



Consulting and Technical Services+ (CATS+)

Task Order Request for Proposals (TORFP)

**MARYLAND PENSION ADMINISTRATION SYSTEM
(MPAS) OPERATIONS AND MAINTENANCE (O&M)
SUPPORT SERVICES**

CATS+ TORFP # G20B4400001

Maryland State Retirement Agency (MSRA)

ISSUE DATE: January 24, 2014

TABLE OF CONTENTS

SECTION 1 - ADMINISTRATIVE INFORMATION	5
1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT	5
1.2 TO AGREEMENT	5
1.3 TO PROPOSAL SUBMISSIONS	5
1.4 ORAL PRESENTATIONS/INTERVIEWS	5
1.5 QUESTIONS	5
1.6 TO PRE-PROPOSAL CONFERENCE	6
1.7 MINORITY BUSINESS ENTERPRISE (MBE)	6
1.8 CONFLICT OF INTEREST	6
1.9 NON-DISCLOSURE AGREEMENT	6
1.10 LIMITATION OF LIABILITY CEILING	7
1.11 CHANGE ORDERS	7
1.12 TRAVEL REIMBURSEMENT	7
1.13 LIVING WAGE	7
1.14 IRANIAN NON-INVESTMENT	7
1.15 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES	7
SECTION 2 - SCOPE OF WORK	8
2.1 PURPOSE	8
2.2 REQUESTING AGENCY BACKGROUND	8
2.3 PROJECT BACKGROUND	10
2.4 ROLES AND RESPONSIBILITIES	15
2.5 REQUIREMENTS	16
2.6 SERVICE LEVEL AGREEMENT (SLA)	21
2.7 PERSONNEL	21
2.8 WORK HOURS	21
2.9 PERFORMANCE EVALUATION	21
2.10 PERFORMANCE ISSUE MITIGATION	21
2.11 SUBSTITUTION OF PERSONNEL AFTER AWARD	22
2.12 PREMISES AND OPERATIONAL SECURITY	22
2.13 DELIVERABLES	24
2.14 DELIVERABLE SUBMISISON	24
2.15 DELIVERABLE ACCEPTANCE	24
2.16 MINIMUM DELIVERABLE QUALITY	24
2.17 DELIVERABLE ACCEPTANCE CRITERIA	24
2.18 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES	24
2.19 OFFEROR PERSONNEL MINIMUM QUALIFICATION	25
2.20 OFFEROR PERSONNEL PREFERRED QUALIFICATIONS	25
2.21 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS	26
2.22 OFFEROR'S COMPANY PREFERRED QUALIFICATIONS	26
2.23 RETAINAGE	26
2.24 INVOICING	26
2.25 INVOICE SUBMISSION PROCEDURE	27
2.26 WORK ORDER PROCESS	27
2.27 MBE PARTICIPATION REPORTS	28
SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS.....	29
3.1 REQUIRED RESPONSE	29

3.2	FORMAT	29
3.2.1	TO TECHNICAL PROPOSAL	29
3.2.2	TO FINANCIAL PROPOSAL.....	31
SECTION 4 – TASK ORDER AWARD PROCESS		32
4.1	OVERVIEW	32
4.2	TECHNICAL PROPOSAL EVALUATION CRITERIA.....	32
4.3	SELECTION PROCEDURES	32
4.4	COMMENCEMENT OF WORK UNDER A TO AGREEMENT	32
ATTACHMENT 1 –PRICE PROPOSAL		33
ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS.....		36
ATTACHMENT 3 – TASK ORDER AGREEMENT.....		47
ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVITAND DISCLOSURE.....		49
ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY.....		50
ATTACHMENT 6 – DIRECTIONS.....		52
ATTACHMENT 7 – NOTICE TO PROCEED (SAMPLE).....		54
ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM		55
ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM		56
ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR).....		57
ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR).....		58
ATTACHMENT 12 – TO CONTRACTOR SELF-REPORTING CHECKLIST		61
ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT.....		63
ATTACHMENT 14 – PROPOSED PERSONNEL RETIREMENT BUSINESS UNDERSTANDING MATRIX.....		64
ATTACHMENT 15 – CERTIFICATION REGARDING INVESTMENTS IN IRAN.....		65
ATTACHMENT 16 – PERFORMANCE EVALUATION FORM.....		66
ATTACHMENT 17 – SAMPLE WORK ORDER		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 are invited to submit a Task Order (TO) Proposal to this TORFP. Master Contractors choosing not to submit a proposal must submit a Master Contractor Feedback form. The form is accessible via your CATS+ Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. 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 (DoIT) and subsequent Master Contract Project Number 060B2490023, including any amendments.

TORFP Title:	MPAS O&M Support Services
Functional Area:	Information Systems, Pension Systems Administration (CATS+ FA 5 - Software Engineering)
TORFP Issue Date:	01/24/2014
Closing Date and Time:	02/12/2014 at 4:00 PM EST Local Time
Questions Due Date and Time:	02/06/2014 at 4:00 PM EST Local Time
TORFP Requesting Agency:	MSRA
Send Questions and Proposals to:	Ms. Margie J. Gordon, CPPB Senior Procurement Officer procurement@sra.state.md.us
TO Procurement Officer:	Ms. Margie J. Gordon, CPPB mgordon@sra.state.md.us Office Phone Number: 410-625-5656 Office FAX Number: 410-468-1704
TO Manager:	Mr. Calvin T. Kiser Deputy Chief Information Systems Officer Office Phone Number: 410-625-5530 Office FAX Number: 410-468-1652 ckiser@sra.state.md.us
TO Project Number:	G20B4400001
TO Type:	Time and Materials with a not-to-exceed limit
Period of Performance:	Beginning June 1, 2014 and extending until October 31, 2018
MBE Goal:	30 %
VSBE Goal:	0 %
Small Business Reserve (SBR):	No
Primary Place of Performance:	MSRA Sun Trust Building 120 E. Baltimore Street, 12 th floor Baltimore, MD 21202
TO Pre-Proposal Conference:	MSRA SunTrust Building 120 E. Baltimore Street, 16 th Floor Baltimore, MD 21202 01/30/2014 at 10:00 AM See Attachment 6 for directions.

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

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).

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; and, in conjunction with the selected Master Contractor, achieving on budget/on time/on target (e.g., within scope) completion of the Scope of Work.

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 Contractor's price 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. The TO Proposal is to be submitted via e-mail, not to exceed 25 MB, as two (2) attachments in MS Word 2010 format. The "subject" line in the e-mail submission shall state the TORFP #G20B4400001. The first file shall be the TO Technical Proposal for this TORFP titled, "CATS+ TORFP #G20B4400001 Technical". The second file shall be the TO Financial Proposal for this CATS+ TORFP titled, "CATS+ TORFP #G20B4400001 Financial". The following proposal documents shall be submitted with required signatures as .PDF files with signatures clearly visible:

- Attachment 1 – Price Proposal
- Attachment 2 - MBE Forms D-1 and D-2
- Attachment 4 - Conflict of Interest and Disclosure Affidavit
- Attachment 13 – Living Wage Affidavit of Agreement
- Attachment 15 – Certification Regarding Investments in Iran

1.4 ORAL PRESENTATIONS/INTERVIEWS

All Master Contractors and proposed staff will be required to make an oral presentation to State representatives. Significant representations made by a Master Contractor during the oral presentation shall be submitted in writing. All such representations will become part of the Master Contractor's proposal and are binding, if the Contract is awarded. The Procurement Officer will notify Master Contractor of the time and place of oral presentations. Master Contractor shall bring named and key proposed personnel to the oral presentation.

1.5 QUESTIONS

All questions shall be submitted via email to the TO Procurement Officer no later than five (5) business days prior to the closing 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.

1.6 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 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 TO 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 TO 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.

1.7 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. **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time it submits its TO Proposal will result in the State's rejection of the Master Contractor's TO Proposal.**

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 must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit in the form included as Attachment 4 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 shall 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

Certain system documentation may be available for potential Offerors to review at a reading room at the MSRA, 120 East Baltimore Street, Baltimore, Maryland 21202. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement (Offeror) in the form of Attachment 10. Please contact the TO Procurement Officer of this TORFP to schedule an appointment. . Appointments to review reading room materials must be scheduled in advance through the TO Procurement Officer, and may only be for two (2) hours at a time.

In addition, certain 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 CEILING

Pursuant to Section 27 (C) of the CATS+ Master Contract, the limitation of liability per claim under this TORFP shall not exceed the total TO Agreement amount.

1.11 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 is required. 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.

1.12 TRAVEL REIMBURSEMENT

It is not expected that MSRA will reimburse any travel expenses in the course of this on-site supplemental staffing type contract. However, should unanticipated off-site requirements arise, wherein the TO Contractor will be required to travel above and beyond Agency premises in the course of carrying out assigned responsibilities, expenses for travel performed in completing tasks for this TORFP shall be reimbursed in accordance with the CATS+ Master Contract.

1.13 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. See Attachment 13 for a copy of the Living Wage Affidavit Agreement.

1.14 IRANIAN NON-INVESTMENT

All proposals shall be accompanied by a completed Certification Regarding Investments in Iran. A copy of this Certification is included as Attachment 15 of this TORFP.

1.15 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 CATS+ task orders (TO). 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.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE

The MSRA (or Agency) is issuing this CATS+ TORFP to obtain one Master Contractor to provide ongoing Information Technology (IT) support services for the operation and maintenance of the MPAS. MPAS will be managed by MSRA and runs on servers located at the MSRA Data Center in Baltimore (120 E. Baltimore Street location), which contains the Agency's local area network of Intel-based servers and a storage area network) with a secondary back-up site at the State's Annapolis Data Center. All ongoing support services will be performed at MSRA's Data Center except in the event of an emergency. In the event of an emergency, MSRA's ongoing support services may be moved to an alternate site, or may in part be addressed by remote access by Agency staff members. The alternate site will be determined at the time of the emergency but in most cases will be located within 50 miles of MSRA's Data Center. MPAS is the comprehensive and complex system that supports one of the two primary missions of this Agency: benefits administration. As such, MPAS is a critical component of MSRA's ability to serve a large and diverse constituency. MPAS is a system developed using .NET architecture that became the Agency's system of record for pension administration in August 2010.

The TO Agreement for operations and maintenance support services issued pursuant to this TORFP will be time-and-materials with a not-to-exceed limit.

