the deliverable resulting in a rating of “unacceptable” or “partially unacceptable”, full or partial payment may be withheld pending the outcome of the procedures described in Section 2.6.3 below.

2.6.3 PERFORMANCE ISSUE MITIGATION

At any time during the task order period of performance, should the performance of a TO Contractor resource be rated “unacceptable” or “partially unacceptable” as documented in the performance evaluation deliverable, DoIT shall pursue the following mitigation procedures prior to requesting a replacement employee:

- A) The TO Manager shall document performance issues and give written notice to the TO Contractor, clearly describing problems and delineating remediation requirement(s).
- B) The TO Contractor shall respond with a written remediation plan within three business days and implement the plan immediately upon written acceptance by the TO Manager.
- C) Should performance issues persist, the TO Manager may give written notice or request the immediate removal of person(s) whose performance is at issue, and determine whether a substitution is required.

2.6.4 SUBSTITUTION OF PERSONNEL

The substitution of personnel procedures is as follows:

- The TO Contractor may not substitute personnel without the prior approval of the TO Manager.
- To replace any personnel, the TO Contractor shall submit resumes of the proposed personnel specifying their intended approved labor category. Any proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel.
- Proposed substitute personnel shall be approved by the TO Manager. The TO Manager shall have the option to interview the proposed substitute personnel. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the requested substitution.

2.7 DELIVERABLES

2.7.1 DELIVERABLE SUBMISSION

For every deliverable, the TO Contractor shall request that the TO Manager confirm receipt of that deliverable by sending an Agency Receipt of Deliverable form (Attachment 8) with the deliverable. The TO Manager will acknowledge receipt of the deliverable via email using the provided form.

For every deliverable, the TO Contractor shall submit by email a DPAF, provided as Attachment 9, to the TO Manager in MS Word (2007 or greater). Following the return of the DPAF indicating “Accepted” and signed by the TO Manager, the TO Contractor shall submit an invoice in accordance with the procedures in Section 2.12.2. The invoice shall be accompanied by a copy of the executed DPAF or payment may be withheld.

Unless specified otherwise, written deliverables shall be compatible with Microsoft Office. At the TO Manager’s discretion, the TO Manager may request one hard copy of a written deliverable.

A standard deliverable review cycle will be elaborated and agreed-upon between the State and the TO Contractor. This review process is entered into when the TO Contractor completes a deliverable.

For any written deliverable, the TO Manager may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in Section 2.7.3.

2.7.2 DELIVERABLE ACCEPTANCE

A final deliverable shall satisfy the scope and requirements of this TORFP for that deliverable, including the quality and acceptance criteria for a final deliverable as defined in Section 2.7.4 Deliverable Descriptions/Acceptance Criteria.

The TO Manager shall review a final deliverable to determine compliance with the acceptance criteria as defined for that deliverable. The TO Manager is responsible for coordinating comments and input from various team members and stakeholders. The TO Manager is responsible for providing clear guidance and direction to the TO Contractor in the event of divergent feedback from various team members.

The TO Manager will issue to the TO Contractor a notice of acceptance or rejection of the deliverable in the DPAF (Attachment 9).

In the event of rejection, the TO Manager will formally communicate in writing any deliverable deficiencies or non-conformities to the TO Contractor, describing in those deficiencies that shall be corrected prior to acceptance of the deliverable in sufficient detail for the TO Contractor to address the deficiencies. The TO Contractor shall correct deficiencies and resubmit the corrected deliverable for acceptance within the agreed-upon time period for correction.

Subsequent reviews for a deliverable containing deficiencies will be limited to the original deficiencies and the portions of the deliverable that were dependent on the deficiencies.

2.7.3 MINIMUM DELIVERABLE QUALITY

The TO Contractor shall subject each deliverable to its internal quality-control process prior to submitting the deliverable to the State.

Each deliverable shall meet the following minimum acceptance criteria:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable’s content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) In each section of the deliverable, include only information relevant to that section of the deliverable.
- E) Contain content and presentation consistent with industry best practices in terms of deliverable completeness, clarity, and quality.
- F) Meets the acceptance criteria applicable to that deliverable, including any State policies, functional or non-functional requirements, or industry standards.
- G) Contains no structural errors such as poor grammar, misspellings or incorrect punctuation.

A draft written deliverable may contain limited structural errors such as incorrect punctuation, and shall represent a significant level of completeness toward the associated final written deliverable. The draft written deliverable shall otherwise comply with the minimum deliverable quality criteria above.

2.7.4 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

The TO Contractor may suggest other subtasks, artifacts, or deliverables to improve the quality and success of the assigned tasks.

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
2.7.4.1	Semi-Monthly timesheets	Timesheets shall meet requirements in section 2.12.1. Deliver in MS Office (2007 or later) format	Semi-monthly (covering days 1-15 of a month and 16 – last day of month)
2.7.4.2	Monthly Performance Evaluation Request and Status	Report that shall contain: summary of total hours worked per resource for the	Monthly on or before 15 th of

	Report of Service Desk Services Provided	month. Also shall describe the completed and pending activities, milestones, progress, and issues for all TO Contractor Personnel providing services under this TORFP. Includes a status of all open and pending work orders under this TORFP. Deliver in MS Word (2007 or later) format. <i>Acceptance of this deliverable is dependent on the performance evaluation per TO Contractor resource performed by the TO Manager as described in Section 2.6.2.</i>	the month following the reporting period
2.7.5.3	Work Order	A MS Word (2007 or later) document that defines the overall scope of all tasks to be accomplished. This deliverable is created as a variation of a template work order created by the TO Contractor and mutually agreed upon by the TO Contractor and DoIT. At the request of the TO Manager, a new work order is generated for new tasks to be performed by TO Contractor personnel.	As requested by TO Manager
2.7.5.4	Other deliverables and work products as assigned by TO Manager	TO Contractor Personnel shall produce and contribute to other work products and deliverables as assigned by the TO Manager consistent with the scope of work described in Section 2.5 and any associated Work Order. All work products and deliverables shall be completed in a professional manner as outlined in the minimum deliverable quality section 2.7.3. Unless specified in the work order, other deliverables and work products do not require an Agency Receipt of Deliverable form or DPAF.	As requested by TO Manager

2.8 WORK ORDER PROCESS

The TO Manager shall submit Work Orders for any work for resources other than the originally proposed resource. A work order shall be submitted for time and material on an “as needed” basis from the TO Contractor (Attachment 17). The work order process is as follows:

- A) Services shall be provided via a Work Order process using the pre-approved fully-loaded labor rates applicable to the appropriate labor categories.

- B) The TO Manager shall e-mail a Work Order request to the TO Contractor to provide services. The request may include:
- a) Technical requirements and description of the services needed;
 - b) Performance objectives and/or deliverables, as may be applicable;
 - c) Due date and time for submitting a response to the request;
 - d) Performance testing period; or
 - e) Other specific information as requested from the TO Contractor.
- C) The TO Contractor shall e-mail a response to the TO Manager within the specified time and include at a minimum:
- a) A response that details the TO Contractor's understanding of the work;
 - b) A description of proposed resources required to perform the requested tasks, with TORFP labor category and labor rate listed. An explanation of how tasks shall be completed. This description shall include proposed subcontractors and related tasks.
 - c) Identification of those activities or phases that can be completed independently or simultaneously versus those that shall be completed before another activity or phase can commence.
 - d) The proposed personnel resources, including those of subcontractors, and estimated hours to complete the task.
- D) The TO Manager will review the TO Contractor's email response to the Work Order request. The TO Manager will confirm that the proposed labor rates are consistent with the pre-approved, fully-loaded labor rates applicable to the appropriate labor category under this TORFP. If necessary, the TO Manager will contact the TO Contractor to obtain additional information or make clarifications or revisions to the Work Order. Or, the TO Manager may provide the work order to the TO Procurement Officer for final review and approval. The TO Procurement Officer will approve the Work Order and, if necessary, issue a change order to the TORFP to increase the Not To Exceed Amount. The TO Manager will issue the Notice to Proceed (NTP) only after the Work Order is approved.
- E) Proposed personnel to support the Work Order shall be approved by the TO Manager. The TO Contractor shall furnish resumes of the proposed personnel specifying their intended approved labor category. The TO Manager shall have the option to interview the proposed personnel. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the proposed personnel.
- F) If, as determined by the TO Manager, work shall be initiated more quickly than by this method, the TO Manager will contact the TO Contractor by any method and request services for normal or emergency maintenance.

