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

COMPASS V2 SYSTEM DEVELOPMENT TORFP

CATS+ TORFP # K00R4400349

MARYLAND

Department of Natural Resources (DNR)

Issue Date: June 5, 2014

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KEY INFORMATION SUMMARY SHEET

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

TORFP Title:	COMPASS V2 SYSTEM DEVELOPMENT TORFP
TO Project Number (TORFP #):	K00R4400349
Functional Area:	FA2 Web and Internet Systems
TORFP Issue Date:	6/05/2014
Questions Due Date and Time:	6/16/2014 at 5:00 PM Local Time
Closing Date and Time:	6/27/2014 at 12:00 PM Local Time
TORFP Requesting Agency:	Department of Natural Resources (DNR)
Send Questions and Proposals to:	Jonathan Manley jonathan.manley@maryland.gov
TO Procurement Officer:	Penny Bates Office Phone Number: 410-260-8369 Office Fax Number: 410-260-8373 Email: penny.bates@maryland.gov Address: 580 Taylor Ave, D-4, Annapolis, MD 21401
TO Manager:	Jonathan Manley Office Phone Number: 410-353-9523 Office Fax Number: 410-260-8373 Email: jonathan.manley@maryland.gov Address: 580 Taylor Ave, D-4, Annapolis, MD 21401
TO Type:	Fixed Price
Period of Performance:	Six (6) Months
MBE Goal:	30% with sub-goals for Women-owned of 8 %, African American-owned of 7 % and Hispanic American-owned of 2 %
VSBE Goal:	0%
Small Business Reserve (SBR):	No
Primary Place of Performance:	TO Contractor’s Place of Business
TO Pre-proposal Conference:	580 Taylor Ave, Annapolis, MD 21401 6/19/2014 at 2:00 PM Local Time See Attachment 6 for directions.

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 TORFP SUBJECT TO CATS+ MASTER CONTRACT

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.

All times specified in this document are local time, defined as Eastern Standard Time or Eastern Daylight Time, whichever is in effect.

1.2 ROLES AND RESPONSIBILITIES

Personnel roles and responsibilities under the TO:

- **TO Procurement Officer** – The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement.
- **TO Manager** - The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement; 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. The TO Contractor shall provide human resources as necessary to perform the services described in this TORFP Scope of Work.
- **TO Contractor Manager** - TO Contractor Manager will serve as 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 will serve as liaison between the TO Manager and the senior TO Contractor management.

  The TO Contractor will provide invoices as specified under Section 2.12 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.

1.3 TO AGREEMENT

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

1.4 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 inbox.

1.5 ORAL PRESENTATIONS/INTERVIEWS

All Offerors and proposed staff will be required to make an oral presentation to State representatives in the form of oral presentations. 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 TO is awarded to the Master Contractor. The TO Procurement Officer will notify Master Contractor of the time and place of oral presentations.

1.6 QUESTIONS

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

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

1.7 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 Master Contractors are encouraged to attend in order to facilitate better preparation of their proposals.

Seating at the 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 conference 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 DNR will make reasonable efforts to provide such special accommodation.

1.8 CONFLICT OF INTEREST

The TO Contractor shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and shall do so impartially and without any conflicts of interest. Each Offeror shall complete and include with its TO Proposal a Conflict of Interest Affidavit and Disclosure in the form included as Attachment 4 of this TORFP. 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 an Offeror's TO Proposal under COMAR 21.06.02.03B.

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

By submitting a Conflict of Interest Affidavit and Disclosure, the Offeror shall be construed as certifying all personnel and subcontractors are also without a conflict of interest as defined in COMAR 21.05.08.08A.

1.9 LIMITATION OF LIABILITY

The TO Contractor's liability is limited in accordance with Section 27 of the CATS+ Master Contract. TO Contractor's liability for this TORFP is limited to two (2) times the total TO Agreement amount.

1.10 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.

1.11 TRAVEL REIMBURSEMENT

Expenses for travel and other costs shall be reimbursed only with prior approval by the TO Manager.

1.12 MINORITY BUSINESS ENTERPRISE (MBE)

For MBE goals and sub-goal information reference the Key Information Summary Sheet above.

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation at the time of TO Proposal submission (See Attachment 2 Minority Business Enterprise Forms and Section 3 Task Order Proposal Format and Submission Requirements). **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time of TO Proposal submission will result in the State's rejection of the Master Contractor's TO Proposal.**

1.12.1 MBE PARTICIPATION REPORTS

DNR will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements.

1. 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.
2. The TO Contractor shall provide a completed MBE Prime Contractor Paid/Unpaid MBE Invoice Report (Attachment 2, Form D-5) to DNR at the same time the invoice copy is sent.
3. The TO Contractor shall ensure that each MBE subcontractor provides a completed Subcontractor Paid/Unpaid MBE Invoice Report (Attachment 2, Form D-6).

4. Subcontractor reporting shall be sent directly from the subcontractor to the DNR. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Manager.

1.13 VETERAN OWNED SMALL BUSINESS ENTERPRISE (VSBE)

For VSBE goal information reference the Key Information Summary Sheet above, representing the percentage of total fees paid for services under this TO. By submitting a response to this solicitation, the bidder or offeror agrees that this percentage of the total dollar amount of the contract will be performed by verified VSBEs.

1.13.1 NOTICE TO OFERORS

Questions or concerns regarding the Veteran-Owned Small Business Enterprise (VSBE) subcontractor participation goal of this solicitation must be raised before the due date for submission of TO Proposals.

1.13.2 PURPOSE

The TO Contractor shall structure its procedures for the performance of the work required in this TO to attempt to achieve the VSBE subcontractor participation goal stated in this solicitation. VSBE performance must be in accordance with this section and Attachment 15, as authorized by COMAR 21.11.13. The TO Contractor agrees to exercise all good faith efforts to carry out the requirements set forth in this section and Attachment 15.

VSBEs must be verified by the Center for Veterans Enterprise of the United States Department of Veterans Affairs. The listing of verified VSBEs may be found at http://www.vetbiz.gov.

1.13.3 VSBE GOALS

A VSBE subcontract participation goal has been established for this TORFP in accordance with information found on the Key Information Summary Sheet.

By submitting a response to this solicitation, Offeror agrees that this percentage of the total dollar amount of the TO will be performed by verified VSBEs.

1.13.4 Solicitation and TO Formation

Offeror shall include with it's TO Proposal a completed VSBE Utilization Affidavit and Subcontractor Participation Schedule (Attachment 15-V-1A and Attachment 15-V-1 whereby:

1. Offeror acknowledges it: a) intends to meet the VSBE participation goal; or b) requests a full or partial waiver of the VSBE participation goal. If Offeror commits to the full VSBE goal or requests a partial waiver, it shall commit to making a good faith effort to achieve the stated goal.
2. Offeror responds to the expected degree of VSBE participation as stated in the TORFP, by identifying the specific commitment of VSBEs at the time of TO Proposal submission. Offeror shall specify the percentage of TO value associated with each VSBE subcontractor identified on the VSBE Participation Schedule.

If Offeror fails to submit Attachment 15-V-1A and Attachment 15-V-1 with the Proposal as required, the TO Procurement Officer may determine that the offer is non-responsive or that the Proposal is not reasonably susceptible to be selected for award.

Within 10 Working Days from notification that it is the apparent awardee, the awardee shall provide the following documentation to the TO Procurement Officer.

1. VSBE Subcontractor Project Participation Statement (Attachment 15-V-2);
2. If the apparent awardee believes a full or partial waiver of the overall VSBE goal is necessary, it must submit a fully-documented waiver request that complies with COMAR 21.11.13.07; and
3. Any other documentation required by the TO Procurement Officer to ascertain Offeror's responsibility in connection with the VSBE subcontractor participation goal.

If the apparent awardee fails to return each completed document within the required time, the Procurement Officer may determine that the apparent awardee is not responsible and therefore not eligible for TO award.

1.13.5 TO Administration Requirements

The TO Contractor, once awarded the TO shall:

1. Submit monthly to DOIT a report listing any unpaid invoices, over 45 days old, received from any VSBE subcontractor, the amount of each invoice, and the reason payment has not been made (Attachment 15-V-3).
2. Include in its agreements with its VSBE subcontractors a requirement that those subcontractors submit monthly to DOIT a report that identifies the prime contract and lists all payments received from TO Contractor in the preceding 30 days, as well as any outstanding invoices, and the amount of those invoices (Attachment 15-V-4).
3. Maintain such records as are necessary to confirm compliance with its VSBE participation obligations. These records shall indicate the identity of VSBE and non-VSBE subcontractors employed on the TO, the type of work performed by each, and the actual dollar value of work performed. The subcontract agreement documenting the work performed by all VSBE participants must be retained by the Contractor and furnished to the TO Procurement Officer on request.
4. Consent to provide such documentation as reasonably requested and to provide right-of-entry at reasonable times for purposes of the State's representatives verifying compliance with the VSBE participation obligations. TO Contractor shall retain all records concerning VSBE participation and make them available for State inspection for three years after final completion of the TO.

At the option of DOIT, upon completion of the TO and before final payment and/or release of retainage, submit a final report in affidavit form and under penalty of perjury, of all payments made to, or withheld from VSBE subcontractors.

1.13.6 VSBE PARTICIPATION REPORTS

DHR shall monitor both the TO Contractor's efforts to achieve the VSBE participation goal and compliance with reporting requirements. Monthly reporting of VSBE participation is required by the 15th day of each month. The TO Contractor shall submit required reports as described in 1.13.5 TO Administration Requirements to DHR at the same time the invoice copy is sent.

Subcontractor reporting shall be sent directly from the subcontractor to DHR. The TO Contractor shall e-mail all completed forms, copies of invoices and checks paid to the VSBE directly to the TO Manager.

1.14 NON-DISCLOSURE AGREEMENT

1.14.1 NON-DISCLOSURE AGREEMENT (OFFEROR)

Certain system documentation may be available for Master Contractors to review at a reading room at DNR's address. Master Contractors 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 to schedule an appointment.

1.14.2 NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

Certain system documentation may be required by the TO 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 a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 11.

1.15 LIVING WAGE

Maryland law requires that contractors meeting certain conditions pay a living wage to covered employees on State service contracts over $100,000. Maryland Code, State Finance and Procurement, § 18-101 et al. The Commissioner of Labor and Industry at the Department of Labor, Licensing and Regulation requires that a contractor subject to the Living Wage law submit payroll records for covered employees and a signed statement indicating that it paid a living wage to covered employees; or receive a waiver from Living Wage reporting requirements. See COMAR 21.11.10.05.

If subject to the Living Wage law, TO Contractor agrees that it will abide by all Living Wage law requirements, including but not limited to reporting requirements in COMAR 21.11.10.05. TO Contractor understands that failure of Contractor to provide such documents is a material breach of the terms and conditions and may result in Contract termination, disqualification by the State from participating in State contracts, and other sanctions.

All TO Proposals shall be accompanied by a completed Living Wage Affidavit of Agreement, Attachment 13 of this TORFP.

1.16 IRANIAN NON-INVESTMENT

All TO Proposals shall be accompanied by a completed Certification Regarding Investments in Iran, Attachment 16 of this TORFP.

1.17 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES

DoIT is responsible for contract management oversight on the CATS+ Master Contract. As part of that oversight, DoIT has implemented a process for self-reporting contract management activities of TOs under CATS+. This process typically applies 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/selected 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 form. Subsequently, at six month intervals from the due date on the initial checklist, the TO Contractor shall update and resend the checklist to DoIT.

