



**TASK ORDER REQUEST FOR PROPOSALS (TORFP)
STATE OF MARYLAND
DEPARTMENT OF HUMAN RESOURCES
OFFICE OF TECHNOLOGY FOR HUMAN SERVICES**

**(REVISED) OTHS/OTHS/15-025-S
No. N00B5400133**

AMENDMENT NO. 1

October 15, 2014

Dear Master Contractors:

This amendment is being issued to amend certain information in the above-named TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold** (i.e. **word**), and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Revise “Agency Control Number” wherever it appears throughout the document as follows:

OTHS/OTHS-15-~~027-S~~ to **025-S**

2. Revise page 8 “Key Information Summary Sheet” as follows:

VSBE Goal: ~~.0005~~ **0.5%** (~~one-half of 1%~~)

3. Revise Attachment 15- V-1 Veteran-Owned Small Business Enterprise Utilization Affidavit and VSBE Participation Schedule” as follows:

1. I acknowledge and intend to meet the overall verified VSBE participation goal of ~~_____~~% **0.5%**. Therefore, I will not be seeking a waiver.

Should you require clarification of the information provided in this Amendment, please contact me by email at leah.hinson@maryland.gov or by phone at 410-238-1339.

By:
Leah Hinson
Procurement Officer
Issued: October 15, 2014



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AMENDMENT NO. 2

October 27, 2014

Dear Master Contractors:

This amendment is being issued to amend certain information in the above-named TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The changes are listed below. New language has been double underlined and marked in bold (i.e. word), and language that has been deleted has been marked with a strikethrough (i.e. word).

- 1. Page 21 Section 2.7.1 - "Scheduled non-Business Hours Support" has been deleted in its entirety.
2. Page 21 Section 2.7.1 "Non-Business Hours Support" is revised as follows:

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. TO Contractor shall also be prepared to respond to emergency on-call situations as they arise throughout the term of this TO Agreement. The TO Contractor will be required to travel to the DHR locations throughout the State of Maryland identified in Attachment 24. This may include shelters, community centers and other such locations that require desktop support services. Hours performing system upgrades and emergency services will be billed on actual time worked at the rates proposed for Work Orders on Attachment 1E.

- 3. Revise page 19 Section 2.6.3 Chart "SERVICE LEVEL AGREEMENT" as follows:

Table with 6 columns: Service Levels, Initial Phone Response, On-Site Repair, On-site Replacement, Response Availability, Comments. Row 1: Critical (negatively impacting delivery of), 1 hour, 2 hours for Baltimore City, 4 hours for Baltimore City, Anne Arundel, 7 days/week, 24 hrs a day, No later than 1 hour after receipt of the service request, the TO Contractor shall call the DHR designated contact(s) for the office where the malfunctioning



human services to Maryland citizens)		<u>Anne Arundel, Baltimore and Howard Counties. Six (6) hours for all other Counties.</u>	<u>Baltimore and Howard counties. Ten (10) hours for all other Counties.</u>		device is housed to coordinate the schedule for repair or replacement service.
Normal (not having immediate impact to delivery of human services)	4 hours <i>Requests received after 1:00 PM must be responded to no later than the start of business the following business day.</i>	1 business day	3 business days	5 days/week, Mon-Fri, 7:00 AM-5:30 PM	No later than 4 business hours after receipt of the service request, the TO Contractor shall call the DHR designated contact(s) for the office where the malfunctioning device is housed to coordinate the schedule for repair or replacement service.

Should you require clarification of the information provided in this Amendment, please contact me by email at leah.hinson@maryland.gov or by phone at 410-238-1339.

By: Leah Hinson
Procurement Officer

Issued: October 27, 2014