2.9 MINIMUM QUALIFICATIONS

2.9.1 TO CONTRACTOR COMPANY MINIMUM QUALIFICATIONS

Only those Master Contractors that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation. The Master Contractor's proposal and references will be used to verify minimum qualifications. The Master Contractor's proposal shall have the following:

- At least one engagement of at least two (2) continuous years of demonstrated experience providing Service/Help Desk services to U.S. based commercial or government entities with at least 5,000 end-users. And through this engagement, Offeror shall have provided at least three (3) concurrent full-time IT Service Desk personnel. The Offeror is required to identify the three (3) concurrent full-time Service Desk personnel.

2.9.2 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS

Only those Master Contractors supplying proposed personnel that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skills.

2.9.2.1 TO Contractor Proposed Labor Categories

For each labor category listed in Section 2.5.1, the TO Contractor proposed resources shall meet the minimum qualifications as specified in the CATS+ Master Contract for the proposed labor categories.

2.9.2.2 All TO Contractor Personnel shall:

Meet the minimum qualifications as specified in the CATS+ Master Contract for that labor category.

2.10 TO CONTRACTOR AND PERSONNEL PREFERRED EXPERTISE

The following qualifications are preferred and will be evaluated as part of the technical proposal.

2.10.1 All TO Contractor Personnel

- The TO Contractor's proposed resources shall possess effective oral and written communication skills to effectively communicate with Agency staff.

2.11 RETAINAGE

This sub-section is not applicable to this TORFP.

2.12 INVOICING

Invoicing shall be submitted monthly. Invoicing shall reflect costs for hours worked during the month and shall be accompanied by signed notice(s) of acceptance for all invoices submitted for payment. Payment of invoices will be withheld if a signed Acceptance of Deliverable Form (Attachment 9) is not submitted.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS+ Master Contract. Proper invoices for payment shall contain the TO Contractor's Federal Tax

Identification Number, as well as the information described below, and shall be submitted to the TO Manager for payment approval.

Payment will only be made upon completion and acceptance of the deliverables as defined in Section 2.7.2.

2.12.1 TIME SHEET SUBMISSION AND ACCEPTANCE

Within three business days after the 15th and last day of the month, the TO Contractor shall submit a semi-monthly timesheet for the preceding half month providing data for all resources provided under the task order.

At a minimum, each semi-monthly timesheet shall show:

- A) Title: "Time Sheet for DoIT Service Desk Support Services"
- B) Issuing company name, address, and telephone number
- C) For each employee /resource:
 - a) Employee / resource name
 - b) For each week ending date, e.g., "Week Ending: mm/dd/yyyy" (weeks run Sunday through Saturday)
 - (1) Tasks completed that week and the associated deliverable names and ID#s
 - (2) Number of hours worked each day
 - (3) Total number of hours worked that week
 - (4) Weekly variance above or below 40 hours
 - (5) Annual number of hours planned under the TO
 - (6) Annual number of hours worked to date
 - (7) Balance of hours remaining
 - (8) Annual variance to date (Sum of weekly variances)
- D) Signature and date lines for the TO Manager

Submission of time sheets shall be to the TO Manager for approval by signature. TO Manager Acceptance of timesheets shall acknowledge the accuracy of the time reported.

The TO Contractor shall submit an Agency Acceptance of Deliverable Form (Attachment 9) with the end of month timesheet submission to cover submission of timesheets for the entire month.

2.12.2 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) A proper invoice shall identify "DoIT Fiscal Services" as the recipient and contain the following information: date of invoice, TO Agreement number, deliverable name "DoIT Service Desk Support Services", Deliverable number (e.g., "2.7.4.1."), period of performance covered by the invoice, a TO Contractor point of contact with telephone number, a total invoice amount. Also include for each person covered by the invoice the following, individually listed per person: name, hours worked, hourly labor rate, invoice amount.
- B) The TO Contractor shall email the original of each invoice and signed DPAF (Attachment 9), for each deliverable being invoiced to the "DoIT Fiscal Services" at the email address: doitfiscal.invoiceservices@maryland.gov , with a copy to the TO Manager.

- C) Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.13 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS+ Master Contract by the 15th of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2 – Form D-5) to DoIT. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to DoIT. DoIT will monitor both the TO Contractor’s efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the MBE Officer and TO Manager.

2.14 VSBE PARTICIPATION REPORTS

This sub-section is not applicable to this TORFP.

2.15 OPERATIONAL SECURITY REQUIREMENTS

- A) The TO Contractor shall comply with and adhere to the Maryland State IT Security Policy and Standards. These policies may be revised from time to time and the TO Contractor shall comply with all such revisions. Updated and revised versions of the Maryland State IT Policy and Standards are available on-line at www.DoIT.maryland.gov - keyword: Security Policy.
- B) Security regarding TO Contractor-owned Computer Equipment: TO Contractor personnel (employees and subcontractors) shall not connect any TO Contractor or personal equipment to an Agency’s LAN/WAN without prior written approval by the State.

DoIT reserves the right to perform additional background checks on TO Contractor and subcontractor employees.
- C) TO Contractor employees may be subject to random security checks during entry and leaving State secured areas. The State reserves the right to require TO Contractor employees to be accompanied while in secured premises.
- D) TO Contractor employees shall, while on State premises, display their State issued identification cards without exception.
- E) TO Contractor shall require its employees to follow the State of Maryland Information Technology Security Policy and Standards throughout the term of the Contract.
- F) The State reserves the right to request that the TO Contractor submit proof of employment authorization of non-United States Citizens, prior to commencement of work under the resulting Contract.
- G) TO Contractor shall remove any employee from working on the resulting Contract where the State of Maryland concludes in its sole discretion that said employee has not adhered to the security requirements specified herein or incorporated by reference.

The cost of complying with all security requirements specified herein are the sole responsibility and obligation of the TO Contractor and its subcontractors. No such costs shall be passed through to or reimbursed by the State or any of its agencies or business units.

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SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS+ TORFP shall respond no later than the submission due date and time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal; or 2) a completed Master Contractor Feedback Form. The feedback form helps the State understand for future contract development why Master Contractors did not submit proposals. The form is accessible via the CATS+ Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

A TO Proposal shall conform to the requirements of this CATS+ TORFP.

3.2 SUBMISSION

The TO Proposal shall be submitted via two e-mails, each not to exceed 10 MB.

The TO Technical Proposal shall be contained in one email, with two attachments. This email shall include:

- Subject line “CATS+ TORFP # F50B3400074 Technical” plus the Master Contractor Name
- One attachment labeled “TORFP F50B3400074 Technical - Attachments” containing all Technical Proposal Attachments (see Section 3.3 below), signed and in PDF format.
- One attachment in PDF format labeled “TORFP F50B3400074 Technical – Proposal” containing the Technical Proposal.

The TO Financial Proposal shall be contained in one email, with one attachment. This email shall include:

- Subject line “CATS+ TORFP # F50B3400074 Financial” plus the Master Contractor Name
- One attachment labeled “TORFP F50B3400074 Financial” containing the Financial Proposal contents, signed and in PDF format.

3.3 SUMMARY OF ATTACHMENTS

For all attachments, no forms shall be altered.

The following attachments shall be included with the Technical Proposal:

- Attachment 4 – Conflict of Interest Affidavit and Disclosure – Signed PDF
- Attachment 5 – Labor Classification Personnel Resume Summary – Signed PDF
- Attachment 13 – Living Wage Affidavit of Agreement – Signed PDF
- Attachment 16 – Certification Regarding Investments in Iran – Signed PDF

The following attachments shall be included with the Financial Proposal:

- Attachment 1 – Price Proposal – Signed PDF

3.4 PROPOSAL FORMAT

A TO Proposal shall contain the following sections in order:

3.4.1 TO TECHNICAL PROPOSAL

A) Proposed Services

- 1) Executive Summary: A one-page summary describing the Master Contractor's understanding of the TORFP scope of work (Section 2) and proposed solution.
- 2) Proposed Solution: A more detailed description of the Master Contractor's understanding of the TORFP scope of work and proposed solution.
- 3) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal. Master Contractors should avoid assumptions that counter or constitute exceptions to TORFP terms and conditions.
- 4) Staffing Management Plan that demonstrates how the Offeror will be capable of providing resources in addition to the TO Contractor proposed resource as requested by DoIT, and how the TO Contractor Personnel shall be managed.

B) Proposed Personnel

- 1) Provide resumes for the following labor categories: Help Desk Specialist (Senior), Help Desk Specialist (Junior) and Network Administrator. The resumes for resources shall be in conjunction with the Labor Classification Personnel Resume Summary (Attachment 5). The resume should show prominently the proposed person's skills and experience as they relate to the Master Contractor's proposed solution and Section 2 – Scope of Work.
 - a) Education / training, starting with latest degree / certificate
 - b) Service Desk/Administrative Security experience, indicating for each engagement, in order:
 - Company/Organization
 - Job title
 - Start and end dates
 - Location (Optional)
 - Work description
 - Any other systems relevant experience
- 2) Provide the names and titles of the Master Contractor's management staff who will supervise the personnel and quality of services rendered under this TO Agreement.
- 3) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary for the proposed labor category.

