

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

<b>Section 1 – General Information</b>			
<b>RFR Number:</b> (Reference BPO Number)	M00B7400210		
<b>Functional Area</b> (Enter One Only)	<b>Functional Area 5 - Software Engineering</b>		
<b>Labor Category/s</b>			
<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. Software Engineer			
<b>Anticipated Start Date</b>	01/15/2017		
<b>Duration of Assignment</b>	Not to exceed Six (6) Months		
<b>Designated Small Business Reserve?(SBR):</b> (Enter "Yes" or "No")	<b>Yes</b>		
<b>MBE Goal, if applicable</b>	N/A		
Issue Date:	11/22/2016	<b>Due Date:</b> mm/dd/yyyy	12/12/2016
		<b>Time (EST):</b> 00:00 am/pm	<b>02:00 pm Local Time</b>
<b>Place of Performance:</b>	<b>Department of Health and Mental Hygiene Maryland Board of Pharmacy 4201 Patterson Avenue Baltimore, MD 21215</b>		
<b>Special Instructions:</b> (e.g. interview information, attachments, etc.)	<b>Interviews will take place at the Maryland Board of Pharmacy at location with a three person panel using a standard set of interview questions.</b>		
<b>Security Requirements (if applicable):</b>	<b>Candidates will be issued a temporary ID badge after showing of proof of identification. (e.g., driver's license)</b>		
<b>Special Invoicing Instructions:</b>	<b>Payments will be monthly upon receipt of invoices and supporting documentation.</b>		

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**Section 2 – Agency Procurement Officer (PO) Information**

<b>Agency / Division Name:</b>	<b>Department of Health and Mental Hygiene/Office of Procurement and Support Services</b>		
<b>Agency PO Name:</b>	John Gullucci	<b>Agency PO Phone Number:</b>	410-767-5823
<b>Agency PO Email Address:</b>	John.gullucci@maryland.gov	<b>Agency PO Fax:</b>	410-333-5958
<b>Agency PO Mailing Address:</b>	<b>DHMH-OPASS, 201 W Preston Street , RM 416, Baltimore, MD 21201</b>		

**Section 3 – Scope of Work**

**Agency / Project Background**

The MD Board of Pharmacy (Board) provides licensure for pharmacies, distributors, pharmacists, pharmacist technicians, students, and sterile compounding facilities doing business in Maryland. The Board currently has over 20,000 licensees. The Board’s office is located in the Metro building at 4201 Patterson Avenue, Baltimore 21215. In 2012 the Board replaced its internal license processing program with a java based application on a SQL database platform. However, the Board’s mobile inspection employees are still using an old Microsoft Access based system put together by former Board employees simply called InspectRX. This system has become unstable and does not synchronize with the current SQL database.

In the Fall of 2012 the Board attempted to replace its InspectRX software with an SQL- based off-the-shelf software application product called MyLicense Office Suite. The suite comprises multiple databases all linked together in an SQL based database structure. Application components in the Suite include: **MyLicense Office** (main license data), **Egov** (online renewals of licenses/permits), **Verification** website (license status verification), **Documentum** (stores & indexes documents uploaded via the MyLicense application), and **E-Mobile Inspection** (intended to provide real time access to permit information and entry of inspection data from the field). The suite was designed to:

1. Allow the Board licensing staff and license/permit holders to access certain data and enter application data required for the issuance of a new or renewal license/permit;
2. Allow Board staff to process permit application information and store data related to licensees or permit holders; and
3. Allow Board inspection staff to access licensee/permit holder information, and remotely transmit field inspection information (in real time) to the MyLicense Office Suite.

The E-Mobile inspection component is not functional and was never used. Consequently, the field inspectors have had to use a Microsoft-based software application (InspectRX) that inadequately records and reflects updated Board business rules and functions. After entering data into the InspectRX system

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during inspections, a MS Access report is created from the entered inspection data. The report is then manually scanned into the individual records for each facility in the MyLicense application. The process of manually uploading scanned inspection reports into each record is similar to using a manual “middleware” in that it allows inspection results to be merged with other data within a facility’s file/record.

DHMH has an inspection program created by one of DHMH’s internal programmers called Food Protection Inspection. The Board is seeking an individual to modify that Food Protection Inspection software, so it can be used by Field Inspectors at the Board assigned to inspect facilities (pharmacies and wholesale distributors), to meet the business needs of the Board of Pharmacy. The software will replace the InspectRX software and the non-functioning Emobile inspection software application. We are confident that this can be accomplished within 6 months. If not, the original programmer at DHMH will complete the project after a knowledge transfer of what deliverables are left to accomplish. No additional software licenses will need to be purchased as the Food Protection Inspection software is already owned by DHMH, which will be accessing data stored on a current Board SQL server.

The awarded resource shall modify the Food Protection Inspection software so that:

1. Inspection summary reports can be created in a digital format.
2. Inspection summary reports can be printed.
3. Completed Inspections can be accessed by all desired staff
4. Inspection software can be accessed through the web securely
5. Screen signatures can be accepted
6. Completed Inspections can be printed immediately
7. Inspection violation comments can be manually entered
8. Comprehensive System Administration documentation can be produced
9. Documents can be attached to an inspection
10. Notifications or alerts of outstanding Inspection items can be produced
11. Licensed pharmacy employees can be added to a facility inspection
12. Candidate can provide user instructions/help guides with program
13. Candidate can provide portfolio of past successful implementations
14. Facilities will be grouped and assigned to Inspectors by region.
15. Required reports are produced (see appendix B)
16. Facilities can be grouped in desired regions by zip code
17. Facilities can be grouped in desired regions by county
18. Facilities can be grouped in desired regions by facility name

<b>Job Description/s</b>	
<b>Labor Category/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>
<i>Software Engineer</i>	<i>Job duties and responsibilities listed below</i>
<b>Duties/Responsibilities:</b>	

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The selected individual shall possess relevant software engineering skills to customize the current DHMH inspection software to the Board's goals described in the foregoing section. The selected individual will be required to alter or add features(see appendix A) to produce a modified inspection software that:

1. Is securely accessible by Board Inspectors in real-time while in the field using a laptop or tablet web browser; and
2. Synchronizes or imports entered inspection data into the Board's MyLicense SQL- based database.

The selected individual will also be required to create a new database(s) and tables (as necessary) for the mobile inspection program; and shall create inspection templates for each type of inspection using Microsoft Word (The templates should be able to be easily altered or copied by MD Board of Pharmacy IT staff to accommodate changes or new inspection requirements.). The mobile inspection software shall have the capability to create reports that Board staff can access on demand (see appendix B). The selected candidate will work closely with the Board's MIS staff and Database Specialist to transfer technical knowledge of the program and provide end-user training.

**Description of System capabilities at end of project:**

**I. Data Collection using SQL based database**

Currently use 2 SQL servers to store licensing data. The mobile inspection database will be hosted on one of these two servers.

**II. Comprehensive Inspection Template creation and manageability**

Creation of inspection templates that reflect the formats of currently used Inspection forms (PDF and Microsoft Word formats). The templates created must allow Board MIS staff the flexibility to modify required inspection information to accommodate new/revised regulations and law changes.

**III. Synchronization of data with Current SQL Back-end Systems**

The customized software must have the capability to synchronize inspection information from the proposed mobile program's data or database, to the Board's back end MyLicense SQL database. Once an inspection is completed by an inspector, the results must be able to be accessed, seen, and printed by any inspector or internal Compliance office user. Data must be synchronous between the Board's current MyLicense database to the new inspection program, and from the new inspection program to the MyLicense database. The current MyLicense software vendor will provide assistance with any questions related to fields and tables. The original programmer for the inspection software will also be available to provide information about any aspect of the earlier programming.

