



**TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM  
(MD-CJAMS)  
OTHS/MDTHK-17-004-S**

**AMENDMENT # 1**

**June 5, 2017**

Dear Prospective Offerors:

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 RFP 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 the Key Information Sheet as follows:**

Closing Date and Time:	July <del>24</del> <sup>21</sup> , 2017 at <del>02:00 PM</del> <sup>11:00 AM</sup> Local Time
------------------------	---

- 2. Revised Attachment 20 – Technical, Functional, and Reporting Requirements** - changed settings to permit printing.
- 3. Revised Attachments 5A and 5B** – Forms converted to WORD format.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at [sang.kang@maryland.gov](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**

**June 5, 2017**



**TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM  
(MD-CJAMS)  
OTHS/MDTHK-17-004-S**

**AMENDMENT # 2**

**June 13, 2017**

Dear Prospective Offerors:

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 RFP 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 Section 5.3 (g) as follows:**

Upon completion of the TO Technical Proposal and TO Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The Procurement Officer will recommend award of the Contract to the responsible Offeror that submitted the Proposal determined to be the most advantageous to the State. In making this most advantageous Proposal determination, ~~technical and financial factors will receive greater weight.~~ **technical factors will receive greater weight than financial factors.**

**2. Revise the Key Information Sheet to add the BPO# as follows:**

Solicitation Number (TORFP #):

OTHS/MDTHK-17-004-S; **N00B7400341**

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at [sang.kang@maryland.gov](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**

**June 13, 2017**



**TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM  
(MD-CJAMS)  
OTHS/MDTHK-17-004-S  
AMENDMENT # 3**

**June 26, 2017**

Dear Prospective Offerors:

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 RFP 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 CTR 10-01 of Attachment 20 as follows:**

CTR10-01	Use robust open source <del>or NoSQL</del> database for saving transactional data.
----------	--

**Please use Attachment 20 - Technical, Functional, and Reporting Requirements - 2nd revision.**

**2. Revise Section 3.23 as follows to reduce insurance limits:**

In addition to the insurance specified in the Master Contract Section 2.7, TO Contractor shall maintain Cyber Security / Data Breach Insurance in the amount of ~~\$10,000,000~~ **\$5,000,000** per occurrence, and maximum of ~~\$50,000,000~~ **\$25,000,000** per year. The coverage must be valid in at all locations where work is performed or data or other information concerning the State's claimants and/or employers is processed or stored.

**3. Revise Section 4.4 Proposal Format:**

**Please be clear and concise and limit your TO Proposal response to one hundred (100) pages. If the maximum page limit is exceeded, any excess pages will not be read or considered in the evaluation of the Proposal. Each page shall be counted, except the following: blank pages, title pages, tables of contents, tabs, glossaries, Executive**

**Summary, documents and attachments required to be submitted with the TO Proposal, list of State of Maryland Experience, statement regarding Confidentiality, and Additional Submissions.**

**Page Size and Format - A page is defined as each face of a sheet of paper containing information. When both sides of a sheet display printed material, it shall be counted as two pages. Unless specified otherwise in the RFP, page size shall be 8.5 x 11 inches, not including foldouts. Except for any reproduced sections of the solicitation document, the text size shall be no less than 12 points. Use at least 1/2" inch margins on the top and bottom and side margins. Pages shall be numbered sequentially by volume. These limitations shall apply to both electronic and hard copy proposals.**

A TO Proposal shall contain the following section in order:

**4. Revise Section 4.4.1.a.1 as follows:**

Executive Summary: A ~~one-page~~ **brief** summary describing the Offeror's understanding of the TORFP Scope of Work (Section 3) and proposed solution. **The Summary shall also identify any exceptions the Offeror has taken to the requirements of this TORFP, the TO Agreement (Attachment 3), or any other attachments. Exceptions to terms and conditions may result in having the TO Proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award.**

**If the Offeror has taken no exceptions to the requirements of this TORFP, the TO Agreement (Attachment 3), or any other attachments, the Executive Summary shall so state.**

**5. Revise Section 4.4.1.a.2 as follows:**

Proposed Solution: The Offeror shall describe, in detail, the Offeror's understanding of the TORFP Scope of Work and how its proposed services will meet or exceed the requirements, the Offeror's proposed methodology and solution, and technical approach to the major activities that must be performed to complete the Scope of Work, including the services of any proposed subcontractors. The proposed solution shall be organized to exactly match the requirements outlined in Section 3. ~~Any exception to a requirement, term, or condition may result in having the TO Proposal classified as not reasonably susceptible of being selected for award or the Offeror deemed not responsible.~~

**Please list the general requirement as stated in the TOREFP and then your response to the requirement. For example, your response to Section 3.9.1.a should be as follows:**

**3.9.1.a Implement, configure, and customize the proposed solution in accordance with the TOREFP.**

**<<Offeror's response to Requirement 3.9.1.a>>**

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at [sang.kang@maryland.gov](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**

**June 26, 2017**



**TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM  
(MD-CJAMS)  
OTHS/MDTHK-17-004-S**

**AMENDMENT # 4**

**July 5, 2017**

Dear Prospective Offerors:

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 RFP 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 the Key Information Sheet as follows:**

Primary Place of Performance:	The TO Contractor must arrange for own facility within <u>25</u> <del>15</del> miles radius of DHR-SSC located at 311 W. Saratoga St, Baltimore, MD 21201.
-------------------------------	--

**2. Revise Section 1.9 as follows:**

The TO Contractor's liability is limited in accordance with **Sections 7 and 7.3** ~~Section 27~~ of the CATS+ Master Contract. TO Contractor's liability under **Sections 7 and 7.3** ~~Section 27(e)~~ of the CATS+ Master Contract for this TORFP is limited to three (3) times the total TO Agreement amount.