C) MBE, SBR Participation and VSBE Participation

The Master Contractor shall be a Small Business Reserve (SBR) certified entity.

D) Subcontractors

Identify all proposed subcontractors, including MBEs, and their roles in the performance of Section 2 - Scope of Work.

E) Overall Master Contractor team organizational chart

Provide an overall team organizational chart with all team resources available to fulfill the task order scope of work.

F) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide up to three examples of engagements or contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work. At least one example shall be verifiable. Include contact information for each client organization complete with the following:
 - a) Name of organization.
 - b) Point of contact name, title, email and telephone number (point of contact shall be accessible and knowledgeable regarding experience)
 - c) Services provided as they relate to Section 2 - Scope of Work.
 - d) Start and end dates for each example engagement or contract.
 - e) Current Master Contractor team personnel who participated on the engagement.
 - f) If the Master Contractor is no longer providing the services, explain why not.
- 2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any entity of the State of Maryland.
- 3) For each identified contract, the Master Contractor shall provide the following (if not already provided in sub paragraph 1 above):
 - a) Contract or task order name
 - b) Name of organization.
 - c) Point of contact name, title, email, and telephone number (point of contact shall be accessible and knowledgeable regarding experience)
 - d) Start and end dates for each engagement or contract. If the Master Contractor is no longer providing the services, explain why not.
 - e) Dollar value of the contract.
 - f) Indicate if the contract was terminated before the original expiration date.
 - g) Indicate if any renewal options were not exercised.

Note - State of Maryland experience can be included as part of Section F2 above as engagement or contract experience. State of Maryland experience is neither required nor given more weight in proposal evaluations.

G) State Assistance

Provide an estimate of expectation concerning participation by State personnel.

H) Confidentiality

A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade

secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

3.4.2 TO FINANCIAL PROPOSAL

- A) A description of any assumptions on which the Master Contractor's TO Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the price proposal);
- B) Attachment 1 - Completed TO Financial Proposal with the TO Contractor proposed labor category and all other labor categories with rates fully loaded in .PDF format. Master Contractors shall list all proposed resources by approved CATS labor categories in the price proposal.
- C) To be responsive to this TORFP, Offerors must submit a Price Proposal (Attachment 1) that provides labor rates for all labor categories. Prices shall be valid for 120 days.

The remainder of this page is intentionally left blank.

SECTION 4 - TASK ORDER AWARD PROCESS

4.1 OVERVIEW

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate Functional Area responding to the CATS+ TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL PROPOSAL

The following are technical criteria for evaluating a TO Proposal in descending order of importance. Failure to meet the minimum TO Contractor and TO Contractor personnel qualifications shall disqualify a proposal:

- A) The overall experience, capability and references for the Master Contractor as described in the Master Contractor's technical response.
- B) The Master Contractor's overall understanding of the TORFP Scope of Work – Section 2. Level of understanding will be determined by the quality and accuracy of the technical proposal in adherence to Section 3.4.
- C) The capability of the three proposed resources to perform the required tasks and produce the required deliverables in the TORFP Scope of Work – Section 2. Capability will be determined from the proposed individual's resume, reference checks, and oral presentation (See Section 1.4 Oral Presentations/Interviews).
- D) Must have demonstrated clearly how the Master Contractor plans to staff the task order at the levels set forth in Section 2.1 and potential future resource requests.

4.3 SELECTION PROCEDURES

TO Proposals will be assessed throughout the evaluation process for compliance with the minimum qualifications in Section 2.9.

- A) TO Proposals will be assessed throughout the evaluation process for compliance with the minimum company qualifications in Section 2.9.1, personnel minimum qualifications in Section 2.9.2. Only Those Master Contractors That Fully Meet All Minimum Qualification Criteria Shall Be Eligible For TORFP Proposal Evaluation. The Master Contractor's Proposal And References Will Be Used To Verify Minimum Qualifications. The Master Contractor's Proposal Shall Have The Following:
 - At Least One Engagement Of At Least Two (2) Continuous Years Of Demonstrated Experience Providing Service/Help Desk Services To U.S. Based Commercial Or Government Entities With At Least 5,000 End-Users. And Through This Engagement, Offeror Shall Have Provided At Least Three (3) Concurrent Full-Time IT Service Desk Personnel. The Offeror Is Required To Identify The Three (3) Concurrent Full-Time Service Desk Personnel.
- B) TO CONTRACTOR PERSONNEL MINIMUM Qualifications, and quality of responses to Section 3.4.1 To Technical Proposal of the TORFP. For TO Proposals deemed technically qualified, the associated financial proposal will be opened. All others will be

- deemed not reasonably susceptible for award and will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
- C) Master Contractors who meet the minimum qualifications will be contacted by the TO Procurement Officer to schedule an interview. The interview will be conducted with the Master Contractor representative familiar with references and with the proposed Help Desk Specialist Senior position.
 - D) References from the Master Contractor for work performed in 2.9.1 and references for the proposed Help Desk Specialist Senior position will be verified.
 - E) Qualified TO Financial Proposal responses will be reviewed and ranked from lowest to highest price proposed.
 - F) The most advantageous TO Proposal considering both the technical and financial submissions shall be selected for TO award. In making this selection, technical merit has greater weight.

4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

Commencement of work in response to a TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, a Non-Disclosure Agreement (TO Contractor), a Purchase Order, and by a Notice to Proceed authorized by the TO Procurement Officer. See Attachment 7 - Notice to Proceed (sample).

The remainder of this page is intentionally left blank.

LIST OF ATTACHMENTS

Attachment Label	Attachment Name	Submit with Proposal?* (Submit, Do Not Submit, Not Applicable to this TORFP)
Attachment 1	Price Proposal	Submit with TO Financial Proposal
Attachment 2	Minority Business Enterprise Participation (Attachments D-1 – D-7)	Submit Forms D-1 and D-2 with Proposal
Attachment 3	Task Order Agreement (TO Agreement)	Do Not Submit with Proposal
Attachment 4	Conflict of Interest Affidavit and Disclosure	Submit with TO Technical Proposal
Attachment 5	Labor Classification Personnel Resume Summary	Submit with TO Technical Proposal
Attachment 6	Pre-Proposal Conference Directions	Do Not Submit with Proposal
Attachment 7	Notice to Proceed (Sample)	Do Not Submit with Proposal
Attachment 8	Agency Receipt of Deliverable Form	Do Not Submit with Proposal
Attachment 9	Agency Acceptance of Deliverable Form (DPAF)	Do Not Submit with Proposal
Attachment 10	Non-Disclosure Agreement (Offeror)	<i>Not Applicable to this TORFP</i>
Attachment 11	Non-Disclosure Agreement (TO Contractor)	Do Not Submit with Proposal
Attachment 12	TO Contractor Self-Reporting Checklist	Do Not Submit with Proposal
Attachment 13	Living Wage Affidavit of Agreement	Submit with TO Technical Proposal
Attachment 14	Mercury Affidavit	<i>Not Applicable to this TORFP</i>
Attachment 15	Veteran Owned Small Business Enterprise Utilization Affidavit	<i>Not applicable to this TORFP</i>
Attachment 16	Certification Regarding Investments in Iran	Submit with TO Technical Proposal
Attachment 17	Sample Work Order	Do Not Submit with Proposal
Attachment 18	Performance Evaluation Form	Do Not Submit with Proposal

*any attachment submitted with response shall be in PDF format and signed

ATTACHMENT 1 – PRICE PROPOSAL

PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS+ TORFP # F50B3400074

The actual number of hours is at the sole discretion of DoIT.

Company Name:						
Record the fully loaded hourly labor rates chargeable during each contract year for the labor categories defined in Section 2.5 of the TORFP. Offerors shall submit a Price Proposal (Attachment 1) that provides labor rates for all labor categories.						
#	Labor Category	Hourly Labor Rates / Contract Year				
		Year 1 (A)	Year 2 (B)	Year 3 (C)	Year 4 (D)	Year 5 (E)
1	Help Desk Specialist (Senior)	\$	\$	\$	\$	\$
2	Help Desk Specialist (Junior)	\$	\$	\$	\$	\$
3	Network Administrator	\$	\$	\$	\$	\$
4	Network Technician (Senior)	\$	\$	\$	\$	\$
5	Network Technician (Junior)	\$	\$	\$	\$	\$
	Total	\$	\$	\$	\$	\$
					Grand Total	
					Total Evaluated Price	
					(A+B+C+D+E)	\$
<u>Extended Hour Pricing (if applicable - See 2.6.1 Work Hours). The costs below are not part of the evaluation</u>						
<u>6</u>	<u>Help Desk Specialist (Senior)</u>	\$	\$	\$	\$	\$
<u>7</u>	<u>Help Desk Specialist (Junior)</u>	\$	\$	\$	\$	\$
<u>8</u>	<u>Network Administrator</u>	\$	\$	\$	\$	\$
<u>9</u>	<u>Network Technician (Senior)</u>	\$	\$	\$	\$	\$
<u>10</u>	<u>Network Technician (Junior)</u>	\$	\$	\$	\$	\$

The Hourly Labor Rate is the actual rate the State will pay for services and shall be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower. Rates shall be fully loaded, all-inclusive, i.e., include all direct and indirect costs and profit for the Master Contractor to perform under the TO AGREEMENT.