This TORFP is issued to initially obtain the services of five (5) full-time technical staff members, comprised of one (1) Senior Computer Systems Programmer and four (4) Senior Computer Programmers to support MPAS. As part of the evaluation of the proposal for this TO, Master Contractors will propose up to four (4) named resources and will describe in a Staffing Plan how additional resources will be acquired to meet the needs of MPAS. Note that CATS+ rules require that any named proposed on-site resource submitted in a proposal, participating in an oral presentation, or otherwise incorporated into the Agency's substantive evaluation of a proposal submission by a TO Contractor, be fully available to start work on any contract that might result from this procurement, at time of contract award; if any such proposed named or participating on-site resource is not available at time of award, then the proposal submission will be eliminated from further consideration. MSRA expects four (4) resources to be available as of the TO Award and MSRA expects to initiate a work order to add an additional one (1) resource upon award of this TO.

Over the prospective contract period of performance, the Agency reserves the right to incrementally adjust staffing levels, depending on anticipated maintenance task assignments for any given time period up to a maximum of 7 programmers. Sufficient advance notice of four (4) weeks will be provided to the TO Contractor should any adjustment be required. For the addition of resources, MSRA will utilize the Work Order Process defined in Section 2.26 to add additional resources. For the release of a resource, MSRA will send an email notifying TO Contractor of reduction in staffing level.

2.2 REQUESTING AGENCY BACKGROUND

The Agency, on behalf of the Maryland State Retirement and Pension System (MSRPS or System), is the administrator of a multi-employer public employee retirement system. This system provides retirement allowances and other benefits to State employees, teachers, judges, legislators, state police, law enforcement officers, correctional officers and employees of participating governmental units (PGUs), participating municipal corporations, local boards of education, libraries, and community colleges within the State.

The Agency has a two-fold mission: (1) to administer benefits of the System's participants and (2) to ensure that sufficient assets are available to fund the benefits when due. This entails:

- Effectively communicating with all retirement plan participants to inform and educate them about planning and preparing for all aspects of their future retirement;
- Accurately and timely paying retirement allowances to the System’s retirees and their beneficiaries, and refunds to those who withdraw from the programs;
- Prudently investing System assets in a well-diversified manner to optimize long-term returns while controlling risk; and,
- Efficiently collecting the required employer and member contributions necessary to fund the System.

The Agency has close to 200 employees based at 120 E. Baltimore Street, Baltimore, Maryland with a small remote office in Annapolis. The value of the assets of the System is approximately \$41.2 billion as of June 30, 2013, making it one of the larger public retirement funds in the country.

There are approximately 132,500 payments issued monthly to retirees and beneficiaries, and approximately 193,000 active members for whom the Agency performs payroll and retirement / pension processing. In addition to the State itself as an employer, the Agency works with approximately 120 local eligible PGUs that voluntarily participate in the distinct retirement and pension program groups administered by the Agency. The Agency’s Comprehensive Annual Financial Report (CAFR) lists all PGUs and can be found on the Agency’s public web site. Members of the MSRPS participate in one of the following systems, each of which includes a Plan Summary in the CAFR:

- Teachers’ Retirement System
- Teachers’ Pension System
- Employees’ Retirement System, which includes subsystems:
 - Legislative Pension Plan
 - Correctional Officers’ Retirement System
- Employees’ Pension System
- Judges’ Retirement System
- State Police Retirement System
- Local Fire and Police System
- Law Enforcement Officers’ Pension System

Multiple plan levels may exist within a system. The Agency administers approximately 55 separate retirement and pension programs, and each plan has a unique set of provisions that impact enrollment, eligibility, and the calculation of benefits. Within the pension systems listed immediately above, there are also up to four (4) “tiers” that each applies to different member groups during different time periods. For example, within the Employees’ Pension System, there were periods during which there was a non-contributory plan, then a contributory plan, then an alternate contributory plan, and most recently a “reformed” contributory plan. These tiers are also described in the CAFR.

In addition, these retirement programs permit transfers between the programs to support the membership and the citizens of the State. In a recent benchmarking study, SRA’s inventory of pension programs was determined to be of above-average complexity within the public retirement industry. This same study indicated that SRA’s member service delivery levels are also above-average.

2.3 PROJECT BACKGROUND

MSRA's Information Systems (IS) Division is comprised of approximately 30 people, including State employees and contract personnel. Within IS, 14 people are engaged in developing and maintaining application systems (Systems Development). The TO Contractor shall provide critical services to Systems Development, with a strong but not exclusive focus on applications supporting the Administration and Finance divisions of MSRA. The Administration Division is the largest division within the Agency and is focused on the administration of pensions and benefits for active and retired participants and their beneficiaries. The primary function of the Finance Division is to manage the economic relationship between the Agency and employers and contractors.

MPAS is a .NET programming standards-based set of programs running on clustered servers currently operating on a Microsoft Windows 2003 Server, SQL Server 2005 environment. This environment is likely to be upgraded before the start of the proposed contract term, and regularly thereafter. As a system developed under the State of Maryland Systems Development Life Cycle (SDLC) guidelines, MPAS programs and modifications are fully documented by the development contractor and operational procedures for the baseline production application system are in place and followed. This TORFP will obtain ongoing O&M support services for MPAS, including regular enhancements and ongoing data improvements.

In the next section, MPAS is described in depth along with a description of the associated technologies that are being used for MPAS and other systems development activity within the Agency. The section concludes with a description of the remaining components of the Agency's application portfolio, and describes the Agency's expectations related to the performance of the services requested in this TORFP.

2.3.1 Maryland Pension Administration System (MPAS)

MPAS became the Agency's system of record for pension administration in August 2010 following a 4-year project (designated "MPAS-1") to reverse-engineer the predecessor Legacy Pension System (LPS) into a new and agile technology. Since that time, well over 400 modifications have been implemented as part of routine O&M activities, in addition to which a major project was initiated and completed to implement substantial pension plan changes enacted by the Maryland General Assembly in its 2011 legislative session, which went into effect between July 2011 and July 2012. It is widely believed that the new architecture implemented in the MPAS application (compared to that of the LPS) greatly enabled the pension reforms to be implemented in time for their deployment into Production in support of the legislation.

The intent of MPAS-1 was to minimize impact on the business user while providing a modern platform from which future programming changes could be effected. As just noted, the Agency and the State have seen evidence of that strategy's success. However, the strategy resulted in a new MPAS deliberately designed and programmed as a batch system on Windows server platforms in contemporary software code and strategies, but designed with flexibility to eventually change the coding surrounding the core database objects, rules, and tables to become more of a real-time, online interactive system performing the same basic functions as LPS.

A limited data cleansing initiative is already in progress by the Agency's business units, and eventually it is expected that the Agency will proceed with re-engineering of benefits administration business processes with associated application software modifications. As a result of this incremental strategy, MPAS is functionally similar to LPS, as it is designed with outputs (print and electronic) and inputs that are nearly identical to those of LPS. Job names and streams are also identical to LPS. Each individual MPAS job accomplishes the same functional end as its corresponding LPS predecessor. In keeping with the Agency's strategy, however, the linear code of LPS was replaced with contemporary programs, objects, and tables developed using Microsoft Visual Studio / .NET tools, and with rules that have been extracted from program code to facilitate software

maintenance and modification. The requirements, design, rules, processing, tables, cases, etc. have been fully documented as part of the development process and these electronic documents reside within the Agency.

As new requests for maintenance changes to the production MPAS (designated “DP Requests” in Agency parlance) are received from the Agency’s Administration and Project Management Office units, the existing TO Contractor personnel have evaluated the requirements, developed software code to effect the changes, and documented each change, incrementing on the baseline documentation that was developed as part of the initial development of the MPAS. In this manner, technical documentation associated with a given MPAS job is contained collectively in a number of different documents that have evolved over the time since the MPAS entered Production status.

The role of the TO Contractor is critical to the Agency’s mission to administer its complex benefit programs, which are subject to modification or refinement by legislation, labor negotiations, or regulatory changes at various levels of government, along with in-house client activities.

The MPAS application encompasses:

- Employer (State and Participating Government Units) and member data management functions, along with member contributions
 - Managing member and demographic data
 - Enrolling members
 - Managing members’ beneficiary data
 - Processing payroll data
 - Processing service purchases
 - Processing various adjustment transactions
- Member-related functions. For example: complicated calculations of service credit that vary among the individual plans and programs, and numerous combinations of adjustment transactions supporting program transfers for participants that have changed employers throughout their careers, and data corrections.
- Refunds for members choosing to leave the programs
 - Withdrawing individuals
 - Processing pre-retirement death benefits
 - Processing other lump sum refunds
 - Canceling refunds
- Retiree functions for those choosing to remain through to retirement
 - Estimating retirement benefit allowances
 - Retiring a member
 - Managing annuitant data
 - Managing retiree beneficiary data
 - Revising retirement benefit allowances
 - Processing survivorship elections
- Retirement benefit calculations and payments, which must be accurate and processed on schedule
 - Monthly annuitant payments
 - Lump sum death benefit payments
- Calendar year-end functions
 - Tax reporting requirements
 - Earnings limitation requirements
 - Employer billing data
 - Calendar year-end reporting
- Fiscal year-end functions
 - Award service and interest

- Actuary data files production
- Employer appropriation data
- Personal Statement of Benefits production
- Cost of living adjustments (COLA), which calculations can differ by system and plan
- Fiscal year-end reporting
- Other activities that occur at various scheduled points during the year
 - Tracking disability claims
 - Indexing microfilm or imaged output
 - Deceased member matches
 - Trustee elections
 - Utility functions
 - Interactive Voice Response (IVR) system interface
 - Deferred Retirement Option Program (DROP) interface
 - Miscellaneous reports

While there are a small number of online screens that are used by MSRA staff to perform real-time database query and updates, MPAS is predominantly a custom-developed complex of approximately 175 individual jobs that take “flat” files as input (either keyed in data or submissions from external sources) and structure them into batch transactions to update SQL Server relational databases. Some MPAS batch jobs are computational in nature; others only perform extracts and reporting. For purposes of clarification, a job might create no computational transactions – such as one that produces a letter to members, an Internal Revenue Service (IRS) 1099R filing, or a Personal Statement of Benefits – or, alternatively, a job might generate up to 60 transaction types and impact 100,000 records. Similarly, some individual MPAS batch jobs are actually composites of numerous individual jobs, while other batch jobs perform singular, simpler functions. These jobs are strung into job streams that are largely executed according to an established pattern and schedule. There are approximately 670 distinct outputs from MPAS, which are varied and range from files, letters, and address labels to print/electronic reports.

MPAS-related input and output files are interchanged with PGUs, financial institutions, labor organizations, underwriters, actuaries, auditors, the IRS, and others. Therefore, the MPAS system is a key component of the Agency’s external relationships in addition to its support for internal Agency business functions.