**IV. Can be a Web based Application**

Currently, Board inspectors have to connect to the MyLicense Office suite network, via vpn, in order to access data. A mobile inspection software accessible through a BOP secure website would allow Inspectors to access the software through a browser with a simple internet connection. A web server already in use can be employed to host the application.

**V. Summary and Signature Capture at end of Inspection**

Mobile inspection application must allow inspectors users to type or write extensive comments

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related to that inspection at the end of the inspection before it is signed-off on by representatives at the facilities. The Inspection report should allow a signature to be captured at the end of the inspection summary. Board inspectors have mobile devices that include tablets or laptops with pens/stylus capable of signing on-screen.

**VI. Inspection Report Printing**

The customized inspection program must allow the retrieval of Inspection reports for printing. All licensed facilities receive printed copies of the inspection report (created from portable printers) at the conclusion of the field inspection.

**VII. Reporting features**

Facilities eligible for inspections should be able to be grouped in regions based on the zip code, county, or the type of facility. The product must contain strong reporting features that can give the MD Board of Pharmacy reports on inspection data. (See Appendix B). The system must provide notifications, reminders, or alerts for scheduled inspection tasks that are automatically displayed to the Inspectors or their management.

**VIII. Track Facility Violations**

The selected programmer must be able to add the Board's list of inspection violations into this system, and track the history of violations that occur for a facility. There must be a place to add comments to violations sighted in an inspection, and summarized violation comments at the end of the inspection report when completed.

**IX. Inspection documents**

The program must allow the saved inspection summaries to be uploaded into the system for retrieval. When uploaded, the document must be associated with the permit holder's inspection record.

**X. End User ease of use**

The program must be easy to use by our field inspectors. Mobile inspectors are experienced at inspecting pharmacies and wholesale distributor facilities that conduct business in the state of Maryland. The application must not be difficult to use or disruptive to business during busy periods when the facilities are serving customers. Screen shots, providing instructions for using the program to conduct an inspection are desirable.

**XI. Licensee/Permit holder lookup within the inspection**

Importance of this feature: In Maryland, facilities and individuals hold certain licenses or permits related to the Pharmacy profession. When inspecting a hospital or a facility with multiple-licensed individuals, the ease of having a mobile product that searches licensed individuals, and associates them with the facility being inspected is crucial and saves time during the inspection process. The program must be intuitive enough to do real-time data searches (after synchronization) of permit holders and statuses that can be added to the inspection.

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**XII. Integrate or synchronize with current back-end system database.**

A method must be provided to synchronize data from the inspection program’s database to our main Licensing SQL database. Our current software vendor can supply data dictionary assistance. Our current backend software also has the ability to import bulk data from external sources.

**XIII. Knowledge Transfer (system maintenance)**

The selected individual will work closely with the Board’s Database Specialist throughout the project to transfer knowledge and details of the programming steps. The programmer selected must also be able to provide recommended solutions for database maintenance and troubleshooting, to any SQL database problems related to the program for up to 2 months following implementation and use of the modified software product. The programmer chosen must also be able to work with our System Automation vendor (via Board MIS staff) to obtain any relevant database information necessary to ensure data from the inspection program will accurately transfer to the Licensing database as well.

**XIV. Up-to-date and current documentation of product.**

MD Board of Pharmacy will require comprehensive, product documentation for IT System Administrator Training, as well as instructions for front-end Inspector users.