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

D-1 MDOT Certified MBE Utilization and Fair Solicitation Affidavit

(submit with bid or offer)

This document **MUST BE** included with the bid or offer. If the Bidder or Offeror fails to complete and submit this form with the bid or offer as required, the procurement officer shall deem the bid non-responsive or shall determine that the offer is not reasonably susceptible of being selected for award.

In conjunction with the bid or offer submitted in response to Solicitation No. _____, I affirm the following:

1. I acknowledge and intend to meet the overall certified Minority Business Enterprise (MBE) participation goal of ____ percent and, if specified in the solicitation, the following subgoals (complete for only those subgoals that apply):
- | | |
|--------------------------------|-----------------------------|
| ____ percent African American | ____ percent Asian American |
| ____ percent Hispanic American | ____ percent Woman-Owned |
- Therefore, I will not be seeking a waiver pursuant to COMAR 21.11.03.11.

OR

- I conclude that I am unable to achieve the MBE participation goal and/or subgoals. I hereby request a waiver, in whole or in part, of the overall goal and/or subgoals. Within 10 business days of receiving notice that our firm is the apparent awardee, I will submit all required waiver documentation in accordance with COMAR 21.11.03.11.
2. I understand that if I am notified that I am the apparent awardee of a TORFP, I must submit the following additional documentation as directed in the TORFP.
- (a) MBE Participation Schedule (D-2)
 - (b) Outreach Efforts Compliance Statement (D-3)
 - (c) Subcontractor Project Participation Certification (D-4)
 - (d) Any other documentation, including D-7 waiver documentation, if applicable, required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the certified MBE participation goal.

I understand that if I fail to return each completed document within the required time, the Procurement Officer may determine that I am not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.

3. In the solicitation of subcontract quotations or offers, MBE subcontractors were provided not less than the same information and amount of time to respond as were non-MBE subcontractors.

4. Set forth below are the (i) certified MBEs I intend to use and (ii) the percentage of the total contract amount allocated to each MBE for this project and the items of work each MBE will provide under the contract. I hereby affirm that the MBE firms are only providing those items of work for which they are MDOT certified.

I solemnly affirm under the penalties of perjury that the contents of this Affidavit are true to the best of my knowledge, information, and belief.

Bidder/Offeror Name

(PLEASE PRINT OR TYPE)

Signature of Affiant

Name: _____

Title: _____

Date: _____

SUBMIT THIS AFFIDAVIT WITH MASTER CONTRACT PROPOSAL

D-2 MBE Participation Schedule

Prime Contractor: (Firm Name, Address, Phone)	Project Description:
Project Number:	

List Information For Each Certified MBE Subcontractor On This Project

Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
<input type="checkbox"/> African American <input type="checkbox"/> Asian American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Woman-Owned <input type="checkbox"/> Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
<input type="checkbox"/> African American <input type="checkbox"/> Asian American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Woman-Owned <input type="checkbox"/> Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
<input type="checkbox"/> African American <input type="checkbox"/> Asian American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Woman-Owned <input type="checkbox"/> Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
<input type="checkbox"/> African American <input type="checkbox"/> Asian American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Woman-Owned <input type="checkbox"/> Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	

Continue on a separate page, if needed.

SUMMARY

Total <i>African-American</i> MBE Participation:	_____ %
Total <i>Asian American</i> MBE Participation:	_____ %
Total <i>Hispanic American</i> MBE Participation:	_____ %
Total Woman-Owned MBE Participation:	_____ %
Total <i>Other</i> Participation:	_____ %
Total All MBE Participation:	_____ %

I solemnly affirm under the penalties of perjury that the contents of this Affidavit are true to the best of my knowledge, information, and belief.

Bidder/Offeror Name
(PLEASE PRINT OR TYPE)

Signature of Affiant

Name: _____
Title: _____
Date: _____

**SUBMIT THIS AFFIDAVIT WITH TORFP
BID/PROPOSAL**

D-3 Outreach Efforts Compliance Statement

Complete and submit this form within 10 working days of notification of apparent award or actual award, whichever is earlier.

In conjunction with the bid or offer submitted in response to Solicitation No. _____, Bidder/Offeror states the following:

1. Bidder/Offeror identified opportunities to subcontract in these specific work categories.
2. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit MDOT certified MBEs for these subcontract opportunities.
3. Bidder/Offeror made the following attempts to contact personally the solicited MDOT certified MBEs.
4. Select ONE of the following:
 - a. This project does not involve bonding requirements.

OR

 - b. Bidder/Offeror assisted MDOT certified MBEs to fulfill or seek waiver of bonding requirements (*describe efforts*).
5. Select ONE of the following:
 - a. Bidder/Offeror did/did not attend the pre-bid/proposal conference.

OR

 - b. No pre-bid/proposal conference was held.

Bidder/Offeror Printed Name

By: _____
Signature

Address: _____

D-4 Subcontractor Project Participation Certification

Please complete and submit one form for each MDOT certified MBE listed on Attachment D-1 within 10 working days of notification of apparent award.

_____ (prime contractor) has entered into a contract with
 _____ (subcontractor) to provide services in connection with the
 Solicitation described below.

Prime Contractor Address and Phone	Project Description
Project Number	Total Contract Amount \$
Minority Firm Name	MBE Certification Number
Work To Be Performed	
Percentage of Total Contract	

The undersigned Prime Contractor and Subcontractor hereby certify and agree that they have fully complied with the State Minority Business Enterprise law, State Finance and Procurement Article §14-308(a)(2), Annotated Code of Maryland which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a bid or proposal and:

- (1) fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified minority business enterprise in its bid or proposal;
- (2) fail to notify the certified minority business enterprise before execution of the contract of its inclusion of the bid or proposal;
- (3) fail to use the certified minority business enterprise in the performance of the contract; or
- (4) pay the certified minority business enterprise solely for the use of its name in the bid or proposal.

PRIME CONTRACTOR SIGNATURE

By: _____

 Name, Title
 Date

SUBCONTRACTOR SIGNATURE

By: _____

 Name, Title
 Date

This form is to be completed
monthly by the prime

D-5
Maryland Department of Information Technology
Minority Business Enterprise Participation
Prime Contractor Paid/Unpaid MBE Invoice Report

Report #: _____ Reporting Period (Month/Year): _____ Report is due to the MBE Officer by the 10th of the month following the month the services were provided. Note: Please number reports in sequence	Contract #: _____ Contracting Unit: _____ Contract Amount: _____ MBE Subcontract Amt: _____ Project Begin Date: _____ Project End Date: _____ Services Provided: _____
--	--

Prime Contractor:		Contact Person:																															
Address:																																	
City:		State:	ZIP:																														
Phone:	FAX:	Email:																															
Subcontractor Name:		Contact Person:																															
Phone:	FAX:																																
Subcontractor Services Provided:																																	
List all payments made to MBE subcontractor named above during this reporting period: <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice#</u></th> <th style="width: 50%; text-align: center;"><u>Amount</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td></tr> </tbody> </table> Total Dollars Paid: \$ _____			<u>Invoice#</u>	<u>Amount</u>	1.			2.			3.			4.			List dates and amounts of any outstanding invoices: <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice #</u></th> <th style="width: 50%; text-align: center;"><u>Amount</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td></tr> </tbody> </table> Total Dollars Unpaid: \$ _____			<u>Invoice #</u>	<u>Amount</u>	1.			2.			3.			4.		
	<u>Invoice#</u>	<u>Amount</u>																															
1.																																	
2.																																	
3.																																	
4.																																	
	<u>Invoice #</u>	<u>Amount</u>																															
1.																																	
2.																																	
3.																																	
4.																																	