Approximate MPAS dimensions are:

- Number of programs: 250
- Number of components: 1,400
- Lines of code: 2,400,000

The actual numbers of programs that are most likely to be changed in the course of regular software maintenance are comparatively few. Based on experience, the most likely programs / jobs to be modified include, but are not limited to:

<u>Job</u>	<u>Description</u>
PRCJ198R	Payroll/Adjustments Validation
PRCJ320W	Payroll/Adjustments Processing
PRNJ150W	Retirement Transactions Validation
PRNJ031W	Benefit Calculation (retirement estimates and finals)
PRNJ070W	Retirement Transactions Update
PRNJ081M	Check Register Processing
PRRJ015M	Refund Processing

PRNJ285A	Tax Calculations
PRCJ265A	Interest Workbook Processing
PRCJ655A	Personal Statement of Benefits (PSB) Processing

It is expected that the complexity of the MPAS code and its interrelated components, and the anticipated flexibility that MPAS provides to the Agency and the General Assembly to accommodate changes to pension and retirement plans, may result in a net increase over time in the volume and sophistication of changes to be implemented. In addition, pension programs nationwide are receiving considerable attention, and alternative retirement savings structures are under consideration in many jurisdictions. Therefore, it is possible that the Agency may receive requests for MPAS changes from internal sources and/or the Legislature over time that will exceed the “normal” volume of change activity.

The reading room referenced in Section 1.9 of this TORFP will contain documents intended to assist Offerors in assessing the Scope of Work and prepare proposals, such as:

- Hard copies of documents produced at MPAS’s inception, describing MPAS design and its components
- Design documents associated with two of the major MPAS software jobs, PRNJ285A and PRCJ320W
 - Requirements documents
 - Use Case, Batch, and Report documents
 - Hard copy of software code in critical files associated with each job
 - A listing of all files in the respective job subdirectories for each of these jobs
- A significant sampling of “DP Requests” and associated documentation changes from the past year, to assist Offerors in assessing the quality and comprehensiveness of existing documentation resources, and to provide Offerors an accurate and complete view of actual requests as they are currently submitted to the O&M team from business users.

Data to be processed by MPAS will come from PGUs, internally prepared transactions, members, external agencies, and retiree deduction vendors in both automated and paper format. Hard copy data is sorted, batched, and keyed into transaction-based data entry files using the Unibase software from DMAC. The Agency expects that these files will continue to be verified and processed overnight.

Agency internal staff members are assigned to business analysis and IT infrastructure management responsibilities, and although the TO Contractor team will perform unit testing, all final acceptance of functional testing of software code changes is evaluated by the Agency’s Project Management Office representing the business units. The Agency has no internal technical resources devoted to maintaining the MPAS application. Agency business unit resources with knowledge of MPAS data and database structure are constrained. While change specifications issued by business analysts may include specific screen, job name, file identifiers, and much detail on how to comply with business requirements, they do not typically explain each business term used in the request document, nor can they consistently identify precisely where in the overall database structure the information resides. In addition, the Agency has no programmers of its own whom work on the MPAS application; the MPAS, along with its Legacy Pension System predecessor, have consistently and exclusively been maintained by contractor personnel for at least 15 years.

There are approximately 150-200 DP Requests each year, of varying complexity. The Agency’s Project Management Office prioritize all requests in terms of criticality and time frame needed for completion; however, it shall be noted that nearly all requests in the group accomplished were “Priority 1,” meaning they were mandatory and typically with short time deadlines.

To assist prospective vendors with preparing responses to this TORFP, a copy of actual “DP Requests” will be available for review in the reading room referenced in Section 1.9 above.

2.3.2 MPAS-Related Technologies

The overall MPAS concept is based on Service-Oriented Architecture (SOA). As warranted, business rules have been extracted and captured separately from the application code, extensive use is made of objects, and frequently-modified values are captured in tables for ease of maintenance. More specifically, MPAS is constructed with the following technologies:

- Microsoft .NET development standards
- Visual Studio 2005/2008 using VB.NET, C#, and ASP.NET
- Microsoft SQL Server 2005
 - Tables
 - Stored procedures
 - Reporting services
 - SQL Server Import and Export (SSIS) packages
- Microsoft servers (primarily Windows 2003 Server)
- IBM's ILOG product for business rules management
 - Rules and business objects
 - Web service
- Microsoft BizTalk
- Common web service
- Common report component
- Common ILOG web service
- Vinzant Software's Global Event Control Server (GECS) job scheduler and controller
- Job web service
- Perforce for managing MPAS software and documentation version control.

While the above-listed components are currently in place, the Agency reserves the right over time to integrate the MPAS with alternative technologies and strategies or to maintain existing components at then-current release levels. The Agency will expect the selected O&M TO Contractor to support and actively participate in these actions, as part of the requirement to maintain the MPAS application, including participation in various SDLC phases during the transition or upgrade processes. See Section 2.18 of this TORFP for further information on the State of Maryland's SDLC and related sources.

In addition, as the MPAS applications matures as the Agency's system of record for pension administration, the Agency over time may integrate the MPAS with existing workflow or Internet-facing technologies, and the selected O&M TO Contractor will be expected to participate actively in these gradual transitions.

The Agency currently uses Microsoft Visual SourceSafe software, part of the Visual Studio suite of products, for change management and control. Most of the server hardware at the Agency is from Dell and HP and the Agency's current storage area network (SAN) is from EMC. Off-site storage is provided for back-ups. In addition, the Agency has configured, installed, and maintains secondary disaster recovery related equipment in Annapolis that includes all MPAS functionality along with current back-ups of program files and data.

2.3.3 Systems Other Than MPAS

The TO Contractor will be primarily, but not exclusively, focused on maintaining MPAS. As the technologies used by MPAS are now generally used by the Agency for other systems development work, and because many non-MPAS systems may interface with MPAS, the TO Contractor retained under this procurement occasionally may be required to work on assignments other than MPAS.

Applications other than MPAS include, but are not limited to (partial listing):

- Folder Inquiry – a combination of several commercial off-the-shelf (COTS) software utilities and applications that, together with custom-developed and maintained software programs, provide document imaging for the Agency; some documents / plans are that reports produced from MPAS have an automated interface to Folder Inquiry
- DROP – a module appended to MPAS that supports the Deferred Retirement Option Program
- MSRA “Intranet” site – a SharePoint-based resource for internal use by Agency staff (branded “The SRA Café”)
- Human Resources Information System – a multi-function custom-developed application partly incorporated into the Agency’s “Intranet”
- Procurement Tracking System
- Disability Tracking System
- Member Services Request Tracking System
- MSRA (public) Internet site
- Secure Board of Trustees Portal
- Secure Member Internet Site (under development)
- MSRA “Extranet” / Secure Transfers – includes authentication by members and employers / PGUs, and then file submissions, information downloads, and secure form completion / submission.

In addition, there remain a number of situations in which MPAS will produce files (in EBCDIC, ASCII text, and perhaps other formats) to be used by the State’s IBM mainframe applications and to serve as input to systems at the participating government units and vendors (e.g., insurers, credit union, actuaries, other service providers, etc.).

2.3.4 MPAS Support Functions

MPAS is an aggregation of tools and software – custom-developed and COTS products – that work together to support the vast majority of pension and retirement related business operations. There are critical routine IS functions involved other than programming support. These include activities such as creating and/or editing input files, job and job stream compilation and management, database maintenance, space allocation, and output production.

2.4 ROLES AND RESPONSIBILITIES

- **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; administrative functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS+ Master Contract.

The 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 shall serve as the primary point of 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 support personnel. The TO Contractor Manager shall serve as liaison between the TO Manager and the senior TO Contractor management.

TO Contractor shall provide invoices as specified under Section 2.24 Invoicing. The TO Contractor is responsible for making payments to the TO Contractor personnel.

- **TO Support Personnel** – Any resource provided by the TO Contractor in support of this TORFP over the course of the TORFP period of performance.
- **Proposed Personnel** – Any individual named in the TO Proposal by the Master Contractor to perform work under the scope of this TORFP. Proposed personnel shall start as of TO Agreement issuance unless specified otherwise.

2.5 REQUIREMENTS

In general, the work to be accomplished by the TO Contractor personnel under this TORFP shall consist of the following:

1. TO Contractor shall provide operations and maintenance responsibilities related to MPAS support as described below. The MPAS application, along with its associated data and components, is a Production system that requires considerable ongoing revision as described herein, and wherein every daily / nightly processing cycle may be adversely impacted by a data exception, a component failure, a discovered calculation error, or some other problem that needs to be analyzed and rectified. Some of the revisions are of a short-term or immediate nature, while other revisions require much longer periods of time to effect. Many are routine and predictable, such as implementing changes to withholding or deduction tables at a specific point in time, although in some of these cases a simple change requires considerable testing.
2. TO Contractor shall address technical needs of MPAS and its many functioning components, to ensure that MPAS continues to operate smoothly, with continuous improvements to integration, processing efficiency, and efficacy.
3. TO Contractor, as members of the IS team, shall be called upon occasionally to become involved (within the personnel's skill sets) with troubleshooting, back-filling functions, or other duties within the scope of work of this TORFP to ensure completion of the daily production cycle. In this functional capacity, TO Contractor personnel shall be an integral part of the Agency's IS team.
4. In addition to MPAS, TO Contractor shall support over 25 key external interfaces (e.g., the States remittance system, health benefits systems, etc.) and reports that integrate with, or emanate from MPAS, pursuant to this TORFP, and will enhance existing automated interfaces and automate manual interfaces, which are often transacted based on existing MPAS reports.
5. TO Contractor shall perform these tasks as part of O&M services including:
 - A. Analyzing MPAS program logic;
 - B. Identifying and documenting the optimal time, resource, and cost effective means to implement changes to processing logic;
 - C. Communicating clearly suggested system modifications to SRA client and technical personnel, gaining user acceptance of modifications in advance of coding, execution, and testing;
 - D. Developing and executing stringent regression testing plans;

- E. Preparing documentation of changes and test results that demonstrate objects modified work correctly and that objects not modified will not be adversely affected by modified objects. The documentation shall be in a narrative format which can be easily interpreted by SRA personnel;
 - F. Updating MPAS documentation, including (not exclusively) design documents, program descriptions, report descriptions, and operational procedures;
 - G. Monitoring execution of MPAS software and batch jobs and effecting any immediate corrections to ensure job completion, or working with Agency personnel to restore the MPAS systems and database to an acceptable prior state and subsequently effect other corrections as required to allow for complete and accurate processing of routine work;
 - H. Working with Agency business analysts to identify, flag, and / or rectify data anomalies to improve the integrity of MPAS data on an ongoing basis;
 - I. Maintaining contact with vendors of the MPAS components to understand their respective product strategies, and participate in Agency decisions and activities (including any program code modifications) related to upgrades and updates to platforms and components on which MPAS operates or tools intrinsic to MPAS, such as those listed in Section 2.3.2 and immediately below. While it is the Agency's responsibility to maintain server platform operating systems, etc., the TO Contractor shall be required to verify that all MPAS software code will work following platform or tool upgrade, and make requisite modifications to ensure that is the case as part of software maintenance duties; and
 - J. Developing and testing changes to the MPAS program code to support incremental changes in business processes over time and / or to better integrate the MPAS application with other Agency applications (see Section 2.3.3 of this TORFP for a list of some current non-MPAS applications in Production status at this time).
6. TO Contractor shall use MPAS software, SDLC deliverables, and project documentation that reside on MSRA servers and are managed with Perforce software. These resources shall be used by TO Contractor for the purposes of reviewing MPAS, orienting its staff to the system, and as an ongoing reference in support of assigned responsibilities.
 7. TO Contractor shall provide level of effort estimates of prospective O&M changes to MPAS, to support proposed requests from Agency, legislative, and other parties.
 8. TO Contractor, on an on-going basis, shall provide support and modify of application programs utilizing structured software development techniques, under a formal change management and controls regime, along with the following MPAS software components and tools:
 - A. Microsoft Visual Studio 2005/2008 to produce VB.NET, C#, and ASP.NET program code;
 - B. Microsoft SQL Server 2005 (or later) including database skills such as migrating to SQL Server 2012;
 - C. Rules engines (ILOG currently in use) that separates business rules from the executing software code;
 - D. Service-Oriented Architecture (SOA) design concepts;
 - E. BizTalk; and
 - F. Vinzant's Global Event Control Server (GECS), used to assemble and submit batch job streams.
 9. TO Contractor shall be proficient with, and shall utilize for communication and documentation, standard Microsoft Office (version 2007 or greater) software products such as:
 - A. MS-EXCEL software which will be used to facilitate compilation, review, and reconciliation for testing pension application modifications, and some MPAS jobs produce EXCEL output files facilitating business end user processes;
 - B. MS-WORD word-processing software which will be used for documentation;
 - C. MS-ACCESS database system (some VBA and/or SQL helpful);
 - D. MS-PROJECT for routine project management and reporting functions; and

E. MS-OUTLOOK/EXCHANGE for routine email communication inside/outside the Agency.
10. TO Contractor shall ensure the successful completion of and be responsible for all the activities in the Scope of Work of this TORFP including, but not limited to, the following:

A. Routine Job Processing – TO Contractor shall:

- a. Be involved in scheduling, submitting, and monitoring the execution of approximately 1200 job streams per year, most initiated before the close of the normal work day.
- b. Take prompt corrective action if a job “abends” as this is “time is of the essence” processing.
- c. At the request of MSRA, at times, be involved work effort outside of the normal work day (typically 8:00 AM until 4:30 PM).
- d. Provide frequent client interface time including: perform problem analysis, explain system processing logic, perform error correction processes, and train new client users.

B. Customer Service Request Task Execution – Agency DP Requests generated by MSRA administrators. A DP Request is used to initiate system modifications and to ensure pension system compliance with applicable laws and regulations, policy, special reporting, health care plan reporting, tax withholding, and other one-time and ongoing requirements. DP Requests may also address specific internal and external customer requirements such as changes to meet new reporting and /or changes to interfaces with external parties and agencies. In addition, DP Requests may be initiated to adapt the applications to comply with changes within the computing environments (i.e., network changes, processor changes, operating system changes, procedural changes, etc.). The TO Contractor shall:

- a. Complete and implement approximately 150 formal DP Requests per year. The exact number of DP Requests cannot be predicted. The number of requests is dependent on changes in legislation made throughout the fiscal year, in-house client activities, external payroll client activities, and other factors.
- b. Follow the State’s standard SDLC approach that provides firm phases and milestones for completion of the larger, more formal DP Request phases such as initial scope determination, analysis, requirements definition, design, development, testing, and implementation.
- c. Provide thorough testing of all application software, including, but not limited to, regression testing sufficient to ensure that modifications made to the program code did not cause unintended logic or data changes in the system.

C. Ad Hoc Technical Support – The TO Contractor shall:

- a. Complete unanticipated or unscheduled smaller tasks requiring a minimal level of effort (typically 8 hours or less). This includes unscheduled technical tasks such as media conversion or minor data extracts. The level of effort on each task is considered small enough to not warrant a DP Request and/or formal project planning and control.
- b. Track and report all ad hoc support tasks on the Monthly Status Report.

D. Team/Project Management – The TO Contractor shall perform project and team management. This shall include:

- a. Planning and directing MPAS maintenance and development efforts,
- b. Serving as a liaison to MSRA management,
- c. Coordinating activities of teams (contract personnel, from MPAS O&M and / or other Agency contracts, and Agency staff as required),
- d. Providing routine informal (oral/written) reporting of progress and issues, and
- e. Providing formal delivery of TO Contractor Progress Reports monthly or as requested in the designated format.

E. Project Work Planning – As appropriate, the TO Contractor shall:

- a. Perform all phases of project work planning and control. This includes detailing the approach, estimating resources and timelines, gaining approvals, reporting progress,

acting on schedule/staffing issues, providing information and documentation, coordinating activities of others, etc.

- b. Include the following tasks, which are representative of the recurring tasks, in the Project Work Plan:

Nightly:

Routine monitoring for problems in routine daily batch processing

Monthly:

Month-end routine processing

Quarterly:

Quarter-end routine processing

Annually:

Update service credit and interest contributions workbook

Produce pro-forma Personal Statement of Benefits

Complete periodic updates to the Internal Revenue Service, State of Maryland, and local tax rate and withholdings schedule tables

Add and delete health care plans and update annual rates

Complete annual (year-end) processing

- c. Estimate, plan, and document the number of Service Requests to be completed per month/quarter.

F. **Status Reporting** – As directed by the TO Manager.

11. TO Contractor shall provide the following resources:

A. **Senior Computer Systems Programmer** - The Senior Computer Systems Programmer shall:

- a. Perform project management tasks with oversight and coordination of the TO Contractor's development team.
- b. Participate in all phases of software development and support, including analysis, requirements definition, design, programming, testing, implementation, documentation, and all steps involved in successful change management.
- c. Be dedicated to the TO Agreement and shall work on-site for all hours proposed, except as required to monitor the progress of processing cycles and making corrections to allow processing to progress, which can be accomplished remotely.
- d. Be designated as "Key Personnel" as defined below.

B. **Senior Computer Programmer** – The Senior Computer Programmer shall:

- a. Participate in all phases of software development and maintenance.
- b. Be dedicated to the TO Agreement and shall work on-site for all hours proposed, except as required to monitor the progress of processing cycles and making corrections to allow processing to progress, which can be accomplished remotely.
- c. Focus on analysis, programming, testing, and documentation.

When taken as a whole, the technical on-site staff assigned to the TO Agreement – the Master Contractor's proposed team – shall possess a balance of both business and technical experience.

12. For the resources assigned, the TO Contractor shall:

- A. Ensure all personnel assigned shall work continuously for the duration of the TO Agreement, as long as performance is satisfactory to the TO Manager.
- B. Ensure that all personnel assigned to the TO Agreement with MSRA are cross-trained in essential activities and skills as necessary to ensure continuity of work performed on the TO Agreement.
- C. Ensure all TO Contractor personnel complete any necessary and required paperwork for security access to both the MSRA physical facility and MSRA computing resources- refusal to do so shall constitute grounds for default by the TO Contractor.
- D. Ensure all TO Contractor personnel wear a badge identifying them by their name and the TO Contractor's name at all times while on MSRA premises and within plain sight.

- E. Ensure all TO Contractor personnel adhere to the Agency dress code, which will be provided to the TO Contractor.
- F. Ensure the resources possess, in the aggregate, familiarity with the business terms and concepts associated with public pension and retirement program administration.
- G. Ensure the TO Contractor personnel, when viewed as a collective team, be familiar with, but are not limited to, the following:

Calculation of Benefits

- Basic allowance
- Vesting / eligibility credit
- Service credit
- 10-month versus 12-month employees
- Standard hours
- Actual versus full-time equivalent (FTE) salary
- Bifurcated service
- Average final compensation
- Transit time
- Annuity payment

Adjustments

- Cost of living adjustments (COLA)
- Domestic relations orders (DROs)
- Lien deductions
- Earnings limitations & re-employment
- Health insurance

Tax issues

- Tax withholding deductions
- Employer pick-up
- Taxability of benefits

Retirement process

- Early service retirement
- Deferred Retirement Option Program
- Ordinary versus accidental disability
- Service purchase
- Estimates

Other issues

- Multi-employer plans
- Employer pay schedules
- Withdrawals / refunds
- Employee contributions (including 10-month versus 12-month issues)
- Primary beneficiary
- Contingent beneficiary
- Interest calculation
- Accounting controls
- Actuarial projections
- Participating employer

These terms, which fit within the business functionality of the MPAS described in Section 2.3.1 of this TORFP, along with how they are applied to various pension programs, can be found in

the Benefit Handbooks which is located in the “Participants” section of the Agency’s public web site at www.sra.maryland.gov.

2.6 SERVICE LEVEL AGREEMENT (SLA)

This paragraph does not pertain to this solicitation.

2.7 PERSONNEL

Personnel requirements are presented in Section 2.5, Requirements, above, and in paragraphs that follow.

2.8 WORK HOURS

- Business Hours Support: The TO Contractor’s collective assigned personnel shall support core business hours (08:00 AM to 05:00 PM), Monday through Friday except for State holidays, Service Reduction days, and Furlough days observed by the Agency. 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.
- Scheduled non-Business Hours Support: After hours support may be necessary to respond to IT Security emergency situations. Additionally, services may also involve some evening and/or weekend hours performing planned system upgrades in addition to core business hours. Hours performing system upgrades would be billed on actual time worked at the rates proposed.
- 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 time to support any efforts outside core business hours. TO Contractor personnel may also be requested to restrict the number of hours TO Contractor personnel can work within a given period of time that may result in less than an eight hour day or less than a 40 hour work week.
- 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.

2.9 PERFORMANCE EVALUATION

This paragraph does not pertain to this solicitation.

2.10 PERFORMANCE ISSUE MITIGATION

At any time during the task order period of performance, should the performance of a TO Contractor resource be deemed unsatisfactory, Agency will pursue the following mitigation procedures prior to requesting a replacement employee:

- The TO Manager shall document performance issues and give written notice to the TO Contractor, clearly describing problems and delineating remediation requirement(s).
- 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.

