



CONSULTING AND TECHNICAL SERVICES (CATS)

TASK ORDER REQUEST FOR PROPOSALS (TORFP)

E-BUSINESS GED TESTING SERVICES

CATS TORFP PROJECT R00P8201587

MARYLAND STATE DEPARTMENT OF EDUCATION

ISSUE DATE: THURSDAY, NOVEMBER 15, 2007

CONTENTS

SECTION 1 - ADMINISTRATIVE INFORMATION	6
1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT	6
1.2 TO AGREEMENT.....	6
1.3 TO PROPOSAL SUBMISSIONS.....	6
1.4 ORAL PRESENTATIONS/INTERVIEWS	6
1.5 MINORITY BUSINESS ENTERPRISE (MBE)	6
1.6 CONFLICT OF INTEREST	6
1.7 NON-DISCLOSURE AGREEMENT	7
1.8 LIMITATION OF LIABILITY CEILING	7
SECTION 2 - SCOPE OF WORK	8
2.1 PURPOSE AND BACKGROUND	8
2.2 TECHNICAL REQUIREMENTS & PROJECT APPROACH	13
2.3 CONTRACTOR QUALIFICATIONS	82
2.3.1 MINIMUM QUALIFICATIONS	82
2.3.2 ADDITIONAL PREFERRED CONTRACTOR EXPERTISE	82
2.3.3 CONTRACTOR STAFF REPLACEMENT.....	83
2.3.4 CONTRACTOR PROJECT TEAM STAFF.....	83
2.3.5 OPERATIONS AND MAINTENANCE (O&M) STAFF	84
2.3.6 CONTRACTOR STAFF MANAGEMENT AND ALLOCATION	85
2.4 RETAINAGE.....	85
2.5 INVOICING	85
2.5.1 INVOICING IS MILESTONE BASED (RELEASE).....	85
2.5.2 INVOICING IS TIME AND MATERIALS (O&M).....	85
2.5.3 PAYMENTS	86
2.6 MBE PARTICIPATION REPORTS	86
2.7 REPORTING	86
2.8 CHANGE ORDERS	87
SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS	88
3.1 REQUIRED RESPONSE	88
3.2 FORMAT	88
SECTION 4 - PROCEDURE FOR AWARDING A TASK ORDER AGREEMENT	90
4.1 EVALUATION CRITERIA	90
4.2 TECHNICAL CRITERIