

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

Section 1 – General Information			
RFR Number: (Reference BPO Number)	RFR#R95B6400004		
Functional Area (Enter One Only)	Functional Area 10-IT Management Consulting Services Enterprise Service Provider (ESP)		
Labor Category/s			
<i>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.</i>			
<i>Enter the labor category/s to be provided:</i>			
1. Subject Matter Expert (Enterprise System Center 2012, SCCCM 2012 Administrator/Specialist)			
Anticipated Start Date	Early August		
Duration of Assignment	<i>Up to Six (6) Months</i>		
Designated Small Business Reserve?(SBR): (Enter “Yes” or “No”)	No		
MBE Goal, if applicable	0 %		
Issue Date: mm/dd/yyyy	07/13/2105	Due Date: mm/dd/yyyy	08/03/2015
		Time (EST): 00:00 am/pm	2:00 P.M. EST
Place of Performance:	Baltimore City Community College (BCCC) 2901 Liberty Heights Ave., Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	<p><i>Describe any special instructions or attachments for the RFR. For example, an organizational chart, the interview location, or instructions to notify the PO below upon arrival.</i></p> <p>1. Interview Location: Harper Hall 2901 Liberty Heights Avenue, Suite 200-D Baltimore, MD 21215</p> <p>2. Contact: Dr. Maria Cazabon</p>		
Security Requirements (if applicable):	<p>1. As a member of Information Technology Services Department, the Contractor will have exposure and/or access to protected staff or student information (FERPA), confidential research data, or personally identifiable information (PII) as part of the normal duties. Access to data within systems that contain significant portions of confidential student, research, or medical records will not be necessary to perform the job; therefore, viewing or copying any of the afore-mentioned information is prohibited.</p> <p>2. With regards to HIPPA and protection of our client’s privacy, it is the responsibility of each Information Technology Services employee to limit viewing of Protected Health Information (PHI) to the absolute minimum as necessary to perform assigned duties. In addition to PHI, Contractor will have exposure and/or access to sensitive financial, employee, or student data. All such data should be treated as confidential and access and viewing of this information should be limited to the minimum required to perform assigned duties.</p>		
Special Invoicing Instructions:	<p><i>Describe any special invoicing instructions beyond those described above and in Section 2.8 of the CATS+ RFP (See “Contract Award Information” under “CATS+ Master Contract Links” on the CATS+ website).</i></p> <p><i>All invoices shall be submitted monthly no later than 15 calendar days after the end of the invoice period,</i></p>		

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	<p><i>unless specified differently in the TORP/RFR, and include the following information:</i></p> <ul style="list-style-type: none"> • <i>Name and address of the State agency being billed,</i> • <i>Vendor name,</i> • <i>Remittance address,</i> • <i>Federal taxpayer identification or (if owned by an individual) his/her social security number,</i> • <i>Invoice period,</i> • <i>Invoice date,</i> • <i>Invoice number,</i> • <i>Amount due,</i> • <i>Retainage (if applicable), and</i> • <i>Purchase order number(s) being billed.</i> <p><i>Additional information may be required in the future. Invoices submitted without the required information will not be processed for payment until the Master Contractor provides the required information.</i></p> <p><i>The Master Contractor shall submit the invoices to the agency identified in the TORFP/RFR. The State is generally exempt from Federal excise taxes, Maryland sales and use taxes, District of Columbia sales taxes and transportation taxes. The Master Contractor(s), however, is/are not exempt from such sales and use taxes and may be liable for the same.</i></p> <p><i>Additional invoicing requirements for T&M, Fixed Price, Business Beneficial and Revenue Neutral will be established in each TORFP/RFR.</i></p> <p><i>Material invoices can only be approved for cost. No additional fees or markups shall be allowed. All material invoices must be signed and dated by the Master Contractor and the original supplier's invoice shall be submitted and attached along with the applicable monthly invoice.</i></p>		
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Section 2 – Agency Procurement Officer (PO) Information