1.18 MERCURY AND PRODUCTS THAT CONTAIN MERCURY

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

1.19 PURCHASING AND RECYCLING ELECTRONIC PRODUCTS

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

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SECTION 2 - SCOPE OF WORK

2.1 PURPOSE

DNR is issuing this CATS+ TORFP to obtain a Master Contractor to develop, test and warranty Version 2 (v2) of COMPASS that will amend the current COMPASS Version 1 (v1) and replace the Department's Customer Oriented Information Network (COIN). COMPASS is our web-based outdoor customer service delivery system. COMPASS v2 follows COMPASS v1 which was developed to focus on our recreational licenses, permits, registrations, commercial fishing licenses, harvest reporting, and deliver these items to our customers at our more than 250 Sports License Agents, Live Operator Telephone Sales and self-service Online Sales. COMPASS v2 will focus on boat titling and registration, off-road vehicle trail reservations, camping, safety education, and enhancements to what was previously developed and available in COMPASS v1. At the conclusion of development and testing for requirements included in this TORFP, the TO Contractor will turn over code to current COMPASS O&M vendor for deployment. Additional TORFPs will be released for future versions of COMPASS. The Department is looking for the best solution for COMPASS v2, and will seriously consider all Master Contractor proposals to continue the development and evolution of this product.

Master Contractors may propose a **maximum** of four (4) individuals in response to this TORFP for purposes of evaluation and selecting the TO Contractor. All other planned positions shall be described generally in the Staffing Plan, and may not be used as evidence of fulfilling company or personnel minimum qualifications.

DNR may choose to use Work Order process detailed in Section 2.12.13 for needs generally within the scope of the project.

2.2 REQUESTING AGENCY BACKGROUND

DNR is the cabinet level agency with a mission to preserve, protect, enhance and restore Maryland's natural resources for the wise use and enjoyment of all citizens. The Department's Information Technology Service provides centralized IT support including: DNR's Headquarters and statewide Wide Area Network and Local Area Networks; customer and technical support services to the individual user level statewide; custom applications development; DNR's Internet and Intranet web sites; and support for DNR's two-way radio system and other public safety communications needs. It also includes the Licensing and Registration Service which services external customers through functions such as issuance of sport hunting and fishing licenses, commercial fishing licenses, and boat titling and registration. This TORFP will develop functionality enhancements for our current system and provide the Department with better customer service tools.

2.3 EXISTING SYSTEM DESCRIPTION

DNR's COMPASS version 1 utilizes a Service Oriented, N-tier system architecture that promotes the principles of flexibility, scalability, and interoperability. Through the segregation of the system into individual tiers, each of which encapsulates specific application functionality, DNR has increased the flexibility and maintainability of the system as each tier can be modified or even replaced independently as requirements or technology change. In addition, the N-tier architecture promotes scalability in the system as it allows for physical separation of the application tiers onto different servers as resource demands increase. The following diagram represents the service oriented, N-tier architecture of the COMPASS system.

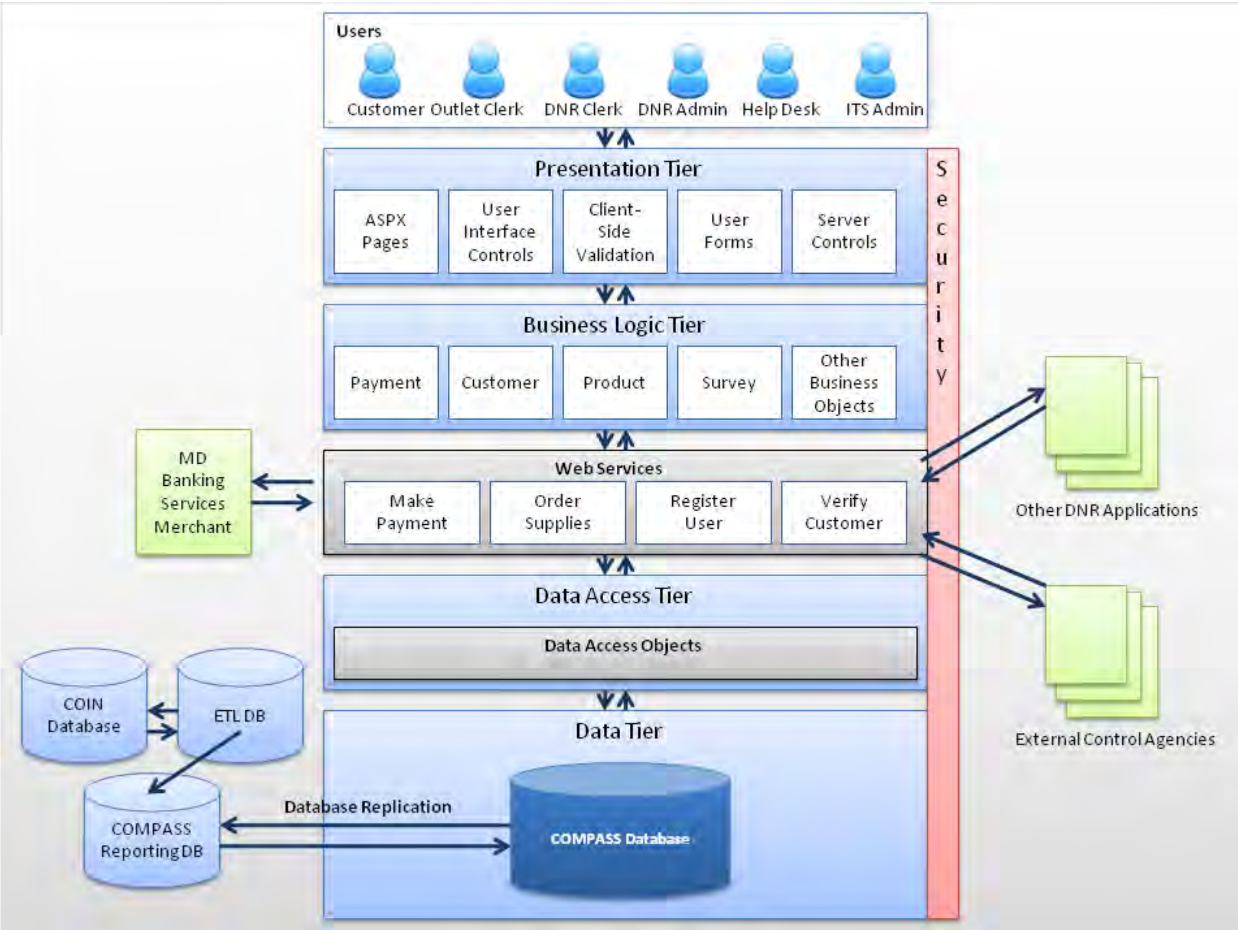

Exhibit 1: COMPASS Service Oriented, N-tier Architecture

2.3.1 COMPASS Tier Description

DNR offers the following description of each tier:

Presentation Tier

The presentation tier is responsible for displaying the user interface to COMPASS users. It is the tier with which the user interacts, and it is the tier that brokers communication between the user and the business logic tier.

Technology Being Used

ASP.NET, Microsoft .NET Framework 4.0, C#.NET, AJAX, Reusable Components

Business Logic Tier

The business logic tier is responsible for implementing business rules, processing data and validating data. It is also responsible for interacting with the data access tier and sending data back to the presentation tier.

Technology Being Used
ASP.NET, Microsoft .NET Framework 4.0, Reusable Class Libraries, Web Services

Data Tier
The data tier is subdivided into the data access tier and the database tier. The data access tier provides a layer of abstraction from the database. It is via this tier that the system interacts with the database. The database tier refers to the actual database in which data is stored and retrieved. Abstracting the physical composition of the database is important in an open system as it removes the need for external systems to understand the specific composition of the database.

Technology Being Used
SQL Server 2005 / 2008, TSQL

2.3.2 COMPASS Database and Integration

COMPASS Database
The database is the foundation of the COMPASS system. The COMPASS database utilizes industry standard best practices for data normalization, data integrity, and naming conventions and is currently in Microsoft SQL 2008.

Integration with COIN
The phased development effort of the COMPASS system required the legacy COIN system and new COMPASS system to operate in parallel. DNR's current infrastructure is configured to leverage a direct connection between an intermediary ETL database, which interacts with the legacy COIN database, and the COMPASS database.

2.3.3 COMPASS Module Overview

The N-Tier system architecture of COMPASS version 1 describes a vertical separation of the individual tiers of the application to promote scalability, flexibility, and maintainability of the system. From an application development approach the design and development of COMPASS is as a very modular system. Modularity in programming refers to dividing the application into smaller modules each of which is organized around like functional requirements. This development approach for the COMPASS system allows the following benefits:

- Modular development promotes flexibility and maintainability as individual modules can be updated to reflect new and changing business requirements.
- Isolating functionality into modules that can be individually designed, developed, tested, and deployed will facilitate a phased application release structured to meet DNR's deadlines

In contrast to the tiered architecture which segregates the application according to application function, the modular design of the COMPASS system will segregate the application according to business function. The following exhibit demonstrates this concept using a few of the current production modules for COMPASS as examples:

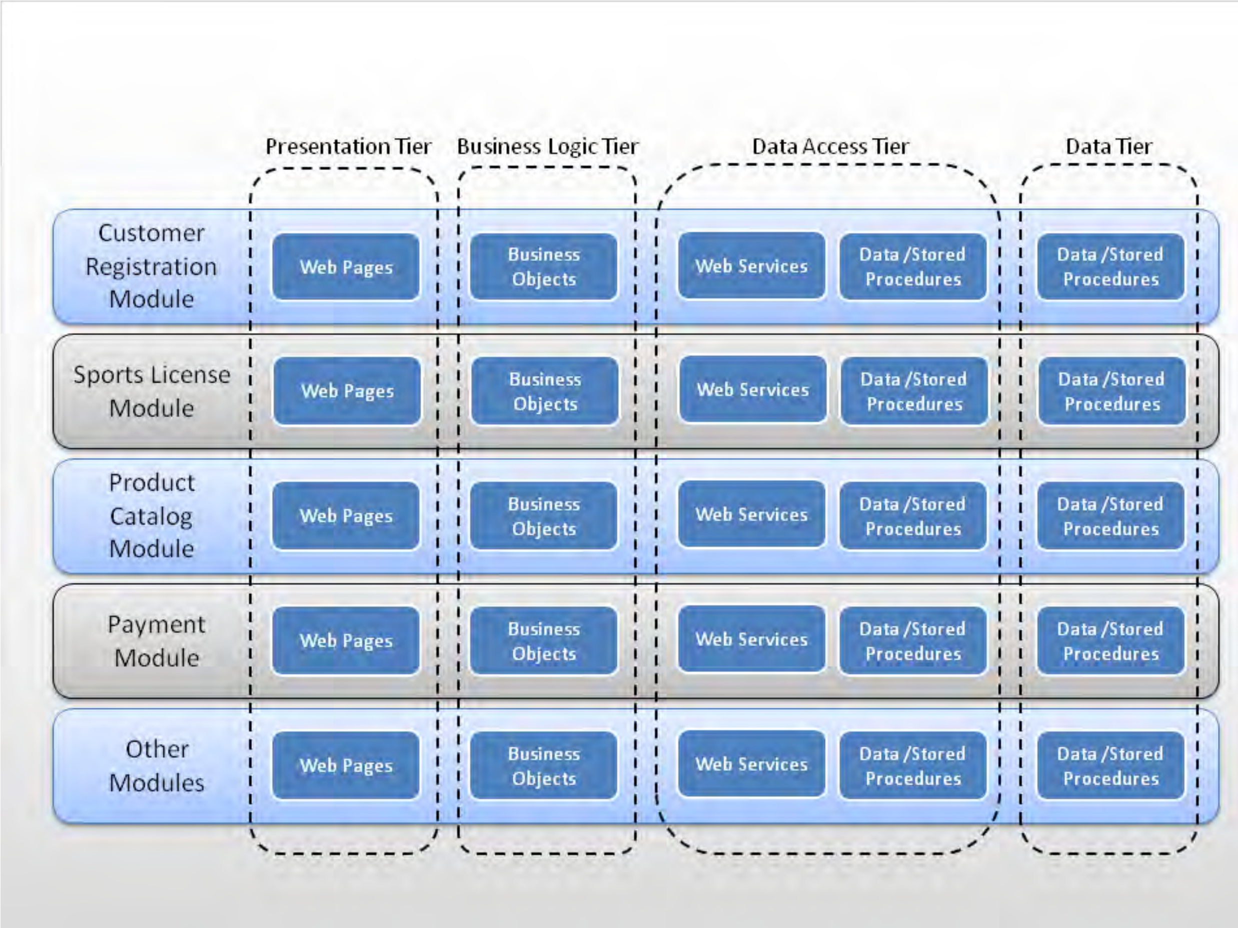

Exhibit 2: *COMPASS Modular Application Design Concept*

Customer Management Module

The Customer Management Module encapsulates the functionality necessary to create, edit, and validate customers in the COMPASS system. A primary focus of this module is the integrity of customer data. To enforce this integrity, the system monitors data input for potential issues such as duplicate License Numbers, duplicate Tax IDs, and missing information required for specific purchases and registrations. The Customer Management Module stores and enforces restrictions that may be present for a customer such as failure to pay taxes, violation of law, and failure to report commercial and/or recreational catches.

Representative Management Module

The Representative Management Module is used to create, edit, and validate representatives in the COMPASS system. For COMPASS version 1, the supported representative types include DNR Locations, Sports License Agents, Boat Dealers, Park Reservations, Charter Boat Captains, and Safety Education Instructors. Each representative is tracked throughout the system with a unique two part alphanumeric representative ID. This module includes web pages to capture and validate the appropriate information based on the type of representative being created. The module also support the notification of representatives and DNR personnel regarding upcoming expiration dates and other notices.

Registration Management Module

The Registration Module provides functionality to process free registrations for customers to meet the requirements of the National Saltwater Angler Registry in the short-term, but may also be leveraged in the future to process free registrations that the Department may offer. A registration consists of basic customer information that will be stored and available for retrieval through secure web services.

Sport Licensing Module

The Sport Licensing Module provides functionality that enables a customer to purchase and/or renew their sport licenses through a streamlined, easy-to-use web experience. The sport licensing module is integrated into the Product Catalog and allows for expedited renewal of licenses as well as printing and electronically storing the purchased licenses.

Off-Road Licensing Module

Similar to the Sport Licensing Module, the Off-Road Licensing module is integrated with the Product Catalog module. The customer has the ability to complete a normal or express renewal if they currently have an off-road license. Other features of the Off-Road Module include capturing and retrieving off-road vehicle information, scanning and storage of original vehicle documents, and generation of a unique MD ORV Number.

Harvest Reporting Module

The Harvest Reporting Module provides functionality for collecting, storing, and managing data about the recreational and commercial harvest of terrestrial and aquatic species. The data is captured through the COMPASS web application as well a separate integrated voice response system.

Product Catalog Module

The Product Catalog Module provides functionality for storing and retrieving items and services available to the customer. The Product Catalog controls which items and services are available to a customer based on multiple criteria including age restrictions, legal restrictions (e.g. unpaid taxes or failure to pay child support), required education, residency, maximum purchase count, as well as other attributes defined at the product level. Also included in this module is the ability to create and associate surveys for each product. The administration of the product catalog is allocated to the admin user group. The administrative users are able create, edit, and remove products and services through an easy-to-use, intuitive web interface exposed directly through the COMPASS web application. All items are assigned a unique smart key based on the category and subcategory of the item. The customer experience for purchasing items from the product catalog is designed to follow the standard shopping cart, e-commerce experience.

Payment Module

The Payment Module provides functionality to process all transactions. This includes the ability to handle transactions via cash, check/money order, and debit/credit card authorization. The payment module utilizes the Maryland Banking Services Merchant Account. All transactions are processed for DNR Locations, online, and by phone through the same payment module. The module also provides the capability to process and send invoices to representatives, perform electronic sweeps of associated bank accounts, apply manual and automatic credits/charges to representative accounts, and handle insufficient funds until collection has been made.

Administration Module

The Administration Module provides administrative capabilities including security, reports, and system maintenance. Administrative users are able to create new system users and assign these users to the various security groups defined in the COMPASS version 1 Task Order Request for Proposal. With the proper security permissions, COMPASS users could be allowed to view system reports such as the Active Representative Report, Help Desk Report, Invoice History Report, Payment Report, Outlet Financial Report, Product Summary Report, and the Sales Detail Report. COMPASS administrators are also given the ability to create, update and manage education certification data.

Communication Module

Throughout the COMPASS system, electronic communications take place via emails, text messages, and data imports and exports. The Communication Module includes functions to direct and control all internal and external communications through one common interface.

Help Desk Module

The Help Desk Module is used to assist the customers in their interactions with the COMPASS system. Included in this module are the License Finder/Wizard, the Online Knowledge Base, and the Troubleshooting Checklist. A traditional tiered help desk support system is in place to assist customers if they cannot solve an issue that may arise. Tier 1 support is provided to help determine which license to buy. Tier 2 support is in place to help the user troubleshoot basic issues that may arise in the form of the online knowledge base. Tier 3 support is current provided by the TO Contractor supplied help desk support that passes through Tier 2. Tier 4 support is DNR supplied help desk support for regulation, licensing, and technical issues that may arise.

DNR Module

The DNR Module is used to handle administrative tasks from DNR locations such as inventory control and Sports License assignment. For COMPASS version 1, DNR locations use the new COMPASS system for Sports Licenses, off-road vehicles, harvest reporting and commercial fishing. COIN, our legacy system, continues to operate in order to handle vessel transaction types.

2.3.4 OPERATIONS & MAINTENANCE SUPPPORT

Operations & Maintenance support responsibilities are not in the scope of this TORFP and are being addressed in a separate, contract, currently in effect.

2.3.5 COMPASS v2 User Roles

The TO Contractor shall deliver a COMPASS v2 system that meets the high-level requirements for functionality as defined in the table below to each of the user types defined in the table below.

User Types

End users are the individuals who use the COMPASS system in all possible roles and combinations. Their primary responsibilities do *not* include software development or maintenance. The following table lists the system users, their role descriptions, and a sampling of activities they perform while using the system.

User Types	Description	Activities

External (Support Company) Administrator	Solution providers of the system who can configure/change all parameters of the system through secure web interfaces. Require logon.	• System Development • Manage system configuration • Manage all other users • Provide support of DNR ITS Administrators • Check system performance • Run reports • Search customer database • System testing • Back-up and disaster recovery procedures • Hold source code in escrow
DNR ITS Administrator	Global administrators of the system with permissions to modifying catalog inventory, business rules and other parameters that impact the business of license and recreational permit issuance. Will be limited to Customer Service and Technology Solutions Staff. Require logon.	• Manage system and its product catalog • Oversee and manage all modules and system components • Manage and define business processes • User Administration • Provide support and troubleshooting • Manage Help Desk • Run system reports • System testing • Messaging • View invoices • Customer merges • Manage vehicles
LRS Director	Similar to a module manager but without day-to-day responsibilities. Have the ability to review and approve administrative settings for assigned module. Require logon.	• Provide oversight and direction for module operations • Run module reports • Messaging within module

LRS Financial Manager	Day-to-day users, who will run reports, process voided orders, add administrative actions and record memos to customer records, and manage the majority of the system business inventory (product catalog, business rules, etc.). Designated 'Admin' rights within their specified module. Require logon.	• Maintain product catalog inventory • Manage outlet locations & invoices • Provide support and troubleshooting • Run module reports • Messaging within module
DNR Manager	AKA DNR Location Managers – currently Regional Service Center Managers. Local users that manage interactions with customers. They have universal Corporate Manager functions with restriction to an assigned group of managers, clerks and lower users. Will have the additional responsibility to manage pre-numbered inventory for each outlet within their assigned region, process the closing out of outlet accounts (assessing charges for lost inventory, missing voids, etc.) and manage assigned outlet performance metrics (ratio of sales vs. voids, number of reprints, returns, out-of-state customers, etc.) Require Logon	• Manage local users • Run ledgers, deposit slips and other location specific reports • Balance and manage tills/cash drawers • Issues and fulfills all licenses and sell all products • Electronic capture and archival of documents • Accept payments through system • Authorize voids • Process replacements • Messaging • Run system reports • Customer record merges
DNR Clerk	AKA DNR Location Associates. Staff that interacts with the system under the direction of the Local Manager. Will process customer interactions. Require Logon	• Issues and fulfills products • Electronic capture and archival of documents (document scanning) • Accept payments through system • Process voids • Process replacements • Messaging • Run system reports
Fisheries	DNR Fisheries user write access to manage commercial pound net locations.	• Setup and manage pound net site locations

	Require Logon	
Restrictions	Flagging customers for specific administrative action. Delegated by System Administrators. Require Logon	• Place exemptions/holds on customers (do not sell list) for non-compliance • Enter citations on a customer's record
Boat Tax Enforcement	DNR Boating user who can manage boating transactions and investigations. Require Logon	• Start and manage boat tax enforcement investigations • Assess fees • Record evidence • Access function specific reports
ORV Manager	These users manage product and reservation availability for ORV products. Require Logon.	• Monitor trail bookings/availability • Change trail status and availability
Safety Education Manager	These users manage DNR's safety education activity. Require Logon.	• Manage course availability and content • Print/save safety education certificates • Assign fees to be payable for course participation • Configure course specifics and requirements
Safety Education Instructor	These users interact with the system to manage individual safety education courses and those enrolled. Require Logon.	• Print/save safety education certificates • Retrieve enrolled customers and report on their participation/grade/performance
Telephone Sales	These users process orders via telephone calls initiated from the customer. Telephone agents process payments in the form of credit cards and electronic checks for each order placed using DNR's provided payment gateway. Require logon.	• Issue licenses/process orders • Process voids • Run sales reports • Retrieve invoices • Retrieve messages • Reset password • Perform other tasks defined by DNR

Corporate Manager	A corporate entity with multiple retail outlets (chain). This is an optional layer of users to accommodate requests from retailers. In addition to the outlet manager capabilities they have the ability to add, change and delete outlet manager accounts for their designated business with all audit trails. Require Logon	• Manage chain users • Central billing • Run reports • Retrieve invoices • Retrieve messages • Perform other tasks defined by DNR
Outlet Manager	AKA Sports License Agents. Responsible for the sales at their location. In addition to Outlet Clerk capabilities they will have the ability to reset passwords for clerks, and to add, change and delete clerk accounts for their specific location. Require logon.	• Manage local clerks • Issue licenses/process orders • Void orders or individual items • Reprint/Replacement • Run reports • Retrieve invoices • Retrieve messages • Perform other tasks defined by DNR
Outlet Clerk	AKA Sports License Agents. Local users of the retail location; these users issue licenses/process orders and other tasks define by the DNR and their manager. Outlet Clerks have the ability to manage their representative demographic information and the ability to change account password. Require logon.	• Issue licenses/process orders • Receive messages • Void, if authorized by the manager • Reprint/Replacement • Kiosk/Self-Service Mode Flag • Reset password • Perform other tasks defined by DNR and/or manager

Customer	End-users of the system. Customers purchase products from the DNR Staff, License Agents, Telephone Agents, or the online sales channel. Customers have the ability to maintain their own personal demographic information after successfully identifying themselves to the system outside of a sales transaction. All validation constraints used to create the customer record will be enforced for all edits to account information. Require logon.	• Purchase items from the system after eligibility is established • Maintain own information • Contact Help Desk for assistance

2.4 PROFESSIONAL DEVELOPMENT

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.5 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES

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

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

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

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

2.6 REQUIREMENTS

While the following requirements are considered mandatory, DNR is willing to consider objections during oral presentations if the Master Contractor feels a specific requirement or set of requirements would prohibitively impact development.

2.6.1 FUNCTIONAL / BUSINESS REQUIREMENTS

Compass v1 Functionality Enhancements		
ID #	Functional/Business Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.1.1	The system shall mask from view the customer identification number minus the last 4 digits if the portal is accessed through the self-service customer log-in.	2.8.4.1
2.6.1.2	The system shall provide additional customer survey functionality including: 1. Additional question/answer options including at least text, paragraph text, multiple choice, checkboxes, choose from list, scale, grid, date, and time; 2. Ability to designate a question/answer to be required; 3. Ability to direct to a page/question based on provided answer; 4. Ability to shuffle option order where relevant to question type; 5. Ability to select year and/or time for date question type; 6. Ability to select between traditional time and time duration for time question type; 7. Provide help text for each question/answer; 8. Enforce data validation where relevant to question type including text, number, regular expression, select at least, select at most, select exactly; 9. Ability to include section header, page break, image, and/or video to survey; 10. Ability to capture signature of survey responder; 11. Ability to select whether a survey question and answer or just answer will display on receipt and/or license document; 12. Ability to distribute surveys through different mechanisms including by product purchase, customer email, upon customer system log-in; 13. Ability to allow survey answers to be displayed and editable through the customer log-in.	2.8.4.9
2.6.1.3	The system shall provide for the restriction of customer purchases/transfers of Compass products at different levels of granularity including system wide, product category, product type, or product code (represented as product name).	2.8.4.9
2.6.1.4	The system shall allow products to be bundled together and prices to be assigned to the bundled group that may differ from the sum total of the products' prices. Bundle prices may be entered as an absolute price or minus a percentage discounted from the sum total.	2.8.4.9

Compass v1 Functionality Enhancements		
ID #	Functional/Business Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.1.5	The system shall facilitate a web service connection to allow for bi-directional data sharing between the Compass application and internal DNR applications.	2.8.4.9
2.6.1.6	The system shall offer some additional functionality within the inventory fulfillment process including: 1. Selecting a group of transactions containing the same inventory product to be fulfilled; 2. Inputting a starting and ending serial number, confirming information, and completing the fulfillments; 3. Printing receipts for the group of completed fulfillment transactions at the same time.	2.8.4.9
2.6.1.7	The system shall manage steps associated with the death of a customer including: 1. Record a "date of death" as reported by someone associated and familiar with the customer's record; 2. Assignment of an "authorized representative" who's charge expires 2 years from the court appointment.	2.8.4.9
2.6.1.8	The system shall offer a process to permanently convert an Unlimited Tidal Fish (TFL) License to a combination of its component parts determined by the customer and administered by the DNR Regional Service Center.	2.8.4.9
2.6.1.9	The system shall allow the admin role to bypass the customer data verification screens associated with incomplete records.	2.8.4.9
2.6.1.10	The system shall allow for the admin role to modify the Authorization Status database table including addition and removal of customer specific product eligibilities, and designating customer owned products as "purchased back by DNR".	2.8.4.9
2.6.1.11	The system shall evaluate a transfer recipient's residency status and prompt for a non-resident surcharge when appropriate.	2.8.4.9
2.6.1.12	The system shall allow configuration of transferability of specific products as part of the product configuration.	2.8.4.9
2.6.1.13	The system shall allow for product specific transfer fee prices to be configurable in the product catalog.	2.8.4.9
2.6.1.14	The system shall allow for product specific days of the week exclusions for short-term product valid dates, configurable in the product catalog.	2.8.4.9

Compass v1 Functionality Enhancements		
ID #	Functional/Business Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.1.15	The system shall allow DNR to issue refunds and/or credits to be tracked as part of the customer's account.	2.8.4.9
2.6.1.16	The system shall allow refund/credits to be categorized and charged to specific fund source.	2.8.4.9
2.6.1.17	The system shall provide user input efficiencies including where manual input of zip code automatically populates city and state.	2.8.4.9
2.6.1.18	The system shall utilize the FIPS standard for appropriate database field inputs including a translation of any current associated data that does not comply.	2.8.4.9
2.6.1.19	The system shall associate vessel transactions to vessel ID and customer ID for managing vessel owner.	2.8.4.9
2.6.1.20	The system shall offer a configurable list whose items can be associated (one or more) with a specific product during product configuration.	2.8.4.9
2.6.1.21	The system shall allow for configuration of fulfillment options for dealers and agents.	2.8.4.9
2.6.1.22	The system shall prompt for purchase of an available wait list product after the authorization product is selected and determined to be unavailable. The wait list products will not be visible on their own in the product catalog.	2.8.4.9
2.6.1.23	The system shall make all products and renewals available through the product catalog.	2.8.4.9
2.6.1.24	The system shall offer products eligible for renewal at the top of the product catalog product listing.	2.8.4.9
2.6.1.25	The system shall allow for pricing to be set based on the interaction of residency status and age; offering up to 4 prices to handle senior/resident, non-senior/resident, senior/non-resident, non-senior/non-resident.	2.8.4.9
2.6.1.26	The system shall hyperlink email addresses and website URLs to be clickable.	2.8.4.9
2.6.1.27	The system shall impose data validation on customer and user inputs.	2.8.4.9
2.6.1.28	The system shall allow documents or websites to be linked and assigned as available support based on user role.	2.8.4.9

Compass v1 Functionality Enhancements		
ID #	Functional/Business Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.1.29	The system shall allow integration of barcodes on state issued documents (ex. Registration, titles, renewal letters).	2.8.4.9
2.6.1.30	The system shall allow users to scan and attach documents to customer, vessel, and outlet records generally, or with the ability to associate to a unique transaction.	2.8.4.9
2.6.1.31	The system shall interface with the Electronic Commercial Fishing Harvest Reporting System (ECFHRS) to push and pull data as necessary.	2.8.4.9
2.6.1.32	The system shall have a product type that is not bound by season valid dates (ex. Fees).	2.8.4.9
2.6.1.33	The system shall make configurable the dates when game harvests are accepted.	2.8.4.9
2.6.1.34	The system shall provide express renewal of commercial fishing product sales from the previous season, to be available through online sales channel.	2.8.4.9
2.6.1.35	The system shall accept customer inputted zip codes and populate the city, state, and county, providing customers a selection when a zip code spans a city or county.	2.8.4.9
2.6.1.36	The system shall offer a way to categorize products where only basic information need be collected from a new customer and a complete customer profile is not required (ex. Trail map).	2.8.4.9
2.6.1.37	The system shall provide a dropdown to facilitate consistent price overrides. If selected, an override type (ex. Gratis) will cause the system to perform a specific override action (ex. Change price to free).	2.8.4.9
2.6.1.38	The system shall provide a sales location hierarchy that allows inventory products to be assigned at the highest level and transferred down.	2.8.4.9
2.6.1.39	The system shall offer a way for DNR users to notate that returned mail was received from a bad customer address, and prompt the customer to update the record upon their next interaction with the system.	2.8.4.9
2.6.1.40	The system shall interface with the Comptroller of Maryland to check Tax Ids for validity/hold status for commercial fishing customers and boat dealers.	2.8.4.9

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.41	The system shall manage vessel ownership, titles, staggered multiple year registrations (2 years currently), liens and documented use designations.	2.8.4.16
2.6.1.42	The system shall provide vessel management functionality across all sales channels configurable through the administrative interface.	2.8.4.16
2.6.1.43	The system shall process express boat renewals for customers.	2.8.4.16
2.6.1.44	The system shall redefine the current concept of a customer to allow vessels to accompany customers in the database object hierarchy.	2.8.4.16
2.6.1.45	The system shall offer subsets of vessels and customers to include corporations, companies, governments, trusts and other legal, non-individual entities. Each subset may have its own attributes.	2.8.4.16
2.6.1.46	The system shall collect franchise (boat dealership), manufacturer and model information with the ability to dynamically add new vessel information once added to the system for all to select.	2.8.4.16

2.6.1.47	The system shall capture and maintain the following data items when a vessel is added to the system: 1. Hull ID (Unique and Required or Optional depending on vessel type/boat use) 2. MD Boat Number (Required for Titling) 3. USCG Number (Documented Use Boat Only) 4. Boat Number Type (Indicates if Boat is MD numbered or Documented) 5. Initial Boat Use (Required for Titling; Recorded for each Registration) 6. Vessel Type (Required; Pick from Dropdown) 7. Vessel Name (Optional) 8. Boat Manufacturer (Required and Validated against Hull ID) 9. Boat Model (Optional) 10. Model Year/Year Built (Required and Validated against Hull ID) 11. Hull Type Code (Required; Pick from Dropdown) 12. Hull Material Code (Required; Pick from Dropdown) 13. Hull Length (Required) 14. Propulsion Code (Required; Pick from Dropdown) 15. Fuel Code (Required; Pick from Dropdown) 16. Engine Information (Optional) 17. Date of Purchase OR Maryland Entry/Date Taxable in MD (Completion of one of the two fields is Required) 18. Purchase Price OR Value of Boat (Completion of one of the two fields is Required) 19. Valuation Type (Required if Value of Boat is chosen above) 20. Seller Code (Required) [Indicates purchase via: Dealer, Private Individual, Broker, Out-of-State Dealer, Government, Custom Built] 21. Dealer ID (Required when MD Dealer Seller Code is provided) 22. Trade-In (Required; Pick Yes or No; Yes requires further options) 23. Adjusted Price (Calculation of Purchase Price – Trade-In Value, also taking into consideration user adjustable tax cap and timeframe) 24. Previous Boat Number (Optional) 25. Previous State (Optional) 26. Previous Tax Paid (Optional) 27. Trailered (Required; Pick Yes or No, then County) 28. Location (Required; Pick from Dropdown [sorted by County, then Alpha/Numeric Stream Code]) 29. Branded Title (Required; Pick Yes or No)	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.48	The system shall store the following information on multiple engines per boat. 1. Engine Manufacturer (Optional) 2. Engine Year (Optional) 3. Engine Horse Power (Required for Registration) 4. Engine Serial Number (Optional)	2.8.4.16
2.6.1.49	The system shall store the following information on trade-ins: 1. Trade-In HIN (Required) 2. Trade-In Value (Required) 3. Trade-In Date (Required) 4. Trade-In Validation Method (Required; Pick from Dropdown)	2.8.4.16
2.6.1.50	The system shall scan documents and associate them with the customer, agent, dealer, or vessel records.	2.8.4.16
2.6.1.51	The system shall maintain a unique index of HINs, MD Boat Numbers and US Coast Guard Documentation Numbers.	2.8.4.16
2.6.1.52	The system shall calculate the vessel excise tax, penalties and interest amounts based on the information provided during vessel enrollment; and accept payments for vessel services against provided customer number.	2.8.4.16
2.6.1.53	The system shall allow payment of taxes separate and independent of the titling and registration of the vessel for the following items: 1. Excise Taxes Paid 2. Title Fees Paid 3. Registration Fees Paid 4. Documented Use Fees Paid 5. Penalty & Interest Paid 6. Lien Fee	2.8.4.16
2.6.1.54	The system shall allow pre-payments, as single or multiple payments over time with the ability to assess additional penalties and interest if needed and have associated customer records populated with a customer note	2.8.4.16
2.6.1.55	The system shall store pre-payments as a credit on the record of the customer.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.56	The system shall capture and maintain the following data items when a vessel is titled: 1. Title Number (Required) 2. Issue Date (Required) 3. Title Issue Reason Code (Required; Pick from Dropdown) 4. [Why the title was issued: New, Used, Replacement] 5. Title Status Code (Required; Pick from Dropdown) 6. [Why the boat is not actively registered: Stolen, Destroyed, Abandoned, Moved out of State, etc.] 7. Title Message (Optional) 8. Title Reissue Indicator (Optional) [Replacement or Corrected] 9. Reissue Date 10. Active Record Flag (Y/N) 11. Title Branding (Optional)	2.8.4.16
2.6.1.57	The system shall generate the MD Boat Number assigned to newly titled boats if appropriate.	2.8.4.16
2.6.1.58	The database shall store and system shall display the DNR Secretary's signature when necessary as part of system generated documents (ex. Boat title).	2.8.4.16
2.6.1.59	The system shall check manually assigned boat numbers against existing values to prevent duplication and will validate input against format convention.	2.8.4.16
2.6.1.60	The system shall validate HIN number input against DNR provided algorithm.	2.8.4.16
2.6.1.61	The system shall provide a search return of the vessel data including ownership information from the Hull ID, Title Number or Boat Number, etc.	2.8.4.16
2.6.1.62	The system shall capture and maintain the following data items for every vessel with principal operation in MD: 1. Year (System generated; never changed) [Year Registration Expires] 2. Registration Type (System generated; Free, Regular, Documented, Temporary, Dealer Demo) 3. Expiration Date (Maintained by the system at all times) 4. Current Boat Use Code (Required; Pick from Dropdown)	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
	5. Decal Number (System generated; inventory controlled) 6. Trailered Flag (Y/N) 7. Stream Code (Required if Trailered Flag = N; Pick from Dropdown) 8. Registration Processes Code (System generated) [to determine origin]	
2.6.1.63	The system shall provide the sales associate with the ability to provide vessel decals at the time of purchase to a customer, thereby prompting associate to enter decal serial number or to send to fulfillment queue, to print system generated numbers on pre-printed decals	2.8.4.16
2.6.1.64	The system shall capture and maintain the following data items when a lien is recorded for a vessel including a system date/timestamp: 1. Loan Number (Optional) 2. Lien Issue Reason Code (Required; Pick from Dropdown) [Why the lien was issued: New, Replacement]; if Replacement, then include replacement date 3. Lien Date (Required) 4. Perfection Date (Required) [Date Recorded by DNR] 5. Lien Amount (Required) 6. Release Date 7. Lien Holder Key (Required) a. Lien Holder ID b. Private Flag c. Company d. Company Name e. Address 1 f. Address 2 g. City h. State i. Postal +4 8. Contact Name (Optional) 9. Contact Phone Number (Optional) 10. Contact Email Address (Optional) 11. Contact Fax Number (Optional)	2.8.4.16
2.6.1.65	The system shall allow multiple liens to be recorded on a vessel.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.66	The system shall allow transaction of bond forfeiture payments against sales outlet locations (ex. Boat dealers).	2.8.4.16
2.6.1.67	The system shall calculate the registration type based on the information provided.	2.8.4.16
2.6.1.68	The system shall record and maintain multiple owners for a vessel, including a designation for managing owner.	2.8.4.16
2.6.1.69	The system shall maintain an ownership history for each vessel.	2.8.4.16
2.6.1.70	The system shall have a boat dealer outlet attribute which will allow outlets with that designation to initiate vessel transactions that will be flagged as incomplete, until completed by DNR.	2.8.4.16
2.6.1.71	The system shall allow DNR to complete any boat dealer initiated transactions after associating scanned original documents to the transaction record.	2.8.4.16
2.6.1.72	The system shall integrate fulfillment of vessel transaction products including printing of vessel registrations, security of interest filings, and vessel titles into the existing fulfillment functionality.	2.8.4.16
2.6.1.73	The system shall provide a user role/functionality allowing log-in for boat ownership inquiry.	2.8.4.16
2.6.1.74	The system shall track log-in and inquiries made from the boat ownership inquiry role/function.	2.8.4.16
2.6.1.75	The system shall provide boat ownership inquiry function to return vessel records through search fields including but not limited to the following: 1. Maryland boat number; 2. US Coast Guard documentation number; 3. Hull identification number (HIN); 4. Vessel name; 5. Owner first name; 6. Owner middle name; 7. Owner last name; 8. Owner date of birth; 9. Owner identification number (DL).	2.8.4.16
2.6.1.76	The system shall provide the boat ownership inquiry results with the user whether or not a vessel record was identified by the inputted search values.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.77	The system shall provide boat ownership inquiry results including but not limited to the following in a printable format with addressee and address visible through standard window mailing envelope: 1. Addressee & Address; 2. Date; 3. Requesting user; 4. Vessel description; 5. Vessel owner(s); 6. Lien holder information	2.8.4.16
2.6.1.78	The system shall display vessel owner name(s) and address(s) under owner description with a flag on the managing owner.	2.8.4.16
2.6.1.79	The system shall display the following data under the vessel description: 1. Maryland boat number; 2. US Coast Guard documentation number; 3. Registration decal number; 4. Registration expiration date; 5. Hull identification number (HIN); 6. Title number; 7. Title date; 8. Make; 9. Model; 10. Model year/year built; 11. Length (decimal feet).	2.8.4.16
2.6.1.80	The system shall display all captured lien information under lien description.	2.8.4.16
2.6.1.81	The system shall provide a user role/functionality allowing log-in for a general vessel search returns including but not limited to the following fields: 1. Maryland boat number; 2. US Coast Guard documentation number; 3. Decal number; 4. Hull identification number (HIN); 5. Vessel transaction number; 6. Vessel name; 7. Manufacturer; 8. Model year/year built; 9. Model;	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
	10. Length (decimal feet) [allow for range]; 11. Owner first name; 12. Owner last name; 13. County of principal operation.	

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.82	The system shall provide for the general vessel search function to create a record when a vessel cannot be located in the system including but not limited to the following: 1. Vessel name; 2. Hailing port; 3. Hull identification number (HIN); 4. Boat number; 5. Boat manufacturer; 6. Boat model; 7. Model year/year built; 8. Vessel length (decimal feet); 9. Vessel text description; 10. Date/time vessel present at location (multiple); 11. Location type (multiple) [residence, marina]; 12. Location address (multiple); 13. Slip number (multiple); 14. Slip text description (multiple); 15. GPS coordinates (multiple); 16. Location text description (multiple); 17. Owner name (multiple); 18. Owner address (multiple); 19. Owner contact type (multiple)[home, cell, email]; 20. Owner contact number (multiple); 21. Owner text description.	2.8.4.16
2.6.1.83	The system shall provide a user role allowing for management of boat tax enforcement investigations.	2.8.4.16
2.6.1.84	The system shall provide the ability to initiate an investigation.	2.8.4.16
2.6.1.85	The system shall allow the user to set the investigation status, which is available to all users: 1. Pre-investigation; 2. Active; 3. Closed; 4. Paid closed.	2.8.4.16
2.6.1.86	The system shall allow the user to establish an amount due for boat taxes, fees, penalties, and post-lien charges with payments accepted at any service center location or online.	2.8.4.16
2.6.1.87	The system shall allow pictures, notes, and other forms of evidence to be recorded with the investigation record.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.88	The system shall record conditions and terms for management of payment plans negotiated with vessel owners.	2.8.4.16
2.6.1.89	The system shall generate forms to facilitate communication including but not limited to: 1. Boat owner correspondence; 2. Dealer/agent correspondence; 3. Court testimony/discovery;	2.8.4.16
2.6.1.90	The system shall offer input and conversion of units of length for relevant fields (ex. Vessel length) and will convert and display lengths based on user preference.	2.8.4.16
2.6.1.91	The system shall amend the current outlet location attributes to include additional fields relevant to boat dealers including but not limited to: 1. Worker's compensation information a. Insurer name; b. Policy/binder number; c. Insurer contact. i. Contact name; ii. Address; iii. Phone number; iv. Email address. 2. Outlet information a. Physical address of inventory; b. Number of sales people.	2.8.4.16
2.6.1.92	The system shall allow a prepayment extension to be recorded.	2.8.4.16
2.6.1.93	The system shall provide the ability to notate what elements of a prepayment are missing and shall use the missing elements input to populate bullets on a customer correspondence letter.	2.8.4.16
2.6.1.94	The system shall assign new Hull identification numbers (HIN) based on the State's numbering convention.	2.8.4.16
2.6.1.95	The system shall produce at least three types of vessel ownership reports (some info, all info, no record found) containing various details with the ability to print, email or e-fax as well as the option to provide a certification statement when desired.	2.8.4.16
2.6.1.96	The system shall maintain a history of vessel ownership including whole vessel transfer, or modifications of existing	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
	vessel ownership; including associated documents.	
2.6.1.97	The system shall allow outlets with boat dealer functionality to report their vessel sales to DNR through input of the fields below: 1. Certificate of State of Principal Operation (required); 2. Buyer DNRid number(s) (required if principal operation is MD); 3. Buyer Identity(s) (required if non-MD operation); a. Name b. Address c. Id Type and Number 4. Hull identification number (HIN) (required); 5. Amount of sale (required if MD operation); 6. Date of sale (required); 7. Temporary decal issued (required if principal operation is MD).	2.8.4.16
2.6.1.98	The system shall allow outlets with boat dealer functionality to issue temporary decals; configurable for specific dealers in outlet configuration.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.99	The system shall record the following information regarding vessel trade-ins: 1. Date (required); 2. Hull identification number (HIN) (required); 3. Boat number type: (required) a. Maryland boat number b. US Coast Guard documentation number c. Non-USCG, Non-MD boat number 4. Boat number (required); 5. Manufacturer (required); 6. Length (required); 7. Model year/year built (required); 8. Model name (optional); 9. Propulsion type (optional); 10. Fuel type (optional); 11. Valuation method type (one required); a. The BUC book i. Edition (required); ii. Page number (required); iii. Average low/high $ (required); b. N.A.D.A. i. Edition (required); ii. Page number (required); iii. Average retail $ (required); c. Survey i. Market value $ (required); ii. Valuation % (prepopulated at 80%, but editable) iii. Trade-in value $ (system calculated [Market value x Valuation %]); d. Notarized closing statement (scan and attach original document).	2.8.4.16
2.6.1.100	The system shall allow for the printing of temporary decals and certificates.	2.8.4.16
2.6.1.101	The system shall allow for the assessment of taxes and fees and collection of payments from dealers.	2.8.4.16
2.6.1.102	The system shall allow vessel owners to designate at the time of vessel ownership transfer that the transfer was related to warranty replacement.	2.8.4.16