**If more than one MBE subcontractor is used for this contract, you must use separate D-5 forms.

****Return one copy (hard or electronic) of this form to the following addresses (electronic copy with signature and date is preferred):**

(TO MANAGER OF APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)	(TO PROCUREMENT OFFICER OR APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)
---	---

This form must be completed by
MBE subcontractor

D-6
Minority Business Enterprise Participation
Subcontractor Paid/Unpaid MBE Invoice Report

Report#: _____ Reporting Period (Month/Year): _____ Report is due by the 10th of the month following the month the services were performed.	Contract # _____ Contracting Unit: _____ MBE Subcontract Amount: _____ Project Begin Date: _____ Project End Date: _____ Services Provided: _____
---	--

MBE Subcontractor Name: _____																																
MDOT Certification #: _____																																
Contact Person: _____		Email: _____																														
Address: _____																																
City: Baltimore	State: _____	ZIP: _____																														
Phone: _____	FAX: _____																															
Subcontractor Services Provided:																																
List all payments received from Prime Contractor during reporting period indicated above. <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice Amt</u></th> <th style="width: 15%; text-align: center;"><u>Date</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr> <td colspan="2">Total Dollars Paid: \$ _____</td> <td></td> </tr> </tbody> </table>			<u>Invoice Amt</u>	<u>Date</u>	1.			2.			3.			Total Dollars Paid: \$ _____			List dates and amounts of any unpaid invoices over 30 days old. <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice Amt</u></th> <th style="width: 15%; text-align: center;"><u>Date</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr> <td colspan="2">Total Dollars Unpaid: \$ _____</td> <td></td> </tr> </tbody> </table>		<u>Invoice Amt</u>	<u>Date</u>	1.			2.			3.			Total Dollars Unpaid: \$ _____		
	<u>Invoice Amt</u>	<u>Date</u>																														
1.																																
2.																																
3.																																
Total Dollars Paid: \$ _____																																
	<u>Invoice Amt</u>	<u>Date</u>																														
1.																																
2.																																
3.																																
Total Dollars Unpaid: \$ _____																																
Prime Contractor: _____		Contact Person: _____																														

****Return one copy of this form to the following address (electronic copy with signature & date is preferred):**

(TO MANAGER OF APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)	(TO PROCUREMENT OFFICER OR APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)
---	---

Signature: _____ Date: _____
(Required)

D-7
MINORITY CONTRACTOR UNAVAILABILITY CERTIFICATE

Section I (to be completed by PRIME CONTRACTOR)

I hereby certify that the firm
of _____

Name of Prime Contractor)

located at _____,
(Number) (Street) (City) (State) (Zip)

on _____ contacted certified minority business enterprise, _____
(Date) (Name of Minority Business)

_____ located at _____,
(Number) (Street) (City) (State) (Zip)

seeking to obtain a bid for work/service for project number _____, project
name _____

List below the type of work/ service requested:

Indicate the type of bid sought, _____. The minority business enterprise identified
above is either unavailable for the work /service in relation to project number _____, or is unable to
prepare a bid for the following reasons(s):

The statements contained above are, to the best of my knowledge and belief, true and accurate.

(Name)

(Title)

(Number)

(Street)

(City)

(State)

(Zip)

(Signature)

(Date)

Note: Certified minority business enterprise must complete Section II

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS+ TORFP# F50B3400074 OF MASTER CONTRACT #060B2490023

This Task Order Agreement (“TO Agreement”) is made this _____ of _____, 2013 by and between _____ (TO Contractor) and the STATE OF MARYLAND, Department of Information Technology (DoIT).

IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
 - a) “Agency” means the TO Requesting Agency, as identified in the CATS+ TORFP # F50B3400074.
 - b) “CATS+ TORFP” means the Task Order Request for Proposals # F50B3400074, dated _____, 2013, including any addenda.
 - c) “Master Contract” means the CATS+ Master Contract between the Maryland Department of Information Technology and TO Contractor dated _____.
 - d) “TO Procurement Officer” means TO Procurement Officer. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
 - e) “TO Agreement” means this signed TO Agreement between TO Requesting Agency and TO Contractor.
 - f) “TO Contractor” means the CATS+ Master Contractor awarded this TO Agreement, whose principal business address is _____.
 - g) “TO Manager” means TO Manager of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.
 - h) “TO Technical Proposal” means the TO Contractor’s technical response to the CATS+ TORFP dated date of TO Technical Proposal.
 - i) “TO Financial Proposal” means the TO Contractor’s financial response to the CATS+ TORFP dated date of TO Financial Proposal.
 - j) “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.
2. Scope of Work
 - 2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or super-cede the Master Contract.
 - 2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS+ TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
 - i) The TO Agreement,

- ii) Exhibit A – CATS+ TORFP
- iii) Exhibit B – TO Technical Proposal
- iv) Exhibit C – TO Financial Proposal

2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this Section. Except as otherwise provided in this TO Agreement, if any change under this Section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this Section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this Section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this Section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS+ TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of three (3) years with two (2) optional one (1) year renewals, commencing on the date of final execution of the TO Agreement by the State of Maryland.

4. Consideration and Payment

- 4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS+ TORFP and shall not exceed \$_____. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.
- 4.2 Payments to the TO Contractor shall be made as outlined Section 2 of the CATS+ TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.
- 4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is _____. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Agency TO Manager unless otherwise specified herein.
- 4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

TO Contractor Name

By: Type or Print TO Contractor POC

Date

Witness: _____

STATE OF MARYLAND, Department of Information Technology

By: Isabel FitzGerald, Secretary

Date

Witness: _____

ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

- A) "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.
- B) "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, offeror, contractor, consultant, or subcontractor or sub-consultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- C) The bidder or offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- D) The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):
- E) The bidder or offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____
(Authorized Representative and Affiant)

SUBMIT AS INSTRUCTED IN TORFP

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY

INSTRUCTIONS:

1. Master Contractors shall comply with all personnel requirements under the Master Contract RFP 060B2490023.
2. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS+ TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements. This summary is required at the time of the interview.

For example: If you propose John Smith, who is your subcontractor, and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements. Where there is a time requirement such as three months experience, you shall provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement; in this case, three months.

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.
6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY (CONTINUED)

CATS+ TORFP # F50B3400074

Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit one resume for each proposed resource

Candidate Name:
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 Minimum Qualifications described in Section 2 of the TORFP. Starts with the most recent experience first; do not include non-relevant experience.

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

[Organization] [Title / Role] [Period of Employment / Work] [Location] [Contact Person]	Description of Work...
---	------------------------

<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>			

ATTACHMENT 5 –LABOR CLASSIFICATION PERSONNEL RESUME AND SUMMARY (CONTINUED)

*“Candidate Relevant Experience” section must be filled out. Do not enter “see resume” as a response.

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>			

<add lines as needed>			
-----------------------	--	--	--

Proposed Individual’s Name/Company Name:	How does the proposed individual meet each requirement?
LABOR CATEGORY TITLE:	<u>Filled In By TO Contractor</u>
Requirement (See Section 2.5)	Candidate Relevant Experience *
Education Requirements for the proposed labor category:	Education:
Experience Requirements for the proposed labor category:	Experience:
Duties: TO Contractor support personnel shall carry out assignments as assigned by the TO Manager, which will be tracked and reported using DoIT management processes. Assignments will include daily and potentially long- term assignments. Technical staff proposed shall have the specific skill sets defined in this TORFP and any associated work order. Technical staff shall work under the direction of the TO Manager or delegated DoIT staff, in accordance with DoIT management procedures. The work to be accomplished by the TO Contractor	Duties:

personnel under this TORFP shall be performed for DoIT in support of any or all of the State agencies. The scope of work for all labor categories may include, but are not limited to, the following:

1. Responding to end-user request for services:
 - a. On a daily basis, answer telephone calls placed to the Service Desk by State of Maryland employees/contractors, Financial Management Information Systems (FMIS) users, and any other persons who need to obtain information or assistance from the Service Desk facility. This may include support of constituents as well.
 - b. Provide a customer friendly environment, giving end-users utmost respect. Maintain positive attitude while assisting customers.
 - c. Provide end user IT support for desktops, laptops, and software applications.
 - d. Provide excellent listening skills, allowing customer to provide their information without interruptions or preconceived conclusions.
 - e. As necessary, monitor the electronic mail/faxes on a daily basis to receive problem reports and/or information sent to the attention of the Service Desk. Respond to customers either with ticket number and the appropriate department their issue was forwarded to, or by contacting them with the necessary information for problem resolution. Track email requests through the proper coding of ticket in tracking system. Attach or copy email into tickets.
 - f. As necessary, monitor voice mail and respond to customers either with ticket number and the appropriate department their issue was forwarded to, or by contacting them with the

necessary information for problem resolution. Track voice mail requests through the proper coding of ticket in tracking system.