Agency / Division Name:	Baltimore City Community College (BCCC) Office of Procurement		
Agency PO Name:	BENITA F. SCOTT	Agency PO Phone Number:	(410) 209-6011
Agency PO Email Address:	bscott@bccc.edu	Agency PO Fax:	(410) 209-6094
Agency PO Mailing Address:	3100 TOWANDA AVE., SUITE 116, BALTIMORE, MD 21201		

Section 3 – Scope of Work

Agency / Project Background

Baltimore City Community College is an innovator in providing accessible education for a diverse population of students to meet the challenges in an ever-changing competitive workforce and environment. The Microsoft SCCM Administrator/Specialist shall work on all phases of the System Center Configuration Manager 2012 inclusive of all the components of the suite. The incumbent will provide an assessment of the current environment and provide a report of the existing configuration and design; and make recommendations for each component based on security compliance and industry best practices. Also, the incumbent shall install and configure any components that are not installed and/or reconfigure existing environment if it is determine that the current environment is not compliant with industry best practices.

The College plans to utilize the full System Center 2012 Suite to manage the servers and end-point devices effectively and efficiently. Some features include: Application Deployment, Hardware and Software Inventory, Remote Control, Patch Management, Operating System Deployment including Drivers, and Network Protection and Monitoring. Therefore, the configuration of the new features of System Center 2012 R2 are necessary to use: System Center 2012 R2 App Controller, System Center 2012 R2 Configuration Manager, System Center 2012 R2 Data Protection Manager, System Center 2012 R2 Operations Manager, System Center 2012 R2 Orchestrator, System Center 2012 R2 Service Manager, and System Center 2012 R2 Virtual Machine Manager.

Additionally, the incumbent shall create and deploy computer images using SCCM; and train the Tier II Helpdesk Specialists on how to create and deploy the same images so that a repository of computer images for the academic and administration can be effectively maintain for future use. Finally, this position will ensure data integrity, security compliance, and industry best practices are employed for

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the entire project. Testing of systems' configuration(s) and implementation must be satisfied in order for this project to be acceptable and deemed complete.

Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
1. Subject Matter Expert (Enterprise System Center 2012, SCCM 2012 Administrator/Specialist)	<p>This position is responsible for the day-to-day installation, configuration, and administration of Microsoft System Center 2012, inclusive of all the new features SCCM 2012, SCOM 2012, SCSM 2012, SCDPM 2012, SCVMM 2012 SCAC 2012, and SCO. The scope of SCCM is all encompassing, from client endpoints to servers and as it relates to OS & Application deployment, patching, reporting and backend maintenance.</p> <p>Specific Duties / Responsibilities:</p> <ol style="list-style-type: none"> 1. Provide extensive troubleshooting in installation and configuration of System Center 2012 infrastructure and its features within the suite, such as SCCM, SCOP, etc.; 2. Ensure correct installation, configuration, use, and maintenance of the Microsoft System Center 2012 Platform and its features; 3. Support the design and configuration of complex system landscapes; 4. Perform moderately complex systems and database administration; 5. Maintain the health of the SCCM environment including clients, servers and distribution points; 6. Monitor and tune appropriate systems to ensure optimum level of performance; 7. Manage SCCM Operating System Deployment (OSD) implementation and Task Sequence design; 8. Manage SCCM Software Update Point (SUP); 9. Create scripts with VBScript, PowerShell, SQL, ADSI, and WMI; 10. Assist in the creation\updating of SCCM documentation; 11. Provide technical guidance to SCCM team and customer; 12. Assist desktop support team with desktop OS deployment and automated build processes including performance tuning; 13. Provide reports to management on the status of the enterprise; 14. Create customized Ad-hoc reports; 15. Package, test, and deploy automated desktop and laptop application installations within a SCCM framework; 16. Develop and execute enterprise workstation imaging and deployment methodologies; 17. Collaborates to maintain a library of system-supporting processes and procedural documentation SQL administration, including the support and development of queries/reports; 18. Participates as a team member resource in decision making for standards, process and procedures for SCCM; and participates in creation and maintenance of documentation; 19. Produce weekly dashboard of SCCM data, root/cause analysis documents for outages and report on progress to management; 20. Oversees, recommends, and implements database solutions and enhancements to ensure an improvement in system reliability and performance; and 21. Recommend innovative solutions utilizing SCCM technology.
Minimum Qualifications	
<p>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.</p>	
Labor Category/s (From Section 1 Above)	Minimum Qualifications
1. Subject Matter Expert (Enterprise System Center 2012, SCCM 2012 Administrator/Specialist)	<p>Education:</p> <ol style="list-style-type: none"> 1. A 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. 2. At least 5-8 years of combined experience working with System Center 2012 Configuration Manager, Configuration Manager 2007 and other systems management technologies.