- 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.

2.11 SUBSTITUTION OF PERSONNEL AFTER AWARD

The substitution of personnel procedures is as follows:

- The TO Contractor may not substitute personnel without the prior approval of the TO Manager. The TO Contractor must provide at least five (5) business days advance notice of any substitution of personnel.
- 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.
- The TO Contractor shall provide training for substitute personnel in both the technical and business requirements of this TORFP, at the TO Contractor's own expense. This training must result in a substitute that is immediately capable of functioning as a productive member of the MSRA systems development team.
- Those individuals specifically designated by the TO Contractor as Key Personnel are persons whose credentials are critical, in the Master Contractor's opinion, to the ongoing success of the TO Agreement. Following award of any contract that results from this TORFP, Key Personnel shall not be removed from the TO Agreement without the prior approval, in writing if practicable, of the Agency's TO Manager.

2.12 PREMISES AND OPERATIONAL SECURITY

The Agency is the custodian for a considerable volume of non-public personal information (NPPI) of both participants and retirees of the retirement and pension systems. NPPI is defined as any personally-identifiable information the Agency collects and stores, from employers, employees, and/or retirees, that is not available to the general public. Examples of NPPI retained by the Agency include, but are not limited to: names, retirement or pension plan affiliations, addresses, telephone numbers, social security numbers, bank account information, payment histories, compensation and work histories, employers, memberships, personal medical information, health and other benefit plan selections, names of relatives and beneficiaries, balances, and other information provided in confidence and related to retirement and pension programs administered by the Agency. In addition, the fact that an individual is a participant or retiree of the Agency-administered programs is in itself considered NPPI.

The TO Contractor, its employees, and subcontractors will be required to attest that they understand that the Agency retains NPPI and that all such NPPI will be protected by the TO Contractor at all times. At no time shall NPPI be removed, in any format, including but not limited to remote electronic access, from the Agency's premises except as specifically approved in writing by the Agency on a case-by-case basis. In addition, NPPI must be protected at all times when on-site at the Agency. This requirement is further set forth in Attachments 10 and 11 and Sections 1.9 and 4.4 of this TORFP. If there are any inconsistencies between this Section 2.12 of this TORFP and the attached Non-disclosure Agreements, the terms of this Section 2.12 shall control.

Notwithstanding any other condition, the following terms will apply:

1. At the discretion of the Agency, any breach of confidentiality is cause for immediate termination of the TO Agreement with the TO Contractor.
2. The Agency shall determine what Agency-related information falls within the definition of confidential information. Absent specific guidance from the Agency to the contrary, all information must be treated by the TO Contractor as confidential information. The TO Contractor shall have policies and procedures in place to ensure the confidentiality of such information.
3. The TO Contractor shall perform a criminal background check on all of its employees and employees of any subcontractors who have any access to confidential information. All persons assigned to this TO must not have been convicted of a felony.
4. The TO Contractor shall provide for the physical and electronic security of confidential information at all times when information is under the TO Contractor's control, and the TO Contractor must be able to determine any breach of NPPI.
 - a. The TO Contractor shall disclose to the Agency what safeguards it has in place to secure confidential information, to the extent that such disclosure does not compromise the TO Contractor's own confidential or proprietary information, but sufficient to assure the Agency that the SRA's confidential information is secure.
 - b. The Agency shall have the right to confirm that the TO Contractor has satisfied its obligations under the terms of the TO Agreement, in a mutually acceptable manner, to include review of TO Contractor audits, summaries of test results, or other equivalent evaluations.
 - c. The TO Contractor shall not make copies of any Agency-supplied information, except as required for back-up or redundancy, and shall destroy or return to the Agency any information that is no longer necessary for the TO Contractor to fulfill its obligations under the TO Agreement. In no event shall any data survive the end of a contract, including the TO Agreement, and the TO Contractor must certify any destruction / return (including back-up copies) to the Agency.
5. Where prior written consent to subcontract is granted by the Agency, the TO Contractor remains responsible for ensuring that each subcontractor agrees to provide at least equivalent safeguards of confidential information to those of the TO Contractor. The TO Contractor must obtain Agency approval of these subcontractor safeguards prior to commencement of the subcontract. Notwithstanding any subcontract, it remains the TO Contractor's responsibility to the Agency to safeguard all confidential information.
6. The TO Contractor shall immediately notify the Agency and provide available details by telephone, with confirmation in writing, in the event of a breach or potential breach of confidential information.
 - a. The TO Contractor must promptly and continually assess the extent and breadth of any possible or confirmed breach of the Agency's confidential information and shall remain in frequent, regular contact with the Agency regarding the incident.
 - b. The TO Contractor must take prompt action to remedy conditions that may have caused a breach, or, in the event of a potential breach, to address conditions that have been identified as having the potential to cause a breach.
7. TO Contractor personnel shall not connect non-MSRA hardware to the Agency's computing resources without prior written approval by the Agency's TO Manager; if approved, the TO Contractor is required to provide protections equivalent to the Agency's protection of its own hardware.
8. Terms related to confidentiality provisions shall survive the termination of any contract, including the TO Agreement issued pursuant to this TORFP.

2.13 DELIVERABLES

Formal deliverables, other than status reports, shall be determined and specified by the TO Manager during the term of the contract and shall be subject to the standards presented in Section 2.16 below.

2.14 DELIVERABLE SUBMISISON

This paragraph does not pertain to this solicitation.

2.15 DELIVERABLE ACCEPTANCE

This paragraph does not pertain to this solicitation

2.16 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 minimum deliverable quality criteria above.

2.17 DELIVERABLE ACCEPTANCE CRITERIA

During the term of this contract, should any deliverable be required by the TO Manager, the TO Manager shall provide the TO Contractor with acceptance criteria to be applied to that given deliverable.

2.18 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information 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 project execution. The following policies, guidelines and methodologies can be found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under "Policies and Guidance." These may include, but are not limited to:

- The State’s SDLC methodology
- The State Information Technology Security Policy and Standards
- The State Information Technology Project Oversight
- The State of Maryland Enterprise Architecture

All TO Contractor personnel, while on-site or representing the Agency, will adhere to all Agency policies, guidelines, dress codes, and other standards placed on Agency personnel. These standards will be provided to the TO Contractor by the Agency, and may be changed from time to time.

2.19 OFFEROR PERSONNEL MINIMUM QUALIFICATION

The following minimum qualifications are mandatory. The Master Contractor’s proposed staff shall document a professional level of expertise, and demonstrate the associated skills, as described in the position classifications below:

Senior Computer Systems Programmer (Propose One) - An individual in this category shall:

- Have a minimum of 12 years’ experience in information systems design, software development, technical programming, and project management experience.
- Possess eight (8) years of experience with software tools for testing, comparing files and data, version control, production control, and other utilities associated with the Microsoft application development and server processing environment.
- Possess five (5) years of analytical and business skills and experience. The individual must demonstrate experience delivering status reports, and ongoing presentation of concepts, requirements, and results to technical, client, management, and team personnel as described in the individual’s resume.
- Demonstrate proven and repeatedly successful implementations where the individual performed all three roles: design, implementation, and testing on at least three (3) projects, as described in the individual’s resume.
- At least two (2) years’ work experience in public sector defined benefit retirement and pension applications is required.

Senior Computer Programmer (Propose Up to Three) - These individuals shall:

- Have a minimum of eight (8) years of technical experience that includes extensive experience in systems development associated with the Microsoft application development and server processing environment. The Senior Computer Programmer position is a technical position and all proposed personnel who qualify for this labor category must be technically-focused systems development professionals.
- Have a minimum of two (2) years of experience developing or maintaining financial-type application systems that support general / managerial accounting, tax, interest-bearing customer accounting, actuarially-based, or similar requirements, as described in the individual’s resume.

2.20 OFFEROR PERSONNEL PREFERRED QUALIFICATIONS

It is strongly preferable that proposed Senior Computer Programmer personnel have a minimum of two (2) years of experience working with public defined benefit pension systems in addition to requisite technical skills, and these industry-specific skills will be given additional weight in considering and comparing the Master Contractors’ proposals.

The Master Contractor’s proposed personnel will be considered as a collective set of credentials, that when viewed as a team, should possess hands-on experience with a subset of the technologies listed in Section 2.3.2 above, which are listed in decreasing order of importance.

2.21 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS

The following minimum qualifications are mandatory. The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The Master Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services, including:

1. A minimum of five (5) years' experience, encompassing a minimum of 50 person-years' labor, engaged in all phases of systems development, from concept to deployment and support of application systems utilizing .NET-based and SQL Server-based technology.
2. A minimum of three (3) years' experience, encompassing a minimum of 30 person-years' labor, engaged in developing or maintaining financial-type application systems that support general / managerial accounting, tax, interest-bearing customer accounting, actuarially-based, or similar requirements for clients.
3. A minimum of ten (10) public-sector contracts in the past five (5) years:
 - a. Valued at a minimum of \$500,000 each for project-type scopes of work, or
 - b. Encompassing a minimum of three (3) continuously-assigned personnel for O&M-type scopes of work, or
 - c. A combination of 3a and 3b above that totals a minimum of ten (10) contracts in the public sector.

2.22 OFFEROR'S COMPANY PREFERRED QUALIFICATIONS

It is strongly preferable that the Master Contractor has corporate experience working with public-sector defined benefit pension systems in addition to requisite technical skills, and this industry-specific experience will be given additional weight in considering and comparing the TO Contractors' proposals (see Section 4.2 below). This experience can be demonstrated in several ways:

1. A minimum of four (4) contracts in the past 36 months, of either ongoing O&M-type or project-type, with public sector defined benefit industry clients, supporting pension and retirement benefits administration functions as listed in Section 2.5 item 12 above.
2. A distinct organizational unit at the corporate or regional level, that specializes in supporting the public-sector defined benefit pension and retirement industry.
3. Associate or similar membership or sponsorship with industry-specific organizations, such as the Public Retirement Information Systems Management (PRISM) organization, the National Association of State Retirement Administrators (NASRA), or the National Council on Teacher Retirement (NCTR).

2.23 RETAINAGE

Not applicable.

2.24 INVOICING

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 must be submitted to the TO Manager for payment approval.

The TO Contractor shall submit invoices on or before the 15th day of the month following hours worked.

2.25 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) A proper invoice shall identify the Maryland State Retirement Agency as the Maryland State Retirement Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.
- B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 9, for each deliverable being invoiced) submitted for payment to the Maryland State Retirement Agency at the following address:
 - Mr. Calvin T. Kiser,
 - Deputy Chief Information Systems Officer
 - MSRA
 - 120 E. Baltimore Street, 12th Floor
 - Baltimore, MD 21202
- 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.