- g. Use the provided automated SDM software (REMEDY or future 'cloud based' tracking system) to record, distribute, monitor, report, respond, and document instances of problems, issues, request or questions as they are reported to the Service Desk.
 - h. Ensure data integrity and accuracy for all information entered into the SDM database.
 - i. Document all work and instances of customer callbacks.
 - j. Ensure proper coding of tickets to guarantee proper delivery of ticket to appropriate group or person.
 - k. Ensure proper coding of ticket to accurately reflect how request/problem was received.
 - l. Where possible, perform first call resolution by researching and utilize knowledge base systems to provide technical assistance to customers regarding hardware and software support.
 - m. If necessary, coordinate fixes with department responsible for application.
 - n. Send customer necessary easy step information via knowledge base.
2. Administrative application security duties
- a. Control end-user access and maintain quality assurance of audit logs for the granting and removal of all security access for statewide users of DoIT, the Department of Budget & Management (DBM), and statewide software applications. Applications include, but are not limited to the Financial Management Information System

Proposed Individual:

Signature

Date

SUBMIT WITH TO PROPOSAL AS INSTRUCTED IN TORFP SECTION 3.

ATTACHMENT 6 – PRE-PROPOSAL CONFERENCE DIRECTIONS

From Baltimore Area:

Take I-97 off the Baltimore Beltway heading south to Annapolis.

I-97 will end and turn into Route 50 East.

Take Rowe Blvd. exit toward downtown Annapolis.

From the Eastern Shore or Route 2:

Cross the Severn River Bridge and exit on Rowe Blvd.

From Either Direction:

Follow Rowe Blvd. to the third traffic light.

Stay to the right when the road splits before the Treasury Building.

Turn right onto Calvert St.

45 Calvert Street is the first building immediately on the right.

Room 164 is on the first floor.

Stop and register with the Security Guard; you will be directed to Room 164.

Parking:

The closest garage is next to 45 Calvert St. but must be entered from Clay St. This is the second right turn after turning onto Calvert St. Turn right onto Clay St. immediately after passing 45 Calvert St.

Another garage is available about a half of a block down from 45 Calvert St. on the left, called Gotts' Garage.

There is also limited metered parking available on Calvert and surrounding streets.

ATTACHMENT 7 – NOTICE TO PROCEED (SAMPLE)

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS+ TO Project Number (TORFP #): F50B3400074

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of **Month Day, Year**, for the above-referenced Task Order Agreement. Mr. Bruce Eikenberg of DoIT will serve as the TO Manager and your contact person on this Task Order. He can be reached at telephone 410-260-7307.

Enclosed is an original, fully executed Task Order Agreement and purchase order.

Sincerely,

Terraceta Tubaya
Task Order Procurement Officer

Enclosures (2)

cc: Bruce Eikenberg

Procurement Liaison Office, Department of Information Technology
Project Management Office, Department of Information Technology

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: DoIT

TORFP Title: DoIT Service Desk Support Services

TO Manager: Bruce Eikenberg, 410-260-7307

The TO Contractor has submitted the monthly deliverables below for the above referenced TO Agreement.

Deliverable #	2.7.4.1 Semi-Monthly Timesheets	
Required Resource	Task Order Program Manager (TO-PM) <insert name>	
Optional Resource #1	Task Order Support Personnel (TO-SP)#1 <insert name>	
Optional Resource #2	Task Order Support Personnel (TO-SP)#2 <insert name>	
	Add rows as needed for additional optional resources	
Deliverable #	2.7.4.2 Monthly Performance Evaluation Request and Status Report	

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

THIS SECTION DOES NOT APPLY TO THIS TORFP.

ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ____ day of _____, 20__, by and between the State of Maryland (“the State”), acting by and through its DoIT (the “Department”), and _____ (“TO Contractor”), a corporation with its principal business office located at _____ and its principal office in Maryland located at _____.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the “TO Agreement”) for DoIT Service Desk Support Services TORFP No. F50B3400074 dated _____, (the “TORFP” issued under the Consulting and Technical Services procurement issued by the Department, Project Number 060B2490023; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor’s employees and agents (collectively the “TO Contractor’s Personnel”) with access to certain confidential information regarding _____ (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor’s performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor’s Personnel or the TO Contractor’s former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).

6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.
7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the TO Agreement between the TO Contractor and the State.
8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:

This Agreement shall be governed by the laws of the State of Maryland;

The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;

The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;

The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;

Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and

The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

TO Requesting Agency:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SUBMIT AS INSTRUCTED IN TORFP.

EXHIBIT A

**TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO
THE CONFIDENTIAL INFORMATION**

Printed Name and Address
of Employee or Agent

Signature

Date

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

ATTACHMENT 12 – TO CONTRACTOR SELF-REPORTING CHECKLIST

The purpose of this checklist is for CATS+ Master Contractors to self-report on adherence to procedures for task orders (TO) awarded under the CATS+ Master Contract. Requirements for TO management can be found in the CATS+ Master Contract RFP and at the TORFP level. The Master Contractor is requested to complete and return this form by the Checklist Due Date below. Master Contractors may attach supporting documentation as needed. Please send the completed checklist and direct any related questions to contractoversight@maryland.gov with the TO number in the subject line.

Master Contractor:	
Master Contractor Contact / Phone:	
Procuring State Agency Name:	
TO Title:	
TO Number:	
TO Type (Fixed Price, T&M, or Both):	
Checklist Issue Date:	
Checklist Due Date:	
Section 1 – Task Orders with Invoices Linked to Deliverables	
A) Was the original TORFP (Task Order Request for Proposals) structured to link invoice payments to distinct deliverables with specific acceptance criteria? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 2.)	
B) Do TO invoices match corresponding deliverable prices shown in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	
C) Is the deliverable acceptance process being adhered to as defined in the TORFP? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	
Section 2 – Task Orders with Invoices Linked to Time, Labor Rates and Materials	
A) If the TO involves material costs, are material costs passed to the agency without markup by the Master Contractor? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	
B) Are labor rates the same or less than the rates proposed in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	
C) Is the Master Contractor providing timesheets or other appropriate documentation to support invoices? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	
Section 3 – Substitution of Personnel	
A) Has there been any substitution of personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 4.)	
B) Did the Master Contractor request each personnel substitution in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)	

<p>C) Does each accepted substitution possess equivalent or better education, experience and qualifications than incumbent personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>
<p>Was the substitute approved by the agency in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>
<p>Section 4 – MBE Participation</p>
<p>A) What is the MBE goal as a percentage of the TO value? (If there is no MBE goal, skip to Section 5) %</p>
<p>B) Are MBE reports D-5 and D-6 submitted monthly? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>
<p>C) What is the actual MBE percentage to date? (divide the dollar amount paid to date to the MBE by the total amount paid to date on the TO) % (Example - \$3,000 was paid to date to the MBE sub-contractor; \$10,000 was paid to date on the TO; the MBE percentage is 30% ($3,000 \div 10,000 = 0.30$))</p>
<p>Is this consistent with the planned MBE percentage at this stage of the project? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>
<p>Has the Master Contractor expressed difficulty with meeting the MBE goal? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>(If yes, explain the circumstances and any planned corrective actions)</p>
<p>Section 5 – TO Change Management</p>
<p>A) Is there a written change management procedure applicable to this TO? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>
<p>B) Does the change management procedure include the following? Yes <input type="checkbox"/> No <input type="checkbox"/> Sections for change description, justification, and sign-off Yes <input type="checkbox"/> No <input type="checkbox"/> Sections for impact on cost, scope, schedule, risk and quality (i.e., the impact of change on satisfying TO requirements) Yes <input type="checkbox"/> No <input type="checkbox"/> A formal group charged with reviewing / approving / declining changes (e.g., change control board, steering committee, or management team)</p>
<p>C) Have any change orders been executed? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>(If yes, explain expected or actual impact on TO cost, scope, schedule, risk and quality)</p>
<p>D) Is the change management procedure being followed? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why)</p>

SUBMIT AS INSTRUCTED IN TORFP.

ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT

Contract No. _____
Name of Contractor _____
Address _____
City _____ State _____ Zip Code _____

If the Contract is Exempt from the Living Wage Law

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland’s Living Wage Law for the following reasons: (check all that apply)

- Bidder/Offeror is a nonprofit organization
- Bidder/Offeror is a public service company
- Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than \$500,000
- Bidder/Offeror employs more than 10 employees and the proposed contract value is less than \$100,000

If the Contract is a Living Wage Contract

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

B. _____ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons (check all that apply):

- All employee(s) proposed to work on the State contract will spend less than one-half of the employee’s time during every work week on the State contract;
- All employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or
- All employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative:

Signature of Authorized Representative:

Date: _____ Title:

Witness Name (Typed or Printed):

Witness Signature & Date:

ATTACHMENT 14 – MERCURY AFFIDAVIT

THIS SECTION DOES NOT APPLY TO THIS TORFP.

