

**Request for Resume (RFR)
CATS+ Master Contract
All Master Contract Provisions Apply**

Section 1 – General Information			
RFR Number: (Reference BPO Number)	F50B7400020		
Functional Area (Enter One Only)	Functional Area 9 – IT and Telecommunications Financial and Auditing Consulting Services		
Labor Category/s			
<p><i>A single support staff or support groups of up to five members may be engaged for up to six months without renewal options. Agencies must pursue a concurrent procurement for any positions that may last longer than 6 months, other than the position of MITDP Project Manager. Awards for Major IT Development Project (MITDP)/Program Manager/Deputy PMs may have tenure of one base year with up to two optional years, or through the end of the project within the Master Contract term. An RFR is limited to only labor categories defined in the CATS+ RFP.</i></p>			
Enter the labor category/s to be provided:			
1. Program Administration Specialist			
Anticipated Start Date	December 12, 2016		
Duration of Assignment	Six (6) Months		
Designated Small Business Reserve?(SBR): (Enter “Yes” or “No”)	No		
MBE Goal, if applicable	0%		
Issue Date: mm/dd/yyyy	11/04/2016	Due Date: mm/dd/yyyy	11/21/2016
		Time (EST): 00:00 am/pm	2:00 PM, EST
Place of Performance:	Maryland Relay/Telecommunications Access of MD Department of Information Technology 301 W. Preston Street Suite 1008A Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	<p>Interviews, which are a type of oral presentation, will be performed, by in person, for all Offerors meeting minimum qualifications. At the Procurement Officer’s discretion, an interview via the web, e.g., Skype, GotoMeeting, WebEx, may be held in lieu of an in-person meeting. Substantively, all candidates shall be interviewed in substantially the same manner. In-person interviews shall take place at the Place of Performance listed above.</p> <p>In the event that more than ten (10) qualified proposals are received, the TO Procurement Officer may elect to follow a down-select process as follows:</p> <p style="margin-left: 40px;">a. An initial interview will be performed for all proposals meeting minimum requirements.</p>		

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	<p>b. A technical ranking will be performed for all proposals based on the initial interview. Proposals will be ranked from highest to lowest for technical merit based on the quality of the proposals submitted and interview/oral presentation results.</p> <p>c. The top ten (10) proposals identified by the technical ranking will be notified of additional interviews. All other Offerors will be notified of non-selection for this TORFP.</p>		
<p>Security Requirements (if applicable):</p>	<p>1. Offeror’s Program Administration Specialist (PAS) is required to wear an identification badge (ID) while on-site at any State facility. The ID shall include: the name of the PAS; a high-resolution, current photo of the PAS, and the name of the Offeror. The PAS may be issued additional identification at the discretion of the Agency TO Manager for this RFR.</p>		
<p>Invoicing Instructions</p>			
<p>1. After the end of each month, the Master Contractor shall submit timesheets and activity reports (for hourly invoicing) to the Agency Task Order Manager (TO Manager) – identified as Brenda Kelly-Frey – for review prior to submitting an invoice.</p> <p>2. The TO Manager shall review, sign, and return to the Master Contractor the timesheets (for hourly invoicing).</p> <p>3. The Master Contractor shall send a copy of the signed timesheets with an invoice to the Agency TO Manager.</p> <p>4. The Master Contractor shall invoice as follows:</p> <p>a. Hourly Labor Rate: Task Orders awarded at the Hourly Labor Rate shall be invoiced monthly for actual hours x Labor Rate.</p>			
<p>Special Invoicing Instructions:</p>	<p>None</p>		
<p>Section 2 – Agency Procurement Officer (PO) Information</p>			
<p>Agency / Division Name:</p>	<p>Department of Information Technology, on behalf of the Maryland Relay/Telecommunications Access of MD office</p>		
<p>Agency PO Name:</p>	<p>Matthew Mickler</p>	<p>Agency PO Phone Number:</p>	<p>410.697.9679</p>
<p>Agency PO Email Address:</p>	<p>Matthew.Mickler1@Maryland.Gov</p>	<p>Agency PO Fax:</p>	<p>None</p>
<p>Agency PO Mailing Address:</p>	<p>Maryland Department of Information Technology 100 Community Place Rm 2.319 Crownsville, MD 21032</p>		
<p>Section 3 – Scope of Work</p>			
<p>Agency / Project Background</p>			
<p>A Program Administration Specialist (hereinafter, “PAS”) is needed to support the operations of the Maryland Relay/Telecommunications Access of MD office (hereinafter, “TAM office”), within the Maryland Department of Information Technology. The TAM Office serves Marylanders who have difficulty using a standard telephone, including those who are deaf or hard of hearing, blind, or who have cognitive, mobility, or speech difficulty. The office also provides community outreach and education about Relay services and assistive technologies. The PAS would support the TAM office with three key functions, outlined in detail in the Job Description section below.</p>			