2.26 WORK ORDER PROCESS

- A) Services for additional resources shall be provided via a Work Order process and in accordance with pre-approved Labor Categories with fully loaded rates proposed in Attachment 17.
- B) The TO Manager shall e-mail a Work Order request (See Attachment 17) to the TO Contractor to provide resources that are within the scope of this TORFP. The Work Order Request will include:
 - 1) Technical requirements and description of the resource needed
 - 2) Performance objectives and/or deliverables, as applicable
 - 3) Due date and time for submitting a response to the request
 - 4) Required place(s) where work must be performed
- C) The TO Contractor shall e-mail a response to the TO Manager within the specified time and include at a minimum:
 - 1) A response that details the TO Contractor’s understanding of the work;
 - 2) A Price to complete the Work Order Request using the format provided in Attachment 17.
 - 3) A description of proposed resources required to perform the requested tasks, with CATS+ labor categories listed in accordance with Attachment 17.
 - 4) An explanation how tasks shall be completed. This description shall include proposed subcontractors and related tasks.
 - 5) State-furnished information, work site, and/or access to equipment, facilities, or personnel
 - 6) The proposed personnel resources, including any subcontractor personnel, to complete the task.
- D) The TO Manager will review the response and will: confirm the proposed labor rates are consistent with this TORFP; contact the TO Contractor to obtain additional information, clarification or revision to the Work

Order; and will provide the work order to the Procurement Officer for approval. The TO Procurement Officer will approve the Work Order, issuing a change order to the TORFP if necessary.

- E) Proposed personnel shall be approved by the TO Manager. The TO Contractor shall furnish resumes of proposed personnel specifying their intended labor category from the CATS+ Labor Categories proposed in the TO Proposal. 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 personnel.
- F) The TO Manager will issue the Notice to Proceed (NTP) after the Work Order is approved and/or any interviews are completed.

2.27 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 day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to SRA's TO Manager at the same time the invoice copy is sent. 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 SRA's TO Manager. SRA 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 TO Procurement Officer and TO Manager.

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SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS+ TORFP must respond within the submission 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.

3.2 FORMAT

If a Master Contractor elects to submit a TO Proposal, the Master Contractor shall do so in conformance with the requirements of this CATS+ TORFP. A TO Proposal shall contain the following sections in order:

3.2.1 TO TECHNICAL PROPOSAL

A) Proposed Services

- 1) Requirements: A detailed explanation to indicate the Master Contractor understands the work to be performed, and description of the capabilities, approach and solution proposed by the Master Contractor to address the requirements outlined in Section 2- Scope of Work of this TORFP.
- 2) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.

B) Proposed Named Personnel and TORFP Staffing

- 1) Identify and provide resumes for up to four (4) proposed personnel by labor category. Each resume shall feature prominently the proposed personnel's skills and experience as they relate to Section 2 – Scope of Work.
- 2) Certification by the Master Contractor that all proposed personnel meet the minimum required qualifications.
- 3) 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.
- 4) Provide the names and titles of all specifically proposed Key Personnel, including the Senior Computer Systems Programmer who will be supervising the services rendered under the TO Agreement.
- 5) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary.
- 6) Complete and provide Attachment 14 – Proposed Personnel Retirement Business Understanding Matrix to include all proposed named personnel. As an important component in its proposal, the TO Contractor is required to complete Attachment 14, which is a business knowledge matrix for all named individually proposed on-site staff, to represent in the proposal the level of pension administration specific business knowledge of the proposed on-site staff members (on a scale of 1 to 5, low to high). This matrix will enable the Agency to appreciate how much ongoing Agency business analyst resource time will be required as part of engaging with the respective TO Contractor, should that contractor be selected for award.

- 7) Provide a Staffing Management Plan that demonstrates how the Offeror will provide resources in addition to the named personnel identified in this TORFP, and how the TO Contractor Personnel shall be managed. Include:
- a. Planned team composition by role (**Important! Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP**).
 - b. The process by which the TO Contractor will assure the Agency that the TO Contractor has tested and verified the **quality** of skills and experience of any resource, both technically and as a functioning member of teams, as much as the quantity of experience and nature of skills.
 - c. The process and proposed lead time for locating and bringing on board resources that meet Scope of Work and Task Order needs. The proposed Staffing Management Plan is an important component of the Technical Evaluation Criteria (see Section 4.2 below) and the extent of its specificity and relevance to the requirements as described in this TORFP shall be clearly represented in the order in which the TO Contractor plans to bring on additional personnel, for example:
 1. Whether individuals will be sourced from other TO Contractor contracts
 2. Whether individuals will be recruited from personnel with whom the TO Contractor has prior client contract experience
 3. Whether individuals will be identified using Internet-resident resources, and which specific resources will be used
 4. Etc.
 - d. Supporting descriptions for all labor categories proposed in response to this TORFP
 - e. Description of approach for quickly substituting qualified personnel after start of a Task Order.

C) MBE Participation

Submit completed MBE documents Attachment 2 - Forms D-1 and D-2.

D) Subcontractors

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

E) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide up to three examples of projects or contracts the Master Contractor and Subcontractor has completed that were similar to Section 2 - Scope of Work. Each example must include contact information for the client organization complete with the following:
 - a) Name of organization.
 - b) Point of contact name, title, email, and telephone number (point of contact must be available and knowledgeable regarding work performed).
 - c) Services provided as they relate to Section 2 - Scope of Work.
 - d) Start and end dates for each example project or contract. If the Master Contractor is no longer providing the services, explain why not.
 - e) Provide a listing of other projects or contracts the Master Contractor has completed, to substantiate the qualifications as stated in Sections 2.21 and 2.22 above, identified to either the Master Contractor or the Subcontractor.
- 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. For each identified contract, the Master Contractor shall provide:

- a) Name of organization.
- b) Point of contact name, title, and telephone number
- c) Services provided as they relate to Section 2 - Scope of Work.
- d) Start and end dates for each example project or contract. If the Master Contractor is no longer providing the services, explain why not.
- e) Dollar value of the contract.
- f) Whether the contract was terminated before the original expiration date.
- g) Whether any renewal options were not exercised.

Note - State of Maryland experience can be included as part of Section E1 above as project or contract experience. State of Maryland experience is neither required nor given more weight in proposal evaluations.

F) State Assistance

Provide an estimate of expectation concerning participation by State personnel.

G) Confidentiality

A Master Contractor shall 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, shall 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.

3.2.2 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 Price Proposal with all rates fully loaded. The Master Contractor shall indicate the fixed hourly labor category rate for each labor category indicated, Master Contractors shall list all proposed resources by approved CATS+ labor categories in the price proposal. Prices shall be valid for 120 days. Proposed rates are not to exceed the rates defined in the Master Contract. Please note that the number of class hours stated on Attachment 1 may vary over the course of the TO Agreement, at the discretion of the Agency. The hours listed are not a guarantee that the Master Contractor will be required to provide services and be paid for the hours stated herein. For each Labor Category, multiply the respective labor rate by the stated number of hours to derive the total cost for each category, add these together to derive the Total Evaluated Price for the initial year of the proposed TO Agreement. Include all such information on the Price Proposal, which is included as Attachment 1 to this TORFP.
- C) The first contract year shall end twelve (12) months following Notice to Proceed. The last contract year will terminate at the end of the contract term.
- D) To be responsive to this TORFP, the Price Proposal (Attachment 1) shall provide labor rates for all labor categories that may be utilized for this TORFP. Proposed rates are not to exceed the rates defined in the Master Contract for the Master Contract year(s) in effect at the time of the TO Proposal due date.

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 MSRA will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL PROPOSAL EVALUATION CRITERIA

The following are technical criteria for evaluating a TO Proposal in descending order of importance.

A) Qualifications and Experience of Named Personnel Proposed, when viewed as a collective team:

1. Key personnel

NOTE on Key Personnel: Credentials and experience of on-site staff designated as “Key Personnel” will be given greater weight than other on-site staff not so designated. As stated in Section 2.5 above, the Senior Computer Systems Programmer position shall be considered “Key Personnel.”

2. Other named personnel.

B) Experience of the Master Contractor with pension and retirement related clients.

C) Master Contractor's Staffing Management Plan.

D) Experience of proposed subcontractors with pension and retirement related clients.

E) General Experience of the Master Contractor.

F) General Experience of proposed subcontractors.

4.3 SELECTION PROCEDURES

A) TO Proposals will be assessed throughout the evaluation process for compliance with the minimum qualifications in Sections 2.19 through 2.22 inclusive and quality of responses to Section 3.2.1 of the TORFP. TO Financial Proposals will be considered only for TO Proposals deemed technically qualified. 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.

B) Qualified TO Proposals will be invited to make presentations to the Agency, during which the Agency will evaluate both the Offeror and the proposed individuals.

C) Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.

D) The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, technical merit and credentials will be given greater weight than price.

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).

ATTACHMENT 1 –PRICE PROPOSAL

PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS+ TORFP # G20B4400001

LABOR CATEGORIES

Master Contractor shall propose up to four named resources (Resources 1-4) who shall be available to start at TO award. Resource 1 must be the proposed Senior Computer Systems Programmer, who will serve as the team leader and must be a named Key Personnel, and Resources 2-5 represent Senior Computer Programmer level individuals, who may or may not be named and may or may not be designated as Key Personnel by the Master Contractor. Additional resources, currently anticipated to be a single individual, shall be obtained after TO award through a work order process up to the maximum specified in TORFP Section 2. Financial evaluation will be based on a 2,080 hours per year basis (accommodating anticipated hours in evenings, weekends, and some holidays) per individual proposed and an overall financial impact, calculated for the anticipated contract team totaling five (5) individuals. Master Contractors shall propose one CATS+ Labor Categories to support potential Future Additional Resources for this TORFP.

For evaluation purposes, allocate exactly the number of hours specified for future additional resources in each TO Term. Contract Years 1-4 are expected to be full 12-months’ duration years, while Year 5 is expected to be of 5 months’ duration, and the number of hours below reflects this expectation. Future additional resources must be assigned a CATS+ Labor Category but the Master Contractor is not required to specify which labor category until the time of the Work Order. Therefore, Master Contractors should include as part of future additional resources any CATS+ Labor Category that might reasonably be utilized to fulfill the scope of this TORFP not to exceed the total number of hours for all the additional resources.