Compass v2 Boat Titling & Registration Functionality		
ID #	**Functional / Business Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**
2.6.1.103	The system shall allow vessel owners to self-identify that they have completed a vessel sale and identify who they've sold to and for how much.	2.8.4.16
2.6.1.104	The system shall generate a report detailing vessels moved to Maryland and offer the ability to print letter to other state's contacts containing state specific information.	2.8.4.16
2.6.1.105	The system shall allow for a previously assigned MD titled boat number to be made inactive or active within a boat record.	2.8.4.16
2.6.1.106	The system shall allow DNR to populate and maintain the specific manufacturer lines bought and sold by dealers.	2.8.4.16
2.6.1.107	The system shall update a vessel ownership record as sold following the input of a vessel trade-in.	2.8.4.16
2.6.1.108	The system shall offer the flexibility to issue different inventory item decals (current system) or a single inventory item decal (future) for the fulfillment of boat registration decal sales.	2.8.4.16
2.6.1.109	The system shall provide email and system message notifications corresponding to the expiration of liens issued by DNR.	2.8.4.16
2.6.1.110	The system shall offer the ability to renew DNR issued liens.	2.8.4.16
2.6.1.111	The system shall allow a configurable renewal year term for vessel registration products.	2.8.4.16
2.6.1.112	The system shall interface with the US Coast Guard's Vessel Identification System (VIS) to push and pull data as necessary.	2.8.4.16
2.6.1.113	The TO Contractor shall migrate existing vessel data (in COIN SQL server database) to the COMPASS system SQL server database.	2.8.4.16
2.6.1.114	The TO Contractor shall perform a data quality analysis on existing vessel data and propose a plan to increase quality of migrated dataset.	2.8.4.16

Compass v2 Safety Education Functionality

ID #	Technical Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.1.115	The system shall track completion of safety education products/requirements for all customer types.	2.8.4.23
2.6.1.116	The system shall make safety education products/requirements available via all sales channels, configurable by administration.	2.8.4.23
2.6.1.117	The system shall monitor enrollment and schedule classes for the fulfillment of safety education.	2.8.4.23
2.6.1.118	The system shall provide the ability to create a numbering convention for certificates awarded upon the completion of a safety education class.	2.8.4.23
2.6.1.119	The system shall accept current safety education class numbering conventions.	2.8.4.23
2.6.1.120	The system shall associate safety education instructors and customers with each safety education product/requirement.	2.8.4.23
2.6.1.121	The system shall require that customers enter their identification number (DL) or DNRid number at the beginning of each safety education transaction.	2.8.4.23
2.6.1.122	The system shall provide the ability to print and/or save electronic copies of completed safety education certificates.	2.8.4.23
2.6.1.123	The system shall offer instructors and admins the ability to print or save safety education certificates for an entire course.	2.8.4.23
2.6.1.124	The system shall attribute completion of a safety education course with a customer's historical record.	2.8.4.23
2.6.1.125	The system shall allow multiple fees to be assigned to a safety education course, payable through the Compass system or directly to the instructor.	2.8.4.23
2.6.1.126	The system shall allow customers to click through to videos and/or documents while logged into their account as part of a safety education course; and while recording an electronic signature and timestamp of their activity.	2.8.4.23

Compass v2 Off-Road Vehicle Functionality		
ID #	**Technical Requirements**	**Associated Deliverable ID # from Section 2.8.4 below as applicable**

2.6.1.127	The system shall maintain a list of ORV trails including a calendar of each with available reservation positions.	2.8.4.29
2.6.1.128	The system shall offer customers who hold an Off-Road Vehicle Registration the ability to reserve specific calendar days at ORV trails.	2.8.4.29
2.6.1.129	The system shall allow a customer to reserve a unique space for each of their COMPASS registered ORVs.	2.8.4.29
2.6.1.130	The system shall allow per specific ORV trail product, configuration of the following: 1. Dates of availability for reservations; 2. Input of reasons for unavailable dates; 3. Number of available reservations per day; 4. Cost of ORV trail reservation per day; 5. Cost of campsite reservation per day;	2.8.4.29
2.6.1.131	The system shall display an explanation for any selected dates that are not able to be reserved.	2.8.4.29
2.6.1.132	The system shall allow for the purchase of a campsite for an additional amount of money to accompany an ORV trail reservation.	2.8.4.29
2.6.1.133	The system shall allow for Campsite reservations to be made outside of ORV season.	2.8.4.29
2.6.1.134	The system shall evaluate current reservation availability, allowing customer selection of available dates for reservation.	2.8.4.29
2.6.1.135	The system shall provide an email confirmation to include customer information, ORV details and registration as well as reserved dates and Campsite purchase status.	2.8.4.29
2.6.1.136	The system shall have a user role to manage ORV trail date availability called ORV Manager.	2.8.4.29
2.6.1.137	The system shall allow the ORV Manager user to change the status of ORV trails.	2.8.4.29
2.6.1.138	The system shall automatically generate a cancellation email and corresponding financial credit to customers who have purchased a date reservation that the ORV Manager cancels.	2.8.4.29
2.6.1.139	The system shall display reservation availability and utilization to facilitate trail management by the ORV Manager role.	2.8.4.29

2.6.2 NON-FUNCTIONAL, NON-TECHNICAL REQUIREMENTS

ID #	Non-Functional, Non-Technical Requirements	Associated Deliverable ID # from Section 2.8.4 below as applicable
2.6.2.1	The TO Contractor shall provide and maintain a Project Management Plan (PMP) that meets the requirements of the Maryland Systems Development Life Cycle (SDLC).	2.8.4.1
2.6.2.2	The TO Contractor shall submit the initial PMP within 15 business days from the Notice to Proceed (NTP) and shall provide a detailed schedule for transition tasks.	2.8.4.1
2.6.2.3	The PMP shall be updated every two weeks and at the conclusion of each SDLC phase.	2.8.4.1
2.6.2.4	The PMP shall include a work breakdown structure (WBS) and schedule that is structured by the deliverables for the project.	2.8.4.1
2.6.2.5	The PMP shall provide a quality management section to discuss process, protocols, and procedures to define, develop, test, and maintain a system with minimal defects.	2.8.4.1
2.6.2.6	The PMP and WBS shall be in sufficient detail to show task activities that represent approximately 80 hours of work, and include resource dependencies and tasks for non-TO Contractor personnel.	2.8.4.1
2.6.2.7	The WBS and schedule updates shall be event-driven but updated no less frequently than bi-weekly.	2.8.4.1
2.6.2.8	The PMP shall clearly indicate the nature, timing and extent of support expected of DNR for each activity.	2.8.4.1
2.6.2.9	Following acceptance by DNR, the PMP and baseline WBS and schedule shall be controlled documents with changes made through the project change control process.	2.8.4.1
2.6.2.10	The TO Contractor shall document each system user role including role specific functionality and access.	2.8.4.6
2.6.2.11	The TO Contractor shall provide a unique system technical design document for each categorized subset of requirements.	
2.6.2.12	The TO Contractor shall provide at least 4 training sessions (with at least 1 in-person) for DNR users on use of full system functionality, which shall be conducted post development and testing.	2.8.4.2

2.6.2.13	The TO Contractor shall provide training curriculum for non-DNR system users (defined as: Outlet Manager, and Outlet Clerk) as identified in User Table in Section 2.6.1.	2.8.4.3
2.6.2.14	The TO Contractor shall assist DNR with hosting a minimum of 7 in-person training sessions for non-DNR system users. (DNR to provide location, equipment for training sessions)	2.8.4.4
2.6.2.15	The TO Contractor shall provide system warranty for the COMPASS v2 system, that does not include any third party software used except to the extent of their manufacturer or licensee warrantees.	2.8.4.9, 2.8.4.16, 2.8.4.23, 2.8.4.29
2.6.2.16	The TO Contractor shall warrant that it will satisfy all obligations under the contract using care, skill and diligence in executing the resulting Task Order Agreement.	2.8.4.9, 2.8.4.16, 2.8.4.23, 2.8.4.29
2.6.2.17	The TO Contractor shall warrant that all hardware and software installed (if necessary), code, programs and procedures delivered, installed and implemented will perform as required in accordance with the Task Order Agreement.	2.8.4.9, 2.8.4.16, 2.8.4.23, 2.8.4.29
2.6.2.18	The TO Contractor’s obligation under this warranty shall be to remedy any errors, coding bugs, coding defects, and other issues that arise at no cost to DNR for a period of 90 days post production implementation.	2.8.4.9, 2.8.4.16, 2.8.4.23, 2.8.4.29
2.6.2.19	The TO Contractor shall submit bi-weekly progress reports of task completion against the plan and schedule using earned value reporting.	2.8.4.1
2.6.2.20	The TO Contractor shall schedule the following deliverables during the development of the project schedule: 1. 15 business days for DNR to review plans, and documents resulting from requirements; 2. 45 business days for DNR to complete acceptance testing of a deliverable prior to production delivery.	2.8.4.1
2.6.2.21	The TO Contractor is responsible for establishing configuration control for the system under development.	2.8.4.9, 2.8.4.16, 2.8.4.23, 2.8.4.29
2.6.2.22	The TO Contractor shall utilize DNR created user acceptance testing scripts for testing.	2.8.4.7, 2.8.4.13, 2.8.4.20, 2.8.4.27

2.6.2.23	The TO Contractor shall submit all accepted code associated with the included requirements to the COMPASS O&M vendor for deployment including: 1. Release notes; 2. Back-out procedures/requirements; 3. Version control.	2.8.4.8, 2.8.4.14, 2.8.4.21, 2.8.4.28
2.6.2.24	After acceptance and submission to the COMPASS O&M vendor, the TO Contractor shall deliver to DNR, the uncompiled source code in two (2) copies in CD/DVD format.	2.8.4.11, 2.8.4.18, 2.8.4.25, 2.8.4.31
2.6.2.25	Prior to final deliverables acceptance, the TO Contractor shall meet with DNR to debrief on the status of outstanding defects, test plans & results, and deferred requirements.	2.8.4.5
2.6.2.26	The TO Contractor shall provide a full-time Project Manager for the project. The TO Contractor's Project Manager shall be primarily responsible for: 1. Developing project plan and schedule for successful implementation; 2. Ensuring communications between TO Contractor and DNR including responding to email/phone calls within max one (1) business day; 3. Ensuring sufficient TO Contractor staffing levels for the COMPASS Project; 4. Ensuring work assigned to the TO Contractor is performed according to approved requirements and design; 5. Reporting progress of the execution of tasks and deliverables to DNR Project Manager; 6. Escalating risks and issues to be addressed by the DNR Project Manager; 7. Demonstrate and ensure knowledge and adherence to the information technology policies and procedures of the State of Maryland.	

2.6.3 TO CONTRACTOR RESPONSIBILITIES

The TO Contractor shall provide staffing and resources to fully supply the following services as identified in Section 2.6 Requirements:

- Staffing TO Contractor personnel requirements as described in Section 2.6.2.23.