**XV. Configuration to divide facilities into desired regions**

Want to be able to divide all facilities so that each inspector will have their own assigned territory (Want to be able to group facilities into regions based on zip codes, county, or desired BOP configuration preferences)

**XVI. Experience (see Minimum qualifications and Specialized Experience)**

**Minimum Qualifications**

For minimum qualifications, see the labor category description in the CATS+ RFP for the subject RFR labor category. In addition, qualified candidates must 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
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<b>1. Software Engineer</b>	<p>At least 2 years' experience in each of the following</p> <ul style="list-style-type: none"> <li>• Visual Studio 2010 or higher</li> <li>• SSRS reporting services 2008/2012</li> <li>• Microsoft Word Forms 2010 or higher</li> <li>• SQL Server 2008/2012</li> <li>• .NET 4.0 or higher</li> <li>• .NET development</li> <li>• Microsoft Sync Framework 2.1</li> <li>• C#</li> <li>• Windows Communication Framework (WCF)/Web services</li> <li>• Requirements Analysis and Database Design (to understand existing system)</li> </ul>
<p><b>Preferred Qualifications</b></p> <p>The additional Experience/Knowledge/Skills listed below are preferred by the State.</p>	
<b>2. Software Engineer</b>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• 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; Or three years of equivalent experience in a related field of Information, programming, or database technology.</li> </ul> <p><b>General Experience:</b></p> <ul style="list-style-type: none"> <li>• Must have three (3) years of experience as a software engineer. Candidate must have experience completing a project involving building or enhancing a software product individually, or in a team environment.</li> </ul>

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**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**

- Resume for each labor category described in the RFR (Attachment 1)
- 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.
- Copies of educational/training and professional certifications
- Company references

**Email 2 of 2 with "Financial": Master Contractor Name, RFR number, & candidate name in the subject line**

- Price Proposal (Attachment 2)
- Conflict of Interest Affidavit (Attachment G in the CATS+ RFP)
- 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:

*(Provide a list of evaluation criteria in descending order of importance)*

1. Minimum Qualifications
2. Preferred Qualifications
3. Specialized Experience
4. Interview
5. References
6. Price

**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. **State law regarding conflict of interest may prevent the selected Master Contractor for this RFR future participation in procurements related to this RFR's Scope of Work, depending upon specific circumstances.**



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**ATTACHMENT 1  
RFR RESUME FORM  
RFR # M00B7400210**

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 each proposed candidate.

Labor Category: *Software Engineer*

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**

**[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

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<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.

<b>Proposed Individual's Name/Company:</b>	<b>How does the proposed individual meet each requirement?</b>
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**LABOR CATEGORY TITLE – Software Engineer**

<b>Requirement</b>	<b>Candidate Relevant Experience *</b>
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>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; Or three years of equivalent experience in a related field of Information, programming, or database technology.</li> </ul>	<p><b>Education:</b></p>
<p><b>General Experience:</b></p> <ul style="list-style-type: none"> <li>Must have three (3) years of experience as a software engineer. Candidate should have experience completing a project involving building or enhancing a software product individually, or in a team environment.</li> </ul>	<p><b>General Experience:</b></p>
<p><b>Specialized Experience:</b></p> <ul style="list-style-type: none"> <li>At least 2 years' experience implementing mobile or web based software, which updates a back-end SQL server database.</li> </ul>	<p><b>Specialized Experience:</b></p>
<p><i>Describe additional professional experience, knowledge, and skills required for this position.</i></p>	

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

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**Proposed Individual:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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**ATTACHMENT 2**

**PRICE PROPOSAL**

RFR # *MOOB7400210*

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

Period 1 (one year)				
CATS+ Labor Category	A	B	C	D
	Fully Loaded Annual Labor Rate*	Fully Loaded Hourly Labor Rate	Evaluation Hours	PERIOD 1 Extended Price (B x C)
Software Engineer	\$	\$	1000	\$
Total Period 1 Evaluation Price:				
<b>Total RFR Price ():</b>				

\_\_\_\_\_  
Authorized Individual Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Tax ID #

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*The Agency reserves the right to award each individual position at either the proposed Annual Labor Rate or proposed Hourly Labor Rate. The Annual Labor Rate requires a minimum of 1920 hours worked annually. The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower. Both 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.

**ATTACHMENT 3 - CERTIFICATION REGARDING INVESTMENTS IN IRAN**

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**Authority:** State Finance & Procurement, §§17-701 – 17-707, Annotated Code of Maryland [Chapter 447, Laws of 2012.]