**3. Revise Section 2.2 as follows:**

Only those Offerors supplying proposed personnel that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation. The personnel proposed under this TORFP must meet all minimum qualifications for the labor category proposed, as identified in the CATS + Master Contract **RFP** Section 2.10. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skill.

Offerors must propose a team for the Key Personnel listed below. Offerors may be evaluated higher for the evaluation factor for the experience levels of proposed TO Contractor Key Personnel if the proposed Key Personnel have the preferred experience levels listed below, in addition to the experience levels identified in Section 2.10 of the CATS+ Master Contract RFP.

**4. Revise Section 3.9.1.o as follows:**

Provide a working location for the TO Contractor and personnel. The facility shall be no more than 25 ~~15~~ miles from the DHR central office, located at 311 W. Saratoga Street, Baltimore, MD 21201. The facility must be able to connect to the State's cloud region in addition to the State's network. The TO Contractor's facility must meet all SOC-II audit requirements as described in Section 3.21 of this TORFP.

**5. Revise the first paragraph of Section 4.4.1.i as follows:**

DHR will not provide a working location for the TO Contractor and personnel. The TO Contractor will be responsible for providing its own facility within a 25 ~~15~~ mile radius of DHR-SSC located at 311 W. Saratoga Street, Baltimore, MD 21201.

**6. Revise Attachment 20 – Technical, Functional and Reporting Requirements (2nd Revision) as follows:**

CTR03-06	<u>Integrate with</u> Utilize State's Shared Data Repository (SDR) NoSQL databases <del>natively as data store for all application data</del> <u>to support data analysis.</u>
----------	--

**Please use Attachment 20 – Technical, Functional and Reporting Requirements (3rd Revision).**

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at [sang.kang@maryland.gov](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**

**July 5, 2017**



TASK ORDER REQUEST FOR PROPOSALS (TORFP)

STATE OF MARYLAND
DEPARTMENT OF HUMAN RESOURCES
MARYLAND CHILD, JUVENILE AND ADULT MANAGEMENT SYSTEM
(MD-CJAMS)
OTHS/MDTHK-17-004-S

AMENDMENT # 5

July 18, 2017

Dear Prospective Offerors:

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 RFP 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 the first sentence of Section 3.24.2.f as follows:

Auditing – Enable appropriate logging parameters on systems supporting this System to monitor user activities, authorized or failed access attempts, system ~~exceptions~~ expectations, and critical information security events as recommended by the operating system, application manufacturers, and information security standards, including IRS Safeguards-Publication 1075 ([www.irs.gov/Forms-&-Pubs](http://www.irs.gov/Forms-&-Pubs)).

2. Revise Chart 3: T&M SLA Service Requirements and Credits in Section 3.11 as follows:

CHART 3: T&M SLA Service Requirements and Credits

Table with 5 columns: No., Service Requirement, Measure, Service Level, SLA Credit. Row 1: Meeting Sprint goals, Submitted at the end of each 2-week Sprint, ≤100%, 0.5%. Row 2: Program Increment objectives, Submitted at the end of every 10-weeks, ≤100%, 3%.



3	Quality test plans	At the Program Increment session	≤100%	1%
4	Continuous design document	Updates per definition of done	≤100%	1%
5	Defect reports	Daily (automation of tool)	≤100%	1%
6	Cycle time reports	Every 2 week Sprint	≤100%	1%

**3. Revise the Key Information Sheet as follows:**

Closing Date and Time:	July <del>31</del> <del>24</del> 21, 2017 at <del>11:00 AM</del> 02:00 PM Local Time
------------------------	--

**4. Revise Response to Question 23 as follows:**

Question 23: In the 'KEY INFORMATION SUMMARY SHEET', at the 'TO Type', (page 2), it is stated that: 'Combination Fixed Price and Time and Materials'.

Can you please provide more detail on this? Which parts/sections will be Fixed Price and which parts will be Time and Material, etc.?

Response: Please refer to the Price Sheet, Attachment 1. The design, development and implementation of the COTS or Open Source solution, including the deliverables identified, and the operations and maintenance cost shall be billed at a fixed price. The labor associated with the System integration work related to interfaces and ~~data conversion activities~~ will be billed based on time and materials.

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7404, or via email at [sang.kang@maryland.gov](mailto:sang.kang@maryland.gov).

**Sang Kang, Procurement Officer**

**July 18, 2017**