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

Section 1 – General Information	
RFR Number: **(Reference BPO Number)**	M00B5400437
Functional Area **(Enter One Only)**	Functional Area 11 - Business Process Consulting Services

Labor Category/s
A single support staff or support groups of up to five members may be engaged for up to six months without renewal options. Awards for Major IT Development Project (MITDP)/Program Manager/Deputy PMs may have tenure of one base year with up to two optional years, or through the end of the project within the Master Contract term. An RFR is limited to only labor categories defined in the CATS+ RFP.
Enter the labor category/s to be provided:

1. *Subject Matter Expert*(SME)

Anticipated Start Date	*March 31, 2015*
Duration of Assignment	*Up to Six Months*
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	Yes

MBE Goal, if applicable	%0

Issue Date: 01/26/2015	*01/26/2015*	**Due Date:** 02/17/2015	*02/17/2015*
		Time (EST): 02:00 PM	*02:00 PM local time*

Place of Performance:	*MD Board of Pharmacy (4201 Patterson Ave. Baltimore, MD 21215)*
Special Instructions: (e.g. interview information, attachments, etc.)	*Interview will take place at the Board of Pharmacy office with a 3 person panel*
Security Requirements **(if applicable):**	*The job will be performed on site most of the time. A security badge and a background check will be required .*
Special Invoicing Instructions:	*N/A*

Section 2 – Agency Procurement Officer (PO) Information			
Agency / Division Name:	*DHMH – OPASS -MD Board of Pharmacy*		
Agency PO Name:	John Gullucci	**Agency PO Phone**	*410-767-5823*

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		Number:	
Agency PO Email Address:	*John.gullucci@maryland.gov*	**Agency PO Fax:**	*410 333-5958*
Agency PO Mailing Address:	*same as place of employment*		

Section 3 – Scope of Work

Agency / Project Background

The Maryland Board of Pharmacy (BOP) regulates individuals (pharmacists, pharmacy technicians, and pharmacy interns) and establishments (pharmacies, wholesale distributors and sterile compounding sites) that practice or operate in Maryland. In preparation for the Board's solicitation for a vendor to replace its current license processing software with a new software application suite, the BOP is seeking a Subject Matter Expert to work as an IT business analyst to prepare an internal operational document, review all documents and recommend revisions to the Board's business rules and workflow to make them more efficient.

The BOP's current license processing software suite is a SQL- based; a customizable-off-the-shelf product with multiple components. They are: **License processing software** (main license data system used by Board staff), **Egov** (allows online renewals of licenses/permits by licensees), **Verification** website (allows statuses of licensees to be verified by the public through the Board's web site), **Mobile Inspection application** (software to perform facility inspections around the State), and **Document Storage Server(s)** (stores & indexes documents uploaded via the license processing application). The system uses a Microsoft Windows-based server that hosts the images and is indexed in an SQL-based database. The current software suite allows the agency to process pharmacy license permits and enter inspection data for establishments. It is comprised of multiple databases linked together on a Microsoft SQL database platform.

 The Board (BOP) recently reorganized personnel to create a customer service unit to better address inquiries from licensees and the public. This was also done to reduce interruptions during application processing. It has also begun a second initiative to streamline the application review and analysis process, by creating a unit with dedicated staff to enter and retrieve application, payment and inspection data into the current MIS software system.

A Subject Matter Expert (SME) is required to document BOP's current business rules, workflow, and licensure types; recommend improvements to enhance efficiencies for processing applications, inspection reports and complaint reports, fees collections, and other tasks related to monitoring and communicating Board decisions related to licensed individuals and establishments. The IT Business Analyst (SME) will also build on BOP efforts by recommending language for inclusion in the Board's software vendor solicitation.

Job Description/s

Labor Category/s (From Section 1 Above)	Duties / Responsibilities

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1. *Subject Matter Expert*	The Board currently regulates 9 pharmacy practice license through the work of 28 staff members. . The IT Business Analyst **(SME)** will work under the direction of the Board's Information Technology(IT) Manager and assigned staff throughout this project to meet the following responsibilities:
	
	  A. The IT Business Analyst**(SME)** will interact with the Board's Executive Director, office managers and staff specialists, develop documentation of all business rules, regulations, and required documents of each license type used for licensure by the Board;
	
	  B. The IT Business Analyst**(SME)** will define business requirements, and recommend improvements or the reengineering of personnel and automated business rules and/or business workflow processes in order to meet identified business requirements. Recommendations should address the:
	
	  1) receipt of applications at the Board through to final approval, printing and issuance of licensing documents;
	
	  2) receipt and processing of license fees and fines, including audit procedures; 3) procedures for establishment inspections and complaint investigations;
	
	  4) procedures for monitoring licensees that have been disciplined to ensure their compliance with formal and informal Board disciplinary actions; and
	
	  5) procedures for communicating licensee and business information.
	