**List:** The Investment Activities in Iran list identifies companies that the Board of Public Works has found to engage in investment activities in Iran; those companies may not participate in procurements with a public body in the State. “Engaging in investment activities in Iran” means:

- A. Providing goods or services of at least \$20 million in the energy sector of Iran; or
- B. For financial institutions, extending credit of at least \$20 million to another person for at least 45 days if the person is on the Investment Activities In Iran list and will use the credit to provide goods or services in the energy of Iran.

*The Investment Activities in Iran list is located at: [www.bpw.state.md.us](http://www.bpw.state.md.us)*

**Rule:** A company listed on the Investment Activities In Iran list is ineligible to bid on, submit a proposal for, or renew a contract for goods and services with a State Agency or any public body of the State. Also ineligible are any parent, successor, subunit, direct or indirect subsidiary of, or any entity under common ownership or control of, any listed company.

*NOTE: This law applies only to new contracts and to contract renewals. The law does not require an Agency to terminate an existing contract with a listed company.*

**CERTIFICATION REGARDING INVESTMENTS IN IRAN**

The undersigned certifies that, in accordance with State Finance & Procurement Article, §17-705:

- (i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and
- (ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.

The undersigned is unable make the above certification regarding its investment activities in Iran due to the following activities:

Name of Authorized Representative: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_ Title: \_\_\_\_\_

Witness Name (Typed or Printed): \_\_\_\_\_

Witness Signature and Date: \_\_\_\_\_

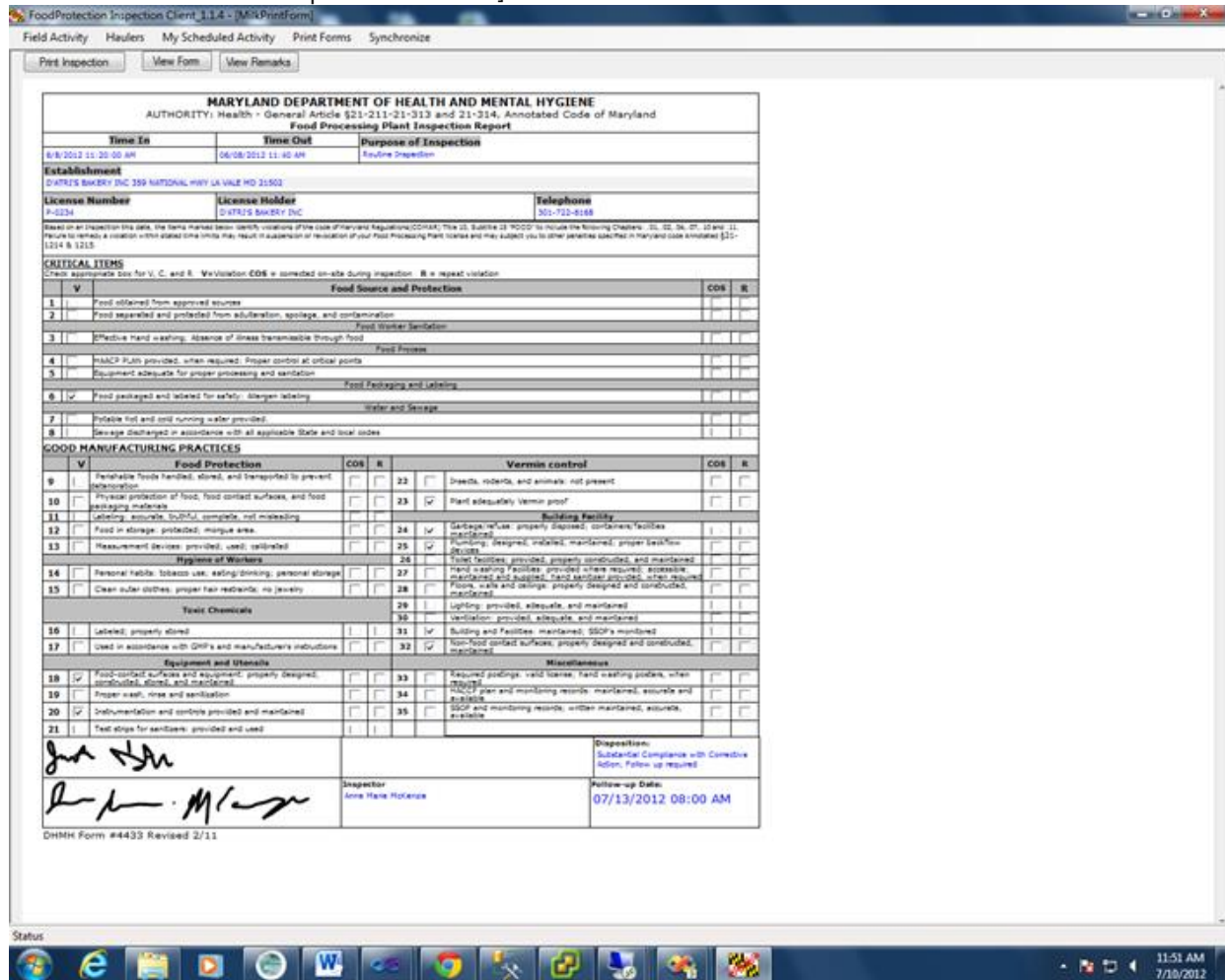
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## Appendix A