After multiplying each labor line, Hourly Labor Rate (Column A) times the Total Class Hours (Column B), and deriving a Total Proposed Price (Column C) for each line item and year in the table below, the Master Contractor shall enter the sum of Years 1-5 as the Total Evaluated Price at the end of the table. The Total Class Hours are not to be construed as “guaranteed” hours; the total number of hours is an estimate only for purposes of price proposal evaluation.

A year for this task order shall be calculated as one calendar year from NTP. Labor Rate Maximums: The maximum labor rate that may be proposed for any CATS+ Labor Category shall not exceed the maximum for the CATS+ Master Contract year in effect on the TO Proposal due date.

A. RESOURCES TO START DAY 1 (Note: Total hours are not to be considered guaranteed)

CATS+ Labor Categories	A	B	C
	Hourly Labor Rate	Total Class Hours	Total Proposed CATS+ TORFP Price
(Master Contractor to insert Proposed labor categories for this TORFP)			
Year 1			
Resource #1 – JOB TYPE (Insert Resource Name and CATS+ Labor Category)	\$	2,080	\$
Resource #2 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #3 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #4 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Future Potential Additional Resources to be added through a Work Order. Assume labor category that equates to the Senior Computer Programmer position in the TORFP.			
(Insert CATS+ Labor Category)	\$	2,080	\$
		Total Price Year 1	\$

Year 2			
Resource #1 – JOB TYPE (Insert Resource Name and CATS+ Labor Category)	\$	2,080	\$
Resource #2 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #3 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #4 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Future Potential Additional Resources to be added through a Work Order. Assume labor category that equates to the Senior Computer Programmer level in the TORFP.			
Resource #5 (Insert CATS+ Labor Category)	\$	2,080	\$
		Total Price Year 2	\$
Year 3			
Resource #1 – JOB TYPE (Insert Resource Name and CATS+ Labor Category)	\$	2,080	\$
Resource #2 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #3 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #4 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Future Potential Additional Resources to be added through a Work Order. Assume labor category that equates to the Senior Computer Programmer level in the TORFP.			
Resource #5 (Insert CATS+ Labor Category)	\$	2,080	\$
		Total Price Year 3	\$
Year 4			
Resource #1 – JOB TYPE (Insert Resource Name and CATS+ Labor Category)	\$	2,080	\$
Resource #2 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #3 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Resource #4 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	2,080	\$
Future Potential Additional Resources to be added through a Work Order. Assume labor category that equates to the Senior Computer Programmer level in TORFP.			
Resource #5(Insert CATS+ Labor Category)	\$	2,080	\$
		Total Price Year 4	\$
Year 5			
Resource #1 – JOB TYPE (Insert Resource Name and CATS+ Labor Category)	\$	870	\$
Resource #2 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	870	\$
Resource #3 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	870	\$
Resource #4 – JOB TYPE (Insert Resource Name, if proposed, and CATS+ Labor Category)	\$	870	\$
Future Potential Additional Resources to be added through a Work Order. Assume labor category that equates to the Senior Computer Programmer level in TORFP.			

Resource #5 (Insert CATS+ Labor Category)	\$	870	\$
		Total Price Year 5	\$
Total Evaluated Price			\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Signature

Date

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 to include all direct and indirect costs and profit for the Master Contractor to perform under the TO Agreement. The total hours listed above are to be considered as estimates only and not to be construed as a guaranteed billable hours. Actual hours will be compensated at the total number of hours performed. All pricing shall be valid for 120 days.

SUBMIT AS A .PDF FILE WITH THE TO FINANCIAL PROPOSAL

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS+ TORFP # G20B4400001

These instructions are meant to accompany the customized reporting forms sent to you by the TO Manager. If, after reading these instructions, you have additional questions or need further clarification, please contact the TO Manager immediately.

1. As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (TO Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2. The TO Contractor must complete a separate Form D-5 for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.
3. The TO Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy of and/or hard copy) of Form D-6. The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize Form D-6 (upper right corner of the form) for the subcontractor the same as the Form D-5 was customized by the TO Manager for the benefit of the TO Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15th of each month, regardless of whether there was any MBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form D-5. The TO Manager will contact the TO Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The TO Contractor must promptly notify the TO Manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE contract provisions and reporting requirements may result in sanctions, as provided by COMAR 21.11.03.13.

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 PORFP, I must submit the following additional documentation as directed in the PORFP.
- (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 TO FINANCIAL PROPOSAL

Attachment D-2 MBE Participation Schedule

Prime Contractor: <small>(Firm Name, Address, Phone)</small>	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 <i>All MBE</i> 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**

**ATTACHMENT 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. G20B4400001, 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: _____

**ATTACHMENT 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

SUBCONTRACTOR SIGNATURE

By: _____
Name, Title
Date _____

By: _____
Name, Title
Date _____

This form is to be completed monthly by the prime

Attachment 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 #: G20B4400001 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 border="1"> <thead> <tr> <th></th> <th><u>Invoice#</u></th> <th><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> <tr> <td>Total Dollars Paid:</td> <td>\$ _____</td> <td></td> </tr> </tbody> </table>			<u>Invoice#</u>	<u>Amount</u>	1.			2.			3.			4.			Total Dollars Paid:	\$ _____		List dates and amounts of any outstanding invoices: <table border="1"> <thead> <tr> <th></th> <th><u>Invoice #</u></th> <th><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> <tr> <td>Total Dollars Unpaid:</td> <td>\$ _____</td> <td></td> </tr> </tbody> </table>			<u>Invoice #</u>	<u>Amount</u>	1.			2.			3.			4.			Total Dollars Unpaid:	\$ _____	
	<u>Invoice#</u>	<u>Amount</u>																																					
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Total Dollars Paid:	\$ _____																																						
	<u>Invoice #</u>	<u>Amount</u>																																					
1.																																							
2.																																							
3.																																							
4.																																							
Total Dollars Unpaid:	\$ _____																																						

**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):

Calvin T. Kiser Deputy Chief Information Systems Officer Maryland State Retirement Agency 120 E. Baltimore Street Baltimore, MD 21202 ckiser@sra.state.md.us	Margie J. Gordon, CPPB TO Procurement Officer Maryland State Retirement Agency 120 E. Baltimore Street Baltimore, MD 21202 mgordon@sra.state.md.us and procurement@sra.state.md.us
---	--

This form must be completed by
 MBE subcontractor

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

Report#: _____	Contract # G20B440001
Reporting Period (Month/Year): _____	Contracting Unit:
Report is due by the 10th of the month following the month the services were performed.	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.		List dates and amounts of any unpaid invoices over 30 days old.
<u>Invoice Amt</u>	<u>Date</u>	<u>Invoice Amt</u>
1.		1.
2.		2.
3.		3.
Total Dollars Paid: \$ _____		Total Dollars Unpaid: \$ _____
Prime Contractor:		Contact Person:

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

Calvin T. Kiser Deputy Chief Information Systems Officer Maryland State Retirement Agency 120 E. Baltimore Street Baltimore, MD 21202 ckiser@sra.state.md.us	Margie J. Gordon, CPPB TO Procurement Officer Maryland State Retirement Agency 120 E. Baltimore Street Baltimore, MD 21202 mgordon@sra.state.md.us and procurement@sra.state.md.us
---	--

Signature: _____ Date: _____
 (Required)

Code of Maryland Regulations (COMAR)
Title 21, State Procurement Regulations
(regarding a waiver to a Minority Business Enterprise subcontracting goal)

COMAR 21.11.03.11 - Waiver.

- A. If, for any reason, the apparent successful bidder or offeror is unable to achieve the contract goal for certified MBE participation, the bidder or offeror may request, in writing, a waiver to include the following:
- (1) A detailed statement of the efforts made to select portions of the work proposed to be performed by certified MBEs in order to increase the likelihood of achieving the stated goal;
 - (2) A detailed statement of the efforts made to contact and negotiate with certified MBEs including:
 - (a) The names, addresses, dates, and telephone numbers of certified MBEs contacted, and
 - (b) A description of the information provided to certified MBEs regarding the plans, specifications, and anticipated time schedule for portions of the work to be performed;
 - (3) As to each certified MBE that placed a subcontract quotation or offer that the apparent successful bidder or offeror considers not to be acceptable, a detailed statement of the reasons for this conclusion;
 - (4) A list of minority subcontractors found to be unavailable. This list should be accompanied by an MBE unavailability certification (MBE Attachment D6) signed by the minority business enterprise, or a statement from the apparent successful bidder or offeror that the minority business refused to give the written certification: and
 - (5) The record of the apparent successful bidder or offeror's compliance with the outreach efforts required under Regulation .09B(2)(b).
- A waiver may only be granted upon a reasonable demonstration by that MBE participation could not be obtained or could not be obtained at a reasonable price.
- If the waiver request is determined not to meet this standard, the bidder or offeror will be found non-responsive (bid) or not reasonably susceptible for award (proposal) and removed from further consideration.
- B. A waiver of a certified MBE contract goal may be granted only upon reasonable demonstration by the bidder or offeror that certified MBE participation was unable to be obtained or was unable to be obtained at a reasonable price and if the agency head or designee determines that the public interest is served by a waiver. In making a determination under this section, the agency head or designee may consider engineering estimates, catalogue prices, general market availability, and availability of certified MBEs in the area in which the work is to be performed, other bids or offers and subcontract bids or offers substantiating significant variances between certified MBE and non-MBE cost of participation, and their impact on the overall cost of the contract to the State and any other relevant factor.
- C. An agency head may waive any of the provisions of Regulations .09-.10 for a sole source, expedited, or emergency procurement in which the public interest cannot reasonably accommodate use of those procedures.
- D. When a waiver is granted, except waivers under Section C, one copy of the waiver determination and the reasons for the determination shall be kept by the MBE Liaison Officer with another copy forwarded to the Office of Minority Affairs.

**MBE ATTACHMENT 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 G20B4400001, project name Maryland Pension Administration System (MPAS) Operations and Maintenance (O&M) Support Services.

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

Section II (to be completed by CERTIFIED MINORITY BUSINESS ENTERPRISE)

I hereby certify that the firm of _____ MBE Cert.# _____
(Name of MBE Firm)

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

was offered the opportunity to bid on project number _____, ON _____
(Date)

by _____
(Prime Contractor's Name) (Prime Contractor Official's Name) (Title)

The statements contained in Section I and Section II of this document are, to the best of my knowledge and belief, true and accurate.

(Name) (Title) (Phone)

(Signature) (Fax Number)

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS+ TORFP# G20B4400001 OF MASTER CONTRACT #060B2490023

This Task Order Agreement (“TO Agreement”) is made this ___day of ___Month, 201___ by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, Maryland State Retirement Agency.