**ATTACHMENT 15 – VETERAN OWNED SMALL BUSINESS ENTERPRISE
UTILIZATION AFFIDAVIT**

THIS SECTION DOES NOT APPLY TO THIS TORFP.

ATTACHMENT 16 – CERTIFICATION REGARDING INVESTMENTS IN IRAN

Authority: State Finance & Procurement, §§17-701 – 17-707, Annotated Code of Maryland [Chapter 447, Laws of 2012].

List: The Investment Activities in Iran list identifies companies that the Board of Public Works has found to engage in investment activities in Iran; those companies may not participate in procurements with a public body in the State. “Engaging in investment activities in Iran” means:

- Providing goods or services of at least \$20 million in the energy sector of Iran; or
- For financial institutions, extending credit of at least \$20 million to another person for at least 45 days if the person is on the Investment Activities In Iran list and will use the credit to provide goods or services in the energy of Iran.

The Investment Activities in Iran list is located at: www.bpw.state.md.us

Rule: A company listed on the Investment Activities In Iran list is ineligible to bid on, submit a proposal for, or renew a contract for goods and services with a State Agency or any public body of the State. Also ineligible are any parent, successor, subunit, direct or indirect subsidiary of, or any entity under common ownership or control of, any listed company.

NOTE: This law applies only to new contracts and to contract renewals. The law does not require an Agency to terminate an existing contract with a listed company.

CERTIFICATION REGARDING INVESTMENTS IN IRAN

The undersigned certifies that, in accordance with State Finance & Procurement Article, §17-705:

- (i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and
- (ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.

The undersigned is unable make the above certification regarding its investment activities in Iran due to the following activities:

Name of Authorized Representative: _____

Signature of Authorized Representative:

Date: _____ Title: _____

Witness Name (Typed or Printed): _____

Witness Signature and Date: _____

ATTACHMENT 17 – SAMPLE WORK ORDER

WORK ORDER		Work Order #	Contract #		
This Work Order is issued under the provisions of a XXX contract. The services authorized are within the scope of services set forth in the <i>Purpose</i> of the work order.					
Purpose					
Statement of Work Requirements:					
<u>Deliverable(s), Acceptance Criteria and Due Date(s):</u>					
Deliverables are subject to review and approval by AGENCY prior to payment. <i>(Attach additional sheets if necessary)</i>					
Start Date		End Date			
Cost					
Description for Task / Deliverables		Quantity (if applicable)	Labor Hours (Hrs.)	Labor Rate	Estimate Total
1.				\$	\$
2.				\$	\$
*Include WBS, schedule and response to requirements.		AGENCY shall pay an amount not to exceed			\$
Contractor			AGENCY Approval		
(Signature) Contractor Authorized Representative		(Signature) AGENCY TO Manager		(Date)	
POC	(Print Name)		TO Manager	(Print Name)	
Telephone No.			Telephone No.		
Email:			Email:		

ATTACHMENT 18 – PERFORMANCE EVALUATION FORM

TORFP Title: DoIT Service Desk Support Services TORFP # F50B3400074

Name of Contractor being evaluated: <insert name>

RATING SCALE	Far Exceeds	Exceeds	Meets	Below	Far Below
Individual Criteria Rating	5	4	3	2	1
Dependability Rating	10-9	8-7	6-5	4-3	2
Initiative Rating	10-9	8-7	6-5	4-3	2
Interpersonal Relationships Rating	21-20	19-17	16-13	12-8	7-5
Work Habits Rating	20-18	17-14	13-10	9-6	5-4
Job Knowledge Rating	20-18	17-14	13-10	9-6	5-4
Job Quality Rating	25-23	22-18	17-13	12-8	7-5
Job Quantity Rating	5	4	3	2	1

WORK HABITS	Raw Score	JOB KNOWLEDGE	Raw Score
Meeting Target & Timetables	+	Policies, Procedures, Practices	+
Communication with TO Manager	+	Organizational Skills	+
Use of Time	+	Equipment / Technology	+
Organization of Work Environment	+	Terminology	+
Total Work Habits Raw Score		Total Job Knowledge Raw Score	
Total Work Habits Rating		Total Job Knowledge Rating	
DEPENDABILITY	Raw Score	INITIATIVE	Raw Score
Lateness, Punctuality	+	Contribution	+
Compliance with TO Manager’s Requirements for Pre-Approval of Leave	+	Advancement in the field	+
Total Dependability Raw Score		Total Initiative Raw Score	
Total Dependability Rating		Total Initiative Rating	
INTERPERSONAL RELATIONSHIPS	Raw Score	JOB QUALITY	Raw Score
Customer Service	+	Timely Completion of Assignments	+
Communication	+	Problem Solving	+
Cooperation	+	Accuracy	+
Tact	+	Work Process / Product / Services	+
Adaptability to Change	+	Working Under Pressure	+
Total Interpersonal Relationships Raw Score		Total Job Quality Raw Score	
Total Interpersonal Relationships Rating		Total Job Quality Rating	
JOB QUANTITY	Raw Score		
Volume of Work	+		
Total Volume of Work Raw Score			
Total Volume of Work Rating			

Work Habits	Evaluation Criteria
Meeting Targets & Timetables	<p>Far Exceeds Standards - Performs at levels better than targets; early with timetables and deadlines</p> <p>Exceeds Standards - Always meets targets, timetables and deadlines; always prompt and prepared for meetings and other scheduled events</p> <p>Meets Standards - Consistently meets targets, timetables and deadlines; consistently prompt and prepared for meetings and other scheduled events</p> <p>Below Standards - Inconsistent in meeting targets, timetables or deadlines; inconsistent in promptness or preparation for meetings or other scheduled events</p> <p>Far Below Standards - Frequently does not meet targets, timetables, or deadlines; frequently lacks promptness or preparation for meetings or other scheduled events</p>
Communication with TO Manager	<p>Far Exceeds Standards - Anticipates developments or delays making appropriate adjustments; works independently with little or no supervision</p> <p>Exceeds Standards - Always keeps TO Manager informed of key developments; responds quickly and appropriately to unanticipated delays or developments; works independently with minimal supervision</p> <p>Meets Standards - Consistently keeps TO Manager informed of key developments and/or delays; responds to routine developments appropriately; works with general supervision</p> <p>Below Standards - Inconsistent in keeping TO Manager informed of delays or developments; some routine developments require supervisory guidance; requires close supervision</p> <p>Far Below Standards - Frequently does not keep TO Manager informed of developments or delays; routine developments often require supervisory guidance; requires constant supervision</p>
Use of Time	<p>Far Exceeds Standards - Completes all regular assigned work plus additional assignments; plans productive activities in advance to fill any idle time</p> <p>Exceeds Standards - Usually completes additional assigned work and completes all regularly assigned duties; finds productive activities to fill any idle time</p> <p>Meets Standards - Completes all assigned work in time allocated; use of idle time does not interfere with work of others</p> <p>Below Standards - Inconsistent in completing assigned work in time allocated; seldom completes additional tasks</p> <p>Far Below Standards - Frequently does not perform regularly assigned work in time allocated; use of idle time negatively impacts work</p>
Organization of Work Environment	<p>Far Exceeds Standards - Always maintains clean, organized work environment; always practices, maintains and promotes safe work habits; always properly maintains and cares for equipment</p> <p>Exceeds Standards -</p> <p>Meets Standards - Consistently maintains clean, organized work environment; consistently practices and maintains safe work habits; consistently maintains and cares for equipment properly</p> <p>Below Standards - Inconsistent in maintaining clean, organized work environment; inconsistent in practicing or maintaining safe work habits; inconsistent in properly maintaining or caring for equipment</p> <p>Far Below Standards - Frequently does not maintain clean, organized work environment; frequently does not practice safe work habits; frequently does not properly maintain or care for equipment</p>
Dependability	Evaluation Criteria
Lateness, Punctuality	<p>Far Exceeds Standards - No lateness, always punctual</p> <p>Exceeds Standards -</p> <p>Meets Standards - Consistently punctual, an occasional lateness with no impact upon operations</p> <p>Below Standards - Inconsistent in punctuality, or lateness has impact upon operations</p> <p>Far Below Standards - Frequently not punctual, or lateness has adverse impact upon operations</p>
Compliance with TO Manager's Requirements for Pre-Approval of Leave	<p>Far Exceeds Standards - Always complies with TO Manager's requirements for pre-approval of leave</p> <p>Exceeds Standards -</p> <p>Meets Standards - Usually complies with TO Manager's requirements</p> <p>Below Standards - Inconsistent in compliance with requirements; minor violations of requirements</p> <p>Far Below Standards - Frequently does not comply with requirements; several minor violations or a major infraction of requirements</p>
Interpersonal Relationships	Evaluation Criteria
Customer Service	<p>Far Exceeds Standards - Consistently goes beyond the requirements to ensure that customer needs are met; consistently anticipates service needs of customers; consistently provides additional information or aid without request</p> <p>Exceeds Standards - Frequently goes beyond the requirements to ensure that customer needs are met;</p>