2.6.4 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

At a minimum, TO Contractor personnel under this TORFP shall perform recurring Daily / Weekly / Monthly Duties consistent with requirements in Section 2.6.3.

2.6.5 SERVICE LEVEL AGREEMENT (SLA)

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.6.6 BACKUP / DISASTER RECOVERY

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.6.7 REQUIREMENTS FOR HARDWARE, SOFTWARE, AND MATERIALS

The TO Contractor shall prepare software releases and stage at the TO Requesting Agency for validation in the system test environment. The TO Requesting Agency will provide authorization to proceed. The TO Requesting agency will have the ability to manage the distribution of these releases to the COMPASS O&M vendor. To support this requirement the TO Contractor shall propose, provide and fully describe their solution for transitioning accepted code to COMPASS O&M vendor.

2.7 PERFORMANCE AND PERSONNEL

2.7.1 WORK HOURS

- Business Hours Support: The TO Contractor's collective assigned personnel shall support core business hours (8:00 AM to 5:00 PM), Monday through Friday except for State holidays, Service Reduction days, and Furlough days observed by DNR . 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.

2.7.2 PERFORMANCE EVALUATION

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

2.7.3 PERFORMANCE ISSUE MITIGATION

At any time during the TO period of performance, should the performance of a TO Contractor resource be deemed unsatisfactory as determined by the TO Manager, DNR will pursue the following mitigation procedures prior to requesting a replacement employee:

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

B) The TO Contractor shall respond with a written remediation plan within three business days and implement the plan immediately upon written acceptance by the TO Manager.

C) Should performance issues persist, the TO Manager may give written notice or request the immediate removal of person(s) whose performance is at issue, and determine whether a substitution is required.

2.7.4 SUBSTITUTION OF PERSONNEL AFTER AWARD

The substitution of personnel procedures is as follows:

A) The TO Contractor may not substitute personnel without the prior approval of the TO Manager.

B) 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.

C) Proposed substitute personnel shall be approved by the TO Manager. The TO Manager shall have the option to interview the proposed substitute personnel. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the requested substitution.

2.7.5 PREMISES AND OPERATIONAL SECURITY

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.8 DELIVERABLES

2.8.1 DELIVERABLE SUBMISSION

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

For every deliverable, the TO Contractor shall submit by email an Agency Deliverable Product Acceptance Form (DPAF), provided as Attachment 9, to the TO Manager in MS Word (2007 or greater).

Unless specified otherwise, written deliverables shall be compatible with Microsoft Office, Microsoft Project and/or Microsoft Visio versions 2007 or later. At the TO Manager’s discretion, the TO Manager may request one hard copy of a written deliverable.

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

For any written deliverable, the TO Manager may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in Section 2.8.3. Drafts of each final deliverable, except status reports, are required at least two weeks in advance of when the final deliverables are due (with the exception of deliverables due at the beginning of the project where this lead time is not possible, or where draft delivery date is explicitly specified). Draft versions of a deliverable shall comply with the minimum deliverable quality criteria listed in Section 2.8.3.

2.8.2 DELIVERABLE ACCEPTANCE

A final deliverable shall satisfy the scope and requirements of this TORFP for that deliverable, including the quality and acceptance criteria for a final deliverable as defined in Section 2.8.4 Deliverable Descriptions/Acceptance Criteria.

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

The TO Manager will issue to the TO Contractor a notice of acceptance or rejection of the deliverable in the DPAF (Attachment 9). Following the return of the DPAF indicating "Accepted" and signed by the TO Manager, the TO Contractor shall submit a proper invoice in accordance with the procedures in Section 2.12.2. The invoice must be accompanied by a copy of the executed DPAF or payment may be withheld.

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

Subsequent project tasks may not continue until deliverable deficiencies are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks.

2.8.3 MINIMUM DELIVERABLE QUALITY

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

Each deliverable shall meet the following minimum acceptance criteria:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) In each section of the deliverable, include only information relevant to that section of the deliverable.

E) Contain content and presentation consistent with industry best practices in terms of deliverable completeness, clarity, and quality.

F) Meets the acceptance criteria applicable to that deliverable, including any State policies, functional or non-functional requirements, or industry standards.

G) Contains no structural errors such as poor grammar, misspellings or incorrect punctuation.

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

2.8.4 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

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

Upon notification from TO Contractor of completed deliverable within the agreed upon schedule, the TO Manager shall commence review of the deliverable as required to validate the completeness and quality in meeting requirements.

Deliverables			
ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
2.8.4.1	System Project Planning Documents	(PMP including: Scope Management, Schedule Management Plan, Communications Management Plan, Quality Management Plan) in MS Word 2010 or newer, delivered to TO Manager. As per requirements 2.6.2.2 – 2.6.2.9.	Per project schedule as accepted by TO Manager. Updated no less frequently than every two weeks
2.8.4.2	Four Training Sessions for DNR Users	Following completion of requirement 2.6.2.12.	Per project schedule as accepted by TO Manager
2.8.4.3	System Training Curriculum/ Materials	Following completion of requirement 2.6.2.13.	Per project schedule as accepted by TO Manager
2.8.4.4	Seven Training Sessions for non-DNR Users	Following completion of requirement 2.6.2.14.	Per project schedule as accepted by TO Manager
2.8.4.5	Final Debrief Meeting	Following completion of requirement 2.6.2.24.	Per project schedule as accepted by TO Manager
COMPASS v1 Functionality Enhancements			
2.8.4.6	System Technical Design Document	Following completion of requirement 2.6.2.11 in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as

			accepted by TO Manager
2.8.4.7	System Test Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.8	Transition Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.9	COMPASS v1 Functionality Enhancements – develop, test, and transition code to production status	1. Zero high or medium bugs identified during testing; 2. Meets requirements 2.6.1.1 – 2.6.1.40; 3. Successfully transitioning code to COMPASS O&M vendor per requirement 2.6.2.22.	Per project schedule as accepted by TO Manager
2.8.4.10	System Operation Requirements & documented User Roles	Following completion of requirement 2.6.2.10 & 2.6.2.23 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.11	Uncompiled System Code	Following completion of requirement 2.6.2.23 for associated functionality.	Per project schedule as accepted by TO Manager
COMPASS v2 Boating Functionality			
2.8.4.12	System Technical Design Document	Following completion of requirement 2.6.2.11 in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.13	System Test Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.14	Data Conversion Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.15	Transition Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager

2.8.4.16	COMPASS v2 Boating Functionality – develop, test, and transition code to production status	1. Zero high or medium bugs identified during testing; 2. Meets requirements 2.6.1.41 – 2.6.1.114; 3. Successfully transitioning code to COMPASS O&M vendor per requirement 2.6.2.22.	Per project schedule as accepted by TO Manager
2.8.4.17	System Operation Requirements & documented User Roles	Following completion of requirement 2.6.2.10 & 2.6.2.23 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.18	Uncompiled System Code	Following completion of requirement 2.6.2.23 for associated functionality.	Per project schedule as accepted by TO Manager
COMPASS v2 Safety Education Functionality			
2.8.4.19	System Technical Design Document	Following completion of requirement 2.6.2.11 in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.20	System Test Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.21	Data Conversion Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.22	Transition Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.23	COMPASS v2 Safety Education Functionality – develop, test, and transition code to production status	1. Zero high or medium bugs identified during testing; 2. Meets requirements 2.6.1.115 – 2.6.1.126; 3. Successfully transitioning code to COMPASS O&M vendor per requirement 2.6.2.22.	Per project schedule as accepted by TO Manager
2.8.4.24	System Operation Requirements & documented User Roles	Following completion of requirement 2.6.2.10 & 2.6.2.23 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager

2.8.4.25	Uncompiled System Code	Following completion of requirement 2.6.2.23 for associated functionality.	Per project schedule as accepted by TO Manager
COMPASS v2 Off-Road Vehicle Functionality			
2.8.4.26	System Technical Design Document	Following completion of requirement 2.6.2.11 in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.27	System Test Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.28	Transition Plan	Following completion of requirement 2.6.2.19 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.29	COMPASS v2 Off-Road Vehicle Functionality – develop, test, and transition code to production status	1. Zero high or medium bugs identified during testing; 2. Meets requirements 2.6.1.127 – 2.6.1.139; 3. Successfully transitioning code to COMPASS O&M vendor per requirement 2.6.2.22.	Per project schedule as accepted by TO Manager
2.8.4.30	System Operation Requirements & documented User Roles	Following completion of requirement 2.6.2.10 & 2.6.2.23 for associated functionality in MS Word 2010 or newer, delivered to TO Manager.	Per project schedule as accepted by TO Manager
2.8.4.31	Uncompiled System Code	Following completion of requirement 2.6.2.23 for associated functionality.	Per project schedule as accepted by TO Manager

2.9 MINIMUM QUALIFICATIONS

2.9.1 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS

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

- Must have completed two (2) or more projects developing .NET web-based applications in the last five (5) years;

- Must have completed or currently involved in the development, of at least one (1) online point-of-sale (POS) system.

2.9.2 OFFEROR'S PERSONNEL MINIMUM QUALIFICATIONS

Only those Master Contractors supplying key proposed personnel that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation.

For the personnel proposed under this TORFP, proposed resources must meet all minimum qualifications for the labor category proposed, as identified in the CATS + Master Contract Section 2.10 plus the following minimum qualifications. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skill.

Resumes shall clearly outline starting dates and ending dates for each applicable experience or skills.

- TO Contractor Project Manager must be certified as a Project Management Professional (PMP) by the Project Management International (PMI).

2.10 TO CONTRACTOR AND PERSONNEL OTHER REQUIREMENTS

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

- Prior experience with consignment/retail sales locations;
- Prior experience with wildlife and natural resource licensing and permitting system;
- Prior experience with self-service interfaces (i.e. online sales), touch screen kiosks, and 3rd party facilitated sales (agents, telephone sales)

2.11 RETAINAGE

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.12 INVOICING

Invoicing shall be submitted monthly. Invoicing shall be accompanied by signed notice(s) of acceptance (DPAF) for all invoices submitted for payment. Payment of invoices will be withheld if a signed Acceptance of Deliverable Form (Attachment 9) is not submitted.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS+ Master Contract. Proper invoices for payment shall contain the TO Contractor's Federal Tax Identification Number, as well as the information described below, and shall be submitted to the TO Manager for payment approval.

Payment will only be made upon completion and acceptance of the deliverables as defined in Section 2.8.

2.12.1 TIME SHEET SUBMISSION AND ACCEPTANCE

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

2.12.2 FIXED PRICE INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

A) A proper invoice shall identify "Department of Natural Resources" as the recipient and contain the following information: date of invoice, TO Agreement number, deliverable description, deliverable number (e.g.,"2.8.4.1."), period of performance covered by the invoice, a total invoice amount, and a TO Contractor point of contact with telephone number. Also include for each person covered by the invoice the following, individually listed per person: name, hours worked, hourly labor rate, invoice amount.

B) The TO Contractor shall mail and email the original of each invoice and signed DPAF (Attachment 9), for each deliverable being invoiced to the Department of Natural Resources at email address: penny.bates@maryland.gov, with a copy to the TO Manager.

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

2.12.3 WORK ORDER PROCESS

A) Additional services will be provided via a Work Order process. A Work Order may be issued for either fixed price or time and materials (T&M) pricing. T&M Work Orders will be issued in accordance with pre-approved Labor Categories with the fully loaded rates proposed in Attachment 1.