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	<p>General Experience:</p> <ol style="list-style-type: none"> 1. Must have at least ten (10) years of experience in the IT field. 2. At least five (5) years of knowledge and demonstrated technical proficiency in Microsoft Systems Center Configuration Manager (SCCM) with experience in managing medium to large environments. 3. The candidate should be able to troubleshoot all aspects of SCCM effectively and understand the product flow patch management, software distribution and logging in detail; 4. Experience in other Microsoft Management technologies, including Active Directory services (AD), Group Policies, Microsoft Operations Manager (MOM) and/or System Center Operations Manager, System Center Essentials and WSUS is desired. <p>Specialized Experience:</p> <ol style="list-style-type: none"> 1. 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. 2. At least seven (7) years of experience with supporting Windows 7 and Windows Server 2008/2008 R2; 3. 5+ years of experience implementing/managing workstation and server management platforms, OS Image deployment and maintenance, software and patch deployment, and related technologies; 4. 5+ years knowledge and experience Scripting with VBScript, Wise, Install Shield, PowerShell, SQL, ADSI and WMI.
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Preferred Qualifications
The additional Experience/Knowledge/Skills listed below are preferred by the State.

<ol style="list-style-type: none"> 1. Subject Matter Expert (Enterprise System Center 2012, SCCM 2012 Administrator/Specialist) 	<p>a. Education: <i>Briefly describe preferred education as needed</i></p> <ol style="list-style-type: none"> 1. A 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. <p>b. General Experience: <i>Briefly describe preferred general experience as needed</i></p> <ol style="list-style-type: none"> 1. Must have at least seven (7) years of experience in the IT field. <p>c. Specialized Experience:</p> <ol style="list-style-type: none"> 1. 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 – System Center 2012, SCCM 2012, SCOM 2012.
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Section 4 - Required Submissions

NOTE:

1. Master Contractors may propose only one candidate for each position requested.
2. 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.
3. 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. Proof of current Microsoft and /or Cisco Certification.

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)

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1.
2.
3.
4.
Section 5 – Evaluation Criteria
Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:
1. Technical (this section will carry more weight than the Price Proposal)
2. Price
3. Relevant Educational Background or Work Experience
4. Professional Certifications
5. References
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 # R95B6400004

Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per Labor Category described in Section 1 of the RFR. If the RFR requests multiple Labor Categories, use a separate resume form for

Labor Category: Subject Matter Expert (Enterprise System Center 2012, SCCM 2012 Administrator/Specialist)

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

[Organization] *Description of Work...*
 [Title / Role]
 [Period of Employment / Work]
 [Location]

<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?
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LABOR CATEGORY TITLE – Enterprise SharePoint Application Specialist/Developer (SME)

Requirement	Candidate Relevant Experience *
Education: 1. A 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: 1.
General Experience: 1. Must have at least seven (7) years of experience in the IT field.	General Experience: 1.
Specialized Experience: 1. 1. 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 – System Center 2012, SCCM 2012, SCOM 2012.	Specialized Experience: 1.

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

Instruction: Sign each form.

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**ATTACHMENT 2
PRICE PROPOSAL
RFR # R95B6400004**

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

	A	C	D
<i>Enterprise SharePoint Application Specialist/Developer</i>	Fully Loaded Hourly Labor Rate	Evaluation Hours	Extended Price (A x C)
(Enter the proposed resource name)	\$	1000	\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Signature

Date

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.