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Job Description	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
Program Administration Specialist	<ol style="list-style-type: none"> 1) Contract Administration duties, as outlined in Attachment 4 to this RFR. 2) Governor’s Advisory Board for Telecommunication Relays (GABTR) Liaison duties, as outlined in Attachment 4 to this RFR. 3) TAM ServiceNow administrative duties, as outlined in Attachment 4 to this RFR.
Minimum Qualifications	
<p>For minimum qualifications, see the labor category description in the CATS+ RFP for the subject RFR labor category. In addition, qualified candidates <u>must</u> meet the minimum qualifications specified below. Candidates that do not meet minimum qualifications will be deemed not reasonably susceptible for award and will not progress to evaluation.</p>	
Labor Category/s (From Section 1 Above)	Minimum Qualifications
Program Administration Specialist	<ol style="list-style-type: none"> a. Education: <ol style="list-style-type: none"> 1. High school diploma or equivalent b. General Experience: <ol style="list-style-type: none"> 1. Three (3) years of experience working with project management tools and reporting systems 2. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting c. Specialized Experience: <ol style="list-style-type: none"> 1. Two (2) years of direct program experience in Contract administration and preparing management reports. 2. Has worked in support of a Program Manager (see Section 2.10 of the MD CATS+ RFP) on a government Contract. 3. Three (3) years experience in administrative or professional work. At least one (1) year of this experience must have involved one or both of the following: a) monitoring and applying rules, laws, and regulations in the execution of a project, or b) experience in policy development and execution
Preferred Qualifications	
<p>The additional Experience/Knowledge/Skills listed below are preferred by the State.</p>	
Program Administration Specialist	<ol style="list-style-type: none"> a. Education: <ol style="list-style-type: none"> 1. Bachelor’s degree from an accredited college or university. b. General Experience: <ol style="list-style-type: none"> 1. Experience developing and delivering presentations to the public 2. Experience with writing and evaluating RFP’s and reports for the General Assembly of Maryland 3. Experience creating, reviewing, or submitting agenda items for consideration by the Maryland Board of Public Works (BPW) c. Specialized Experience: <ol style="list-style-type: none"> 1. Five (5) years experience in administrative or professional work. At least one (1) year of this experience must have involved one or both of the following: a) monitoring and applying rules, laws, and regulations in the execution of a project,

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- | | |
|--|---|
| | <p>or b) experience in policy development and execution</p> <ol style="list-style-type: none"> 2. Three (3) years experience working with and providing for the needs of the populations served by TAM, including but not limited to the deaf, hard of hearing, Deaf-Blind, late-deafened, and older and younger generations. 3. Conversational fluency in American Sign Language (ASL) |
|--|---|

Section 4 - Required Submissions

NOTE:

1. Master Contractors may propose only one candidate for each position requested.
2. Master Contractors electing not to propose in response to the RFR must submit a “Master Contractor Feedback Form” via the “Master Contractor Login” on the CATS+ web site.
3. Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows:

Email 1 of 2 with “Technical”: Master Contractor Name, RFR number, & candidate name in the subject line

1. Resume for each labor category described in the RFR (Attachment 1)
2. Three (3) current references that can be contacted for performance verification of the submitted candidate’s work experience and skills. Telephone number and email address of reference is needed.
3. Conflict of Interest Affidavit (Attachment G in the CATS+ RFP)
4. Living Wage Affidavit (Attachment I in the CATS+ RFP)
5. Certification Regarding Investments in Iran (Attachment 3 of this RFR)
6. Any other required documentation to demonstrate meeting minimum qualifications.

Email 2 of 2 as a password protected file with “Financial”: Master Contractor Name, RFR number, & candidate name in the subject line. The password must be unique for each candidate e-mail.

1. Price Proposal (Attachment 2)

The PO will contact Master Contractors to obtain the password to the financial proposal for those candidates that are deemed reasonably susceptible for award. Master Contractors who cannot provide a password that opens the file will be considered not susceptible for award. Subsequent submissions of financial content will not be allowed.

Section 5 – Evaluation Criteria

Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:

- | |
|--|
| 1. Technical Evaluation |
| 2. Hourly Rate as quoted on the Price Proposal |

Basis for Award Recommendation

The Agency PO will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. In this evaluation, price and technical merit have equal weight. The Agency PO will initiate and deliver a Task Order Agreement to the selected Master Contractor.

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

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ATTACHMENT 1

RFR RESUME FORM - RFR # F50B7400020

Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per Labor Category (LC) described in Section 1 of the RFR. If the RFR requests multiple LCs, use a separate resume form for each LC.

Labor Category Program Administration Specialist
(from Section 1 of the RFR)

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 Experience / Knowledge / Skill described in Section 3 of the RFR. Starts with the most recent experience first; do not include non-relevant experience.

