



**Amendment #1**  
**CATS+ TASK ORDER REQUEST FOR PROPOSALS (TORFP)**  
**DoIT Service Desk Support Services**  
**TORFP # F50B3400074**  
**Amendment Issued: 11/15/2013**

To CATS+ Master Contractors / FA6:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikethrough (i.e., ~~deleted~~).

**1. Closing Date on the Key Information Summary Sheet (p. 4):**

|                        |   |
|------------------------|---|
| Closing Date and Time: | November <del>13</del> <u>25</u> , 2013 at 2:00 PM Local Time |
|------------------------|---|

**2. TORFP 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/CATSPPlus/CATSPPlusRFP.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** ~~from a labor category proposed by the TO Contractor~~ 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).



### 3. TORFP Section 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. ~~to be proposed by the TO Contractor that corresponds to a CATS+ Master Contract labor category.~~

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)

### 4. TORFP Section 2.5.3 - TO CONTRACTOR 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 ~~listed in Section 2.5.1~~ for performing or assisting in performing any of the tasks listed in Section 2.5.2 above.

### 5. TORFP Section 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 ~~five (5)~~ three (3) concurrent full-time IT Service Desk personnel. The Offeror is required to identify the three (3) ~~five~~ concurrent full-time Service Desk personnel.



## 6. TORFP Section 3.3 – SUMMARY OF ATTACHMENTS

For all attachments, no forms shall be altered.

The following attachments shall be included with the Technical Proposal:

- Attachment ~~43~~ – Conflict of Interest Affidavit and Disclosure – Signed PDF
- Attachment 5 – Labor Classification Personnel Resume Summary – Signed PDF
- Attachment ~~132~~ - 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

## 7. TORFP Section 3.4.1 – TO TECHNICAL PROPOSAL

### 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.
- 5) ~~Tools the TO Contractor owns and proposes for use to meet any requirements in Section 2.~~

#### B) Proposed Personnel

- 1) ~~For each of the three proposed labor categories, provide a resumes for~~ **the following labor categories: Help Desk Specialist (Senior), Help Desk Specialist (Junior) and Network Administrator. The resumes for resources shall be** resourcee with a proposed labor category 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.



## 8. TORFP Section 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 ~~five (5)~~ **three (3)** concurrent full-time IT Service Desk personnel. The Offeror is required to identify the ~~three (3)~~ **three (3)** concurrent full-time Service Desk personnel.

## 9. ATTACHMENT 2 – MBE Forms

The following Attachments D-1 through D-6 are sample forms and do not need to be completed or submitted with Offeror's response to this RFP.

The forms are required to be completed and submitted after Master Contract award with Master Contractor's TORFP or RFR proposal pursuant to any applicable TORFP or RFR issued under this RFP.

Issued by:  
Terraceta Tubaya  
Procurement Officer