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 State Retirement Agency, as identified in the CATS+ TORFP # G20B4400001.
 - b. “CATS+ TORFP” means the Task Order Request for Proposals # G20B4400001, dated January24, 2014, including any addenda.
 - c. “Master Contract” means the CATS+ Master Contract between the Maryland Department of Information Technology and TO Contractor dated MONTH DAY, YEAR.
 - d. “TO Procurement Officer” means Margie J. Gordon, CPPB. 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 Maryland State Retirement 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 Calvin T. Kiser 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 Technical Proposal and TO Financial Proposal.
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:
 - a. The TO Agreement,
 - b. Exhibit A – CATS+ TORFP
 - c. Exhibit B – TO Technical Proposal
 - d. 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 commencing on the date of Notice to Proceed (which shall be on or about June 1, 2014) and terminating on October 31, 2018.

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 **Total amount of task order**. 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 **Federal ID number**. 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, MARYLAND STATE RETIREMENT AGENCY

By: Margie J. Gordon, CPPB, TO Procurement Officer

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 A .PDF FILE WITH TO TECHNICAL PROPOSAL

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must 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 must 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 SUMMARY (CONTINUED)

Proposed Individual's Name/Company:	How does the proposed individual meet each requirement?
LABOR CLASSIFICATION TITLE – (INSERT CATS+ LABOR CATEGORY NAME)	
<p>Education: Insert the education description from:</p> <ul style="list-style-type: none"> a. The CATS+ RFP from Section 2.19 for the applicable labor category b. The minimum qualifications and required certifications in Section 2.19 of this TORFP 	
<p>Experience: Insert the experience description from the CATS+ RFP</p> <ul style="list-style-type: none"> a. The CATS+ RFP from Section 2.19 for the applicable labor category b. The minimum qualifications and required certifications in Section 2.19 of this TORFP <p>Provide dates in the format of MM/YY to MM/YY</p>	
<p>Duties: (Insert the duties description from the CATS+ RFP from Section 2.19 for the applicable labor category.)</p>	

The information provided on this form for this labor class is true and correct to the best of my knowledge:

TO Contractor's Contract Administrator:

Signature Date

Proposed Individual:

Signature Date

SUBMIT WITH TO TECHNICAL PROPOSAL
SIGNATURE OF PROPOSED INDIVIDUAL REQUIRED AT THE TIME OF THE ORAL PRESENTATION

ATTACHMENT 6 – DIRECTIONS

TO THE PRE-TO PROPOSAL CONFERENCE

The MSRA is located in the SunTrust Building
120 E. Baltimore Street Baltimore, MD 21202-6700

Contractors' Parking

The hourly rates for the Sun Trust Building garage are:

0 to ½ hour	\$8
½ hour to 1 hour	\$11
1 hour to 1½ hours	\$16
Daily Max	\$22

(Parking Garage prices subject to change without notice)

The entrance to the garage is on Calvert Street. If you park in the SunTrust Building garage, enter the garage elevator and proceed to the building lobby which is designated as floor 1. Once in the lobby Contractors will be required to sign in and then proceed to the 16th floor.

Coming from the north:

- Take I-83 S toward Baltimore
- Turn right on Fayette St. via Exit 1
- Turn left onto St. Paul St.
- Turn left onto E. Baltimore St.
- SunTrust building is at corner of E. Baltimore and Calvert Streets

Coming from the south:

- Take I-95 N toward Baltimore
- Take I-395 N via Exit 53 toward downtown
- Follow signs to I-395 Downtown Inner Harbor
- Turn right on Conway St.
- Go left at Light St. (sign indicates Calvert St. as well)
- SunTrust building is at corner of Calvert and E. Baltimore Streets

Coming from the Eastern Shore:

- Take US-50 W to I-97 N (Exit 13 B)
- Take I-97 N to I-695 W Baltimore Beltway (Exit 17 A)
- Merge onto I-295 N (Exit 7 B) toward Baltimore
- Turn right onto W. Pratt St.
- Turn left onto S. Charles St.
- Turn right on E. Baltimore St.
- SunTrust building is at corner of E. Baltimore and Calvert Streets

Coming from the west:

- Take I-70 toward Baltimore
- Merge onto I-695 S/Baltimore Beltway via Exit 91 A toward I-95 S Glen Burnie

- Take I-95 N via Exit 11 A toward Baltimore
- Take I-395 N via Exit 53 toward downtown
- Follow signs to I-395 Downtown Inner Harbor
- Turn right on Conway St.
- Go left at Light St. (sign indicates Calvert St. as well)
- SunTrust building is at corner of E. Baltimore and Calvert Street

The entrance to the garage is located on Calvert Street. All parking fees are the responsibility of the OFFEROR/Contractor. The Maryland State Retirement Agency will not pay for any parking fees. **Parking may also be available on the street in front of the SunTrust Building. MSRA is located in the Sun Trust building on 120 E. Baltimore, 16th Floor, Baltimore, MD 21202. All visitors to the building MUST sign in at the front desk before proceeding to MSRA.**

Please send an email with the number of attendees to the procurement office (procurement@sra.state.md.us) by **2:00 PM on January 29, 2014. If special accommodations are required please notify MSRA immediately so that we can make any necessary AND REASONABLE arrangements. MSRA will NOT reimburse vendors for their travel time, parking, or other expenses.**

ATTACHMENT 7 – NOTICE TO PROCEED (SAMPLE)

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS+ Task Order Agreement #G20B4400001

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. / Ms. _____ of _____ (Agency Name) will serve as the TO Manager and your contact person on this Task Order. He / She can be reached at telephone _____.

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

Sincerely,

TO Procurement Officer

Task Order Procurement Officer

Enclosures (2)

cc: TO Manager

Procurement Liaison Office, Department of Information Technology

Project Management Office, Department of Information Technology

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM

This attachment does not pertain to this solicitation.

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

This attachment does not pertain to this solicitation.

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

This Non- Disclosure Agreement (the "Agreement") is made this ___ day of _____ 20___, by and between _____ (hereinafter referred to as "the OFFEROR ") and the State of Maryland (hereinafter referred to as " the State").

OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS+ TORFP #G20B440001 for Maryland Pension Administration System (MPAS) Operations & Maintenance (O&M) Support Services. In order for the OFFEROR to submit a TO Proposal, it will be necessary for the State to provide the OFFEROR with access to certain confidential information including, but not limited, to _____. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as "Confidential Information". As a condition for its receipt and access to the Confidential Information described above, the OFFEROR agrees as follows:

1. OFFEROR will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received, except in connection with the preparation of its TO Proposal.
2. Each employee or agent of the OFFEROR who receives or has access to the Confidential Information shall execute a copy of this Agreement and the OFFEROR shall provide originals of such executed Agreements to the State. Each employee or agent of the OFFEROR who signs this Agreement shall be subject to the same terms, conditions, requirements and liabilities set forth herein that are applicable to the OFFEROR.
3. OFFEROR shall return the Confidential Information to the State within five business days of the State's Notice of recommended award. If the OFFEROR does not submit a Proposal, the OFFEROR shall return the Confidential Information to Margie J. Gordon, CPPB, TO Procurement Officer, Maryland State Retirement Agency on or before the due date for Proposals.
4. OFFEROR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. 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 for the OFFEROR'S failure to comply with the requirements of this Agreement. The OFFEROR consents to personal jurisdiction in the Maryland State Courts.
5. 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 OFFEROR or any employee or agent of the OFFEROR to comply with the requirements of this Agreement, OFFEROR and such employees and agents of OFFEROR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. OFFEROR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than \$20,000 and/or imprisonment not exceeding 5 years or both. OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: _____ BY: _____
NAME: _____ TITLE: _____
ADDRESS: _____

SUBMIT AS REQUIRED IN THE 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 Maryland State Retirement Agency (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 Maryland Pension Administration System (MPAS) Operations & Maintenance (O&M) Support Services TORFP No. G20B4400001 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:
 - a. This Agreement shall be governed by the laws of the State of Maryland;
 - b. 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;
 - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
 - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
 - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
 - f. The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

Name: _____

Title: _____

Date: _____

Maryland State Retirement Agency:

Name: _____

Title: _____

Date: _____

SUBMIT AS REQUIRED IN THE TORFP

**EXHIBIT A TO NONDISCLOSURE AGREEMENT
TO CONTRACTOR)
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 contractoversigh.doit@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.)	

<p>B) Did the Master Contractor request each personnel substitution in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<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>D) 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 ÷ 10,000 = 0.30))</p>
<p>D) 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>E) Has the Master Contractor expressed difficulty with meeting the MBE goal? Yes <input type="checkbox"/> No <input type="checkbox"/> (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"/> (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>

ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT

Contract No. G20B4400001

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 – PROPOSED PERSONNEL RETIREMENT BUSINESS UNDERSTANDING MATRIX

Name of Master Contractor _____

Instructions:

List the name of each named individual proposed for assignment to the TO Agreement at its inception, one per row in Column 1. Columns 2 through 6 list the areas of business understanding presented in Section 2.5 of this TORFP. For each proposed individual, assess the level of business understanding of that individual with each category of business understanding on a scale of 1 to 5 approximately as follows:

- | | | | |
|----------------|----------|---------------|---|
| <u>Rating:</u> | 1 | <u>Means:</u> | No familiarity with the business concept |
| | 2 | | Some familiarity with the business concept |
| | 3 | | Moderate familiarity with the business concept |
| | 4 | | Conversant in the details of the business concept |
| | 5 | | Understand details sufficiently to explain concept to others |

<u>Column 1</u>	<u>Column 2</u>	<u>Column 3</u>	<u>Column 4</u>	<u>Column 5</u>	<u>Column 6</u>
Name of Proposed Individual	Calculation of Benefits	Adjustments	Tax Issues	Retirement Process	Other Issues

This Attachment 14 must be completed and submitted in the Technical Proposal submission in response to this TORFP and will be evaluated as part of that submission. If selected for oral presentation, each Offeror is expected to make every proposed individual listed above available to the Agency, as part of the presentation process, to selectively validate the efficacy of the ratings assigned by the Offeror to that individual in the matrix above.

ATTACHMENT 15 – 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 16 – PERFORMANCE EVALUATION FORM

This attachment does not pertain to this solicitation.

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:					
Deliverable(s), Acceptance Criteria and Due Date(s):					
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.		<u>AGENCY shall pay an amount not to exceed</u>			\$
<u>TO Contractor</u>			<u>AGENCY Approval</u>		
(Signature) TO Contractor Authorized Representative (Date)			(Signature) AGENCY TO Manager (Date)		
POC		<i>(Print Name)</i>			
Telephone No.		TO Manager		<i>(Print Name)</i>	
Email:		Telephone No.			
		EMAIL:			