	<p>frequently anticipates service needs of customers; frequently provides additional information or aid without request</p> <p>Meets Standards - Always courteous and congenial with external and internal customers; provides requested assistance and information to others in a prompt and courteous manner</p> <p>Below Standards - Marginally courteous; provides requested assistance and information to others in a less than prompt or courteous manner</p> <p>Far Below Standards - Occasionally discourteous; occasionally does not provide assistance and information to others in a prompt or courteous manner</p>
Communication	<p>Far Exceeds Standards - Facilitates clear and effective communication among involved parties; accurately interprets and transmits communications</p> <p>Exceeds Standards - Communicates clearly and concisely with a high degree of accuracy</p> <p>Meets Standards - Communicates openly; participates in team discussions</p> <p>Below Standards - Rarely communicates openly; rarely participates in team discussion</p> <p>Far Below Standards - Communicates ineffectively and unclearly</p>
Cooperation	<p>Far Exceeds Standards -</p> <p>Exceeds Standards -</p> <p>Meets Standards - Actively cooperates with others to achieve goals of the organization; readily accepts direction from supervisors; supports team leader; develops and maintains cooperative working relationships with team and with others inside and outside the work unit</p> <p>Below Standards - Reluctantly cooperates with others to achieve goals of the organization; reluctantly accepts direction from supervisors; minimally supports team leader; rarely develops and maintains co-operative working relationships with team or with others inside and outside the work unit</p> <p>Far Below Standards - Uncooperative with others to achieve goals of the organization; resistant to direction from supervisors; rarely supports team leader; seldom develops and maintains co-operative working relationships with team or with others inside and outside the work unit</p>
Tact	<p>Far Exceeds Standards -</p> <p>Exceeds Standards -</p> <p>Meets Standards - Consistently polite, respectful of others; considers the viewpoints of others; has a positive effect on people</p> <p>Below Standards - Marginally polite and respectful; reluctantly considers the viewpoint of others</p> <p>Far Below Standards - Rude and disrespectful; infrequently considers viewpoint of others; has a negative effect on people</p>
Adaptability to Change	<p>Far Exceeds Standards - Presents positive outlook on changes and adjustments to work assignments or procedures; always includes suggestions or solutions as part of constructive criticism; motivation and productivity unaffected by unanticipated changes</p> <p>Exceeds Standards - Readily accepts change and adjustments to work assignments or procedures; usually makes suggestions or solutions as part of constructive criticism; motivation and productivity minimally affected by unanticipated changes</p> <p>Meets Standards - Accepts changes and adjustments to work assignments or procedures; criticizes constructively; cooperative in dealing with unanticipated changes</p> <p>Below Standards - Does not easily accept changes and adjustments to work assignments or procedures; criticism not always constructive; not generally cooperative in dealing with unanticipated changes</p> <p>Far Below Standards - Resistant to changes and adjustments to work; criticisms are not warranted; uncooperative in dealing with unanticipated changes</p>
Job Quantity	Evaluation Criteria
Volume of Work	<p>Far Exceeds Standards – Always produces more than required</p> <p>Exceeds Standards – Frequently produces more than required</p> <p>Meets Standards – Produces the required volume of work</p> <p>Below Standards – Occasionally fails to meet requirements</p> <p>Far Below Standards - Rarely meets requirements</p>
Job Knowledge	Evaluation Criteria
Policies/ Procedures/ Practices	<p>Far Exceeds Standards - Appropriately uses and interprets correct policies, procedures, and practices and frequently makes recommendations to improve them</p> <p>Exceeds Standards - Appropriately uses and interprets correct policies, procedures, and practices and occasionally makes recommendations to improve them</p> <p>Meets Standards - Appropriately uses correct policies, procedures, and practices</p> <p>Below Standards - Inconsistently uses correct policies, procedures, and practices</p>

	Far Below Standards - Rarely uses correct policies, procedures, and practices
Organizational Skills	Far Exceeds Standards - Systematically and innovatively manages activities, information and resources and makes recommendations for improvement Exceeds Standards - Systematically manages activities, information and resources and makes some recommendations for improvement Meets Standards - Proficiently manages activities, information and resources Below Standards - Ineffectively manages some activities, information and resources Far Below Standards - Rarely manages activities, information and resources
Equipment/Technology	Far Exceeds Standards - Develops and uses innovative applications of equipment/technology Exceeds Standards - Familiar with and appropriately uses equipment/technology Meets Standards - Basic familiarity with equipment/technology Below Standards - Some understanding of the administration's or unit's equipment/ technology Far Below Standards - Little or no understanding of the administration's or unit's equipment/technology
Terminology	Far Exceeds Standards - Appropriately uses and clearly explains terminology of the administration and unit; keeps abreast of new concepts and terminology Exceeds Standards - Familiar with and appropriately uses terminology of the administration and unit Meets Standards - Basic familiarity with terminology of the administration and unit Below Standards - Some understanding of the administration's or unit's terminology Far Below Standards - Little or no understanding of the administration's or unit's terminology
Initiative	Evaluation Criteria
Contribution	Far Exceeds Standards - Always participates in problem solving and/or making operational improvements; contributes constructive ideas and suggestions that have major impact Exceeds Standards - Consistently participates in problem solving and/or making operational improvements; contributes constructive ideas and suggestions that are implemented Meets Standards - Frequently participates in problem solving and/or making operational improvements; contributes ideas and suggestions Below Standards - Occasionally participates in problem solving and/or making operational improvements; rarely contributes ideas and suggestions Far Below Standards - Rarely participates in problem solving and/or making operational improvements; never contributes ideas and suggestions
Advancement in the Field	Far Exceeds Standards - Has applied concepts learned in training to improve operations of the organization/unit Exceeds Standards - Anticipates new technology or processes and plans training to improve knowledge and skills Meets Standards - Pursues training to maintain current certifications in technology or processes Below Standards - Does not pursue training or learning new technology or processes but accepts training if assigned Far Below Standards - Declines offers for training or to learn new technology or processes
Job Quality	Evaluation Criteria
Completion of Assignments	Far Exceeds Standards - Works independently with broad direction and little or no follow up; self-motivated to complete assignments Exceeds Standards - Independently completes assignments with minimal direction and follow up Meets Standards - Independently completes assignments with routine supervision Below Standards - Occasionally unable to complete assignments independently; requires frequent supervision and follow up Far Below Standards - Requires direct supervision while performing all aspects of routine assignments
Problem Solving	Far Exceeds Standards - Anticipates potential problems and acts accordingly; makes an effort to prevent recurring problems Exceeds Standards - Recognizes and analyzes complex problems and takes appropriate action or recommends effective, creative solutions Meets Standards - Recognizes and analyzes routine problems and takes appropriate action Below Standards - Occasionally recognizes problems; experiences some difficulty with analysis; requires some assistance to develop workable solutions Far Below Standards - Rarely recognizes problems; experiences extreme difficulty with analysis; recommends ineffective solutions or unable to recommend solutions
Accuracy	Far Exceeds Standards - Work performed at the highest level of accuracy; errors extremely rare, always minor

	<p>Exceeds Standards - Work performed at a high level of accuracy; errors usually minor in nature</p> <p>Meets Standards - Work performed at an acceptable level of accuracy</p> <p>Below Standards - Work performed occasionally at an unacceptable level of accuracy; frequent errors</p> <p>Far Below Standards - Work performed with frequent and recurrent errors in routine assignments</p>
Work Process/ Product/Services	<p>Far Exceeds Standards - Develops highest quality work product or demonstrates highest quality of services</p> <p>Exceeds Standards - Thoroughly researches, analyzes, and prepares high quality work product or provides high quality services</p> <p>Meets Standards - Thoroughly researches and efficiently prepares product at acceptable standards or provides services at acceptable standards</p> <p>Below Standards - Has difficulty with work process/product/ services; occasionally unable to meet an acceptable standard of quality</p> <p>Far Below Standards - Rarely meets acceptable standards of quality</p>
Working Under Pressure	<p>Far Exceeds Standards - Efficiently and effectively performs all assignments regardless of distractions or pressure situations</p> <p>Exceeds Standards - Frequently handles difficult pressure situations and distractions without affecting performance; reprioritizes workload as needed</p> <p>Meets Standards - Appropriately handles routine pressure situations and distractions of the job while maintaining normal workload</p> <p>Below Standards - Low tolerance to some pressure situations or distractions which hinder job performance</p> <p>Far Below Standards - Rarely able to work under pressure situations or handle distractions</p>

Signature of Contractor

Date

Signature of Evaluator

Date