The Program to be altered was built using the following technologies:

1. Visual Studio 2010/2012
2. .NET 4.0/4.5
3. C#
4. WCF (Windows Communication Framework)
5. Microsoft Sync Framework
6. ASP.NET
7. AJAX 4.0
8. SQL Server 2008 R2/Express
9. SQL Server Reporting Services
10. Microsoft Word Forms 2013

Program description: Inspection System will be installed as a standalone client on a laptop or Tablet PC. Inspection Activities will be stored in local database residing on a laptop or Tablet PC. This data will be synchronized with Master Database in the SQL server. The synchronization transport will be over https. Inspection Data can be synchronized automatically when a connection to the SQL server is detected. Or inspectors can manually synchronize with the SQL server to get the schedule and uploading of completed inspections. The inspection forms are developed in Microsoft InfoPath and will be stored as xml/pdf. It will be accessible from Inspection website.]---see screen shot below.



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## **Appendix B**

### **Compliance Inspection Reporting:**

#### **Monthly reports:**

- \* Inspections performed by each inspector, for each of the different types of facility categories and inspection types: (E.g.--Community, hospital, Sterile, Distributor, Repository, Openings, Comprehensive care, Investigations-follow ups, waived pharmacies(i.e.: pharmacies with a Pharmacy Waiver permit)
- \*Total opening inspections for the same above categories
- \*Total number of inspections for: relocations, change of ownership, closings and opening for that whole month.
- \*Run a report or some kind of system to alert inspectors that a facility has changed their address and/or hours of operation.

#### **Quarterly reports:**

- \*For the entire MD to show which facilities have been inspected and which ones are still pending inspection. Must have the flexibility to have this sorted by each inspector's current territory and as well as a whole.
- \*Report of all new opened facilities
- \*report on the facilities which are under investigation to alert inspectors not to inspect these facilities; as well as some kind of system "flag" or notification should be built into the program so inspectors will know not to inspect them.

#### **Yearly/Annual reports:**

- \*A report of all facilities in each county, region, and/or zip code.
- \* Inspections performed by each inspector, for each of the different types of facility categories and inspection types: (E.g.--Community, hospital, Sterile, Distributor, Repository, Openings, Comprehensive care, Investigations-follow ups, waived pharmacies(i.e.: pharmacies with a Pharmacy Waiver permit)
- \*Total opening inspections for the same above categories
- \*Total number of inspections for all inspection types.