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

[Organization] *Description of Work...*
[Title / Role]
[Period of Employment / Work]
[Location]

<add lines as needed>

C. Employment History

List employment history, starting with the most recent employment first

Start and End Dates	Job Title or Position	Organization Name	Reason for Leaving
<add lines as needed>			

D. References

List persons the State may contact as employment references

Reference Name	Job Title or Position	Organization Name	Telephone / Email
<add lines as needed>			

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LABOR CATEGORY PERSONNEL RESUME SUMMARY

(ATTACHMENT 1 CONTINUED)

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

Proposed Individual’s Name/Company:	How does the proposed individual meet each requirement?
LABOR CATEGORY TITLE – Program Administration Specialist	
Requirement	Candidate Relevant Experience *
Education: 1. High school diploma or equivalent	Education: <ul style="list-style-type: none"> •
General Experience: 1. Three (3) years of experience working with project management tools and reporting systems 2. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting	General Experience: <ul style="list-style-type: none"> •
Specialized Experience: 1. Two (2) years of direct program experience in Contract administration and preparing management reports. 2. Has worked in support of a Program Manager (see Section 2.10 of the MD CATS+ RFP) on a government Contract. 3. Three (3) years experience in administrative or professional work. At least one (1) year of this experience must have involved one or both of the following: a) monitoring and applying rules, laws, and regulations in the execution of a project, or b) experience in policy development and execution	Specialized Experience: <ul style="list-style-type: none"> •
Preferred Qualifications Please provide all ways Candidate meets the Preferred Qualifications criteria outlined in RFR No. F50B7400020.	Education: <ul style="list-style-type: none"> • General Experience: <ul style="list-style-type: none"> • Specialized Experience: <ul style="list-style-type: none"> •
<p>The information provided on this form for this labor category is true and correct to the best of my knowledge:</p>	
Master Contractor Representative: <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%; border-top: 1px solid black; margin-top: 5px;"></div> <div style="width: 30%; border-top: 1px solid black; margin-top: 5px;"></div> <div style="width: 30%; border-top: 1px solid black; margin-top: 5px;"></div> </div> <p style="margin-top: 5px; display: flex; justify-content: space-between;"> Print Name Signature Date </p>	
Proposed Individual: <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%; border-top: 1px solid black; margin-top: 5px;"></div> <div style="width: 30%; border-top: 1px solid black; margin-top: 5px;"></div> </div> <p style="margin-top: 5px; display: flex; justify-content: space-between;"> Signature Date </p>	

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ATTACHMENT 2

PRICE PROPOSAL - RFR # F50B7400020

(This form is to be filled out by Master Contractors - Submit as the Financial Response with password protection)

Period 1 (one year)

CATS+ Labor Category	A	B	C	
	Fully Loaded Hourly Labor Rate	Evaluation Hours	PERIOD 1 Extended Price (A x B)	
Program Administration Specialist	\$	1000	\$	
Total Period 1 Evaluation Price:				
Total RFR Price (Periods 1):				\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Signature

Date

*The Agency reserves the right to award each individual position at either the proposed Annual Labor Rate or proposed Hourly Labor Rate. The Annual Labor Rate requires a minimum of 1920 hours worked annually. The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower. Both rates must be fully loaded, all inclusive, and shall include all direct and indirect costs for the Master Contractor to perform under the TOA. Evaluation Hours are for evaluation purposes only and do not represent actual hours to be worked or invoiced.

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ATTACHMENT 3 - 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:

- A. Providing goods or services of at least \$20 million in the energy sector of Iran; or
- B. 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: _____

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ATTACHMENT 4 – DUTIES AND RESPONSIBILITIES FOR TAM OFFICE PROGRAM ADMINISTRATION SPECIALIST

- 1) Contract Administration duties, including but not limited to:
 - a) Ensure both Telecommunications Relay Service (TRS) and Captioned Telephone Service (CTS) contracts with Hamilton Relay (hereinafter, “Hamilton”) are being met;
 - b) Review and respond to daily customer service inquiries;
 - c) Meet bi-weekly with Hamilton team to discuss Customer Care, Culture Training, Translator/Interpreter (TI), TRS, CTS, and other topics;
 - d) Review and verify monthly TRS and CTS invoices;
 - e) Assess any liquidated damages/performance penalties;
 - f) Review, participate in dry runs of, and approve culture training modules;
 - g) Assist in outreach efforts as required, which includes attending outreach events;
 - h) Stay up to date on Federal Communication Commission issues and bring any pertinent topics to attention of Director;
 - i) Work with Hamilton on implementation of new policy and procedure; and
 - j) Assist Director in various tasks.
- 2) Governor’s Advisory Board for Telecommunication Relays (GABTR) Liaison duties, including but not limited to:
 - a) Work with Director to ensure Chair submits Annual Report
 - b) Secure meeting locations and hotel accommodation for June and August meetings
 - c) Communicate with board members regarding meeting information, meeting attendance, and accommodations
 - d) Set up and run a dry run for March meeting
 - e) Send out all presentation to board members prior to March meeting and ensure they are accessible to all members
 - f) Assist in pulling addresses for March meeting postcard notifications
 - g) Set up for and attend March meeting
- 3) TAM ServiceNow Administrative duties, including but not limited to:
 - a) Adding new equipment models to ServiceNow
 - b) Assisting staff and evaluators with tasks as needed
 - c) Pulling reports as needed