	  C. The IT Business Analyst **(SME)** will perform partial Market Research to acquire information about software systems used by other State pharmacy agencies to license, monitor and otherwise regulate pharmacy practitioners.
	
	  D. The IT Business Analyst **(SME)** will provide a final written document to the Board upon completion of the analysis that includes: 1) the methodologies used to develop recommended business workflow improvements; 2) recommended approaches for changes to the current business rules and workflow; 3) recommended specifications and language for inclusion in the new software bid proposal; and 4) recommendations for phased-implementation of all recommendations by Board administration.
	
	The consolidated documentation will be used by the Board (BOP) to assist a future software vendor implement a new license software program.

Minimum Qualifications

For minimum qualifications, see the labor category description in the CATS+ RFP for the subject RFR labor category. In addition, qualified candidates <u>must </u>meet the minimum qualifications specified below. **Candidates that do not meet minimum qualifications will be deemed not reasonably susceptible for award and will not progress to full evaluation.**

Labor Category/s (From Section 1 Above)	Minimum Qualifications
1. **Subject Matter Expert(SME)**	**Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. **General Experience:** Must have seven (7) years of experience in the IT field.

	Specialized Experience:
	At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Preferred Qualifications	
The additional Experience/Knowledge/Skills listed below are preferred by the State.	

1. **Subject Matter Expert(SME)**	**Education:** A Master's Degree is preferred.

Section 4 - Required Submissions

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

Email 1 of 2 with "Technical": Master Contractor Name, RFR number, & candidate name in the subject line
1. Resume for each labor category described in the RFR (Attachment 1)
2. Three (3) current references that can be contacted for performance verification of the submitted consultant's work experience and skills. Telephone number and email address of reference is needed.
3. Sample documentation provided, how it demonstrates comparability with this project and usability in drafting future related procurement documentation to solicit implementation services for the ECM solution
4. Proposed project plan as it meets the required timeframe and desired outcome in line with BOP resources and objectives

Email 2 of 2 with "Financial": Master Contractor Name, RFR number, & candidate name in the subject line
1. Price Proposal (Attachment 2)
2. Conflict of Interest Affidavit (Attachment G in the CATS+ RFP)
3. Living Wage Affidavit (Attachment I in the CATS+ RFP)

1.
2.

Section 5 – Evaluation Criteria

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

1.	Specific work experience and relevant technical expertise as indicated in Attachment 1 and in the interview
2.	Sample documentation provided, how it demonstrates comparability with this project and usability in drafting future related procurement documentation to solicit implementation services for the ECM solution
3.	Proposed project plan as it meets the required timeframe and desired outcome in line with BOP resources and objectives
4.	References and interview.
5.	Price Proposal

Basis for Award Recommendation

The Agency PO will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The Agency PO will initiate and deliver a Task Order Agreement to the selected Master Contractor. **Master Contractors should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the RFR Scope of Work, depending upon specific circumstances.**

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ATTACHMENT 1
RFR RESUME FORM
RFR # **M00B5400437**

Labor Category:	**Subject Matter Expert(SME)**
Candidate Name:	
Master Contractor:	

A. Education / Training

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

B. Relevant Work Experience

Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Starts with the most recent experience first; do not include non-relevant experience.

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

<add lines as needed>

C. Employment History
List employment history, starting with the most recent employment first

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

D. References
List persons the State may contact as employment references

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

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LABOR CATEGORY PERSONNEL RESUME SUMMARY
(ATTACHMENT 1 CONTINUED)
*"Candidate Relevant Experience" section must be filled out. Do not enter "see resume" as a response.

Proposed Individual's Name/Company:	How does the proposed individual meet each requirement?

LABOR CATEGORY TITLE – Subject Matter Expert(SME)	
Requirement	**Candidate Relevant Experience ***
Education: **Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.	**Education:**
General Experience: Must have seven (7) years of experience in the IT field.	**General Experience:**
Specialized Experience: At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.	**Specialized Experience:**

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

Master Contractor Representative:

_____   _____   _____
Print Name   Signature   Date

Proposed Individual:

_____   _____
Signature   Date

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ATTACHMENT 2

PRICE PROPOSAL

RFR # **M00B5400437**

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

Subject Matter Expert(SME)	A	C	D
	Fully Loaded Hourly Labor Rate	Evaluation Hours	Evaluation Price (A x C)
(Enter the proposed resource name)	$	1000	$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower. Proposed rates must be fully loaded, all inclusive, and shall include all direct and indirect costs for the Master Contractor to perform under the TOA. Evaluation Hours are for evaluation purposes only and do not represent actual hours to be worked or invoiced.