B) The TO Manager shall e-mail a Work Order Request (See Attachment 17) to the TO Contractor to provide services or resources that are within the scope of this TORFP. The Work Order Request will include:

1) Technical requirements and description of the service or resources 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 1.
4) An explanation of 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) For a T&M Work Order, the TO Manager will review the response and will confirm the proposed labor rates are consistent with this TORFP; For a fixed price Work Order, the TO Manager will review the response and will confirm the proposed prices are acceptable.

E) The TO Manager will contact the TO Contractor to obtain additional information, clarification or revision to the Work Order, and will provide the Work Order to the TO Procurement Officer for approval. The TO Procurement Officer could issue a change order to the TORFP if appropriate.

F) Proposed personnel on any type of Work Order 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.

G) The TO Manager will issue the Notice to Proceed (NTP) after the Work Order is approved and/or any interviews are completed.

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SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

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

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

3.2 SUBMISSION

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

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

- Subject line “CATS+ TORFP # K00P4400995 Technical” plus the Master Contractor Name
- One attachment labeled “TORFP K00P4400995 Technical - Attachments” containing all Technical Proposal Attachments (see Section 3.3 below), signed and in PDF format.
- One attachment labeled “TORFP K00P4400995 Technical – Proposal” in Microsoft Word format (2007 or later).

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

- Subject line “CATS+ TORFP # K00P4400995 Financial” plus the Master Contractor Name
- One attachment labeled “TORFP K00P4400995 Financial” containing the Financial Proposal contents, signed and in PDF format.

3.3 SUMMARY OF ATTACHMENTS

No attachment forms shall be altered. Signatures shall be clearly visible.

The following attachments shall be included with the TO Technical Proposal:

- Attachment 2 – MBE Forms D-1 and D-2 - Signed PDF
- Attachment 4 – Conflict of Interest Affidavit and Disclosure - Signed PDF
- Attachment 5 - Labor Classification Personnel Resume Summary- Signed PDF
- Attachment 13 – Living Wage Affidavit of Agreement - Signed PDF
- Attachment 16 – Certification Regarding Investments in Iran - Signed PDF

The following attachments shall be included with the TO Financial Proposal:

- Attachment 1 Sheet – Signed PDF

3.4 TO PROPOSAL FORMAT

A TO Proposal shall contain the following sections in order:

3.4.1 TO TECHNICAL PROPOSAL

A) Proposed Services

1) Executive Summary: A one-page summary describing the Offeror's understanding of the TORFP scope of work (Section 2) and proposed solution.
2) Proposed Solution: A more detailed description of the Offeror's understanding of the TORFP scope of work, proposed methodology and solution. The proposed solution shall be organized to exactly match the requirements outlined in Section 2.
3) Draft Work Breakdown Structure (WBS): A matrix or table that shows a breakdown of the tasks required to complete the requirements and deliverables in Section 2 - Scope of Work. The WBS should reflect the chronology of tasks without assigning specific time frames or start / completion dates. The WBS may include tasks to be performed by the State or third parties, for example, independent quality assurance tasks. If the WBS appears as a deliverable in Section 2 – Scope of Work, the deliverable version will be a final version. Any subsequent versions shall be approved through a formal configuration or change management process.
4) Draft Project or Work Schedule: A Gantt or similar chart containing tasks and estimated time frames for completing the requirements and deliverables in Section 2 - Scope of Work. The final schedule should come later as a deliverable under the TO after the TO Contractor has had opportunity to develop realistic estimates. The Project or Work Schedule may include tasks to be performed by the State or third parties.
5) Draft Risk Assessment: Identification and prioritization of risks inherent in meeting the requirements in Section 2 - Scope of Work. Includes a description of strategies to mitigate risks. If the Risk Assessment appears as a deliverable in Section 2 – Scope of Work, that version will be a final version. Any subsequent versions should be approved through a formal configuration or change management process.
6) Assumptions: A description of any assumptions formed by the Offeror in developing the Technical Proposal. Offerors should avoid assumptions that counter or constitute exceptions to TORFP terms and conditions.
7) Tools the TO Contractor owns and proposes for use to meet any requirements in Section 2.

B) Compliance with Offeror's Company Minimum Qualifications

Offerors will complete the following table to demonstrate compliance with the Offeror's Company Minimum Requirements in Section 2.9.1.

Reference	Offeror Company Minimum Requirement	Evidence of Compliance
2.9.1.1	Must have completed two (2) or more projects developing web-	Offeror documents evidence of compliance here.

	based applications in the last five (5) years.	
2.9.1.2	Must have completed one (1) or more, or currently involved in the development, of online point-of-sale (POS) systems.	Offeror documents evidence of compliance here.

C) Proposed Personnel and TORFP Staffing
Offerors shall propose a PMI certified project manager in response to this TORFP.

1) Provide evidence proposed personnel possess the required certifications in accordance with Section 2.9.2 Offeror's Personnel Minimum Qualifications.

2) Provide a Staffing Management Plan that demonstrates how the Offeror will provide resources in addition to the personnel requested 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) Process and proposed lead time for locating and bringing on board resources that meet TO needs
   c) Supporting descriptions for all labor categories proposed in response to this TORFP
   d) Description of approach for quickly substituting qualified personnel after start of TO

3) Provide the names and titles of the Offeror's management staff who will supervise the personnel and quality of services rendered under this TO Agreement.

D) MBE, SBE Participation and VSBE Participation

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

E) Subcontractors

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

F) Overall Offeror team organizational chart

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

G) Master Contractor Experience and Capabilities

1) Provide up to three examples of engagements or contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work. Include contact information for each client organization complete with the following:

   a) Name of organization.

   b) Point of contact name, title, email and telephone number (point of contact shall be accessible and knowledgeable regarding experience)

   c) Services provided as they relate to Section 2 - Scope of Work.

d) Start and end dates for each example engagement or contract.

e) Current Master Contractor team personnel who participated on the engagement.

f) If the Master Contractor is no longer providing the services, explain why not.

2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any entity of the State of Maryland.

For each identified contract, the Master Contractor shall provide the following (if not already provided in sub paragraph 1 above):

a) Contract or task order name

b) Name of organization.

c) Point of contact name, title, email, and telephone number (point of contact shall be accessible and knowledgeable regarding experience)

d) Start and end dates for each engagement or contract. If the Master Contractor is no longer providing the services, explain why not.

e) Dollar value of the contract.

f) Indicate if the contract was terminated before the original expiration date.

g) Indicate if any renewal options were not exercised.

Note - State of Maryland experience can be included as part of Section 2 above as engagement or contract experience. State of Maryland experience is neither required nor given more weight in proposal evaluations.

H) State Assistance

Provide an estimate of expectation concerning participation by State personnel.

I) Confidentiality

A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

J) Proposed Facility

Identify Master Contractor's facilities, including address, from which any work will be performed.

3.4.2 TO FINANCIAL PROPOSAL

A) A description of any assumptions on which the Master Contractor's TO Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the TO Financial Proposal);

B) Attachment 1– Price Sheet Form, completed in .PDF format with all proposed labor categories including all rates fully loaded. Master Contractors shall list all proposed resources by approved CATS+ labor categories in the price sheet. Prices shall be valid for 120 days.

C) Attachment 1A – Price Sheet

D) To be responsive to this TORFP, the Price Sheet (Attachment 1) shall provide labor rates for all labor categories. 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.

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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, DNR will consider all information submitted in accordance with Section 3.

4.2 TO PROPOSAL EVALUATION CRITERIA

The following are technical criteria for evaluating a TO Proposal in descending order of importance. Failure to meet the minimum company personnel qualifications shall render a TO Proposal not reasonably susceptible for award:

A) The overall experience, capability and references for the Master Contractor as described in the Master Contractor's TO Technical Proposal.

B) The Master Contractor's overall understanding of the TORFP Scope of Work – Section 2. Level of understanding will be determined by the quality and accuracy of the technical proposal in adherence with Section 3.4.

C) The capability of the proposed resources to perform the required tasks and produce the required deliverables in the TORFP Scope of Work – Section 2. Capability will be determined from each proposed individual's resume, reference checks, and oral presentation (See Section 1.5 Oral Presentations/Interviews).

D) The ability for the Master Contractor to meet staffing expectations relative to supplying additional personnel for this TORFP meeting qualifications in Section 2.9 and 2.10.

E) Demonstration of how the Master Contractor plans to staff the task order at the levels set forth in Section 2.1.

4.3 SELECTION PROCEDURES

A) TO Proposals will be assessed throughout the evaluation process for compliance with the minimum qualifications listed in Section 2 of this TORFP, and quality of responses to Section 3.4.1 TO Technical Proposal.

B) For TO Proposals deemed technically qualified, the associated TO Financial Proposal will be opened. All others will be deemed not reasonably susceptible for award and the TO Procurement Officer will notify the Master Contractor it has not been selected to perform the work.

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

D) The most advantageous TO Proposal considering both the technical and financial submissions shall be selected for TO award. In making this selection, price has greater weight.

E) All Master Contractors submitting a TO Proposal shall receive written notice from the TO Procurement Officer identifying the awardee.

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).

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LIST OF ATTACHMENTS

Attachment Label	Attachment Name	Applicable to this TORFP?	Submit with Proposal?* (Submit, Do Not Submit, N/A)
Attachment 1	Price Sheet Form	Applicable	Submit with TO Financial Proposal
Attachment 1A	Price Sheet	Applicable	Submit with TO Financial Proposal
Attachment 2	Minority Business Enterprise Participation (Attachments D-1 – D-7)	Applicable	Submit with TO Technical Proposal
Attachment 3	Task Order Agreement (TO Agreement)	Applicable	Do Not Submit with Proposal
Attachment 4	Conflict of Interest Affidavit and Disclosure	Applicable	Submit with TO Technical Proposal
Attachment 5	Labor Classification Personnel Resume Summary	Applicable	Submit with TO Technical Proposal
Attachment 6	Pre-Proposal Conference Directions	Applicable	Do Not Submit with Proposal
Attachment 7	Notice to Proceed (Sample)	Applicable	Do Not Submit with Proposal
Attachment 8	Agency Receipt of Deliverable Form	Applicable	Do Not Submit with Proposal
Attachment 9	Agency Deliverable Product Acceptance Form (DPAF)	Applicable	Do Not Submit with Proposal
Attachment 10	Non-Disclosure Agreement (Offeror)	Not Applicable	N/A
Attachment 11	Non-Disclosure Agreement (TO Contractor)	Applicable	Do Not Submit with Proposal
Attachment 12	TO Contractor Self-Reporting Checklist	Applicable	Do Not Submit with Proposal
Attachment 13	Living Wage Affidavit of Agreement	Applicable	Submit with TO Technical Proposal
Attachment 14	Mercury Affidavit	Not Applicable	N/A
Attachment 15	Veteran Owned Small Business Enterprise Utilization Affidavit	Not Applicable	N/A
Attachment 16	Certification Regarding Investments in Iran	Applicable	Submit with TO Technical Proposal
Attachment 17	Sample Work Order	Applicable	Do Not Submit with Proposal
Attachment 18	Performance Evaluation Form	Applicable	Do Not Submit with Proposal
Attachment 19	Criminal Background Check Affidavit	Not Applicable	N/A

*if not specified in submission instructions, any attachment submitted with response shall be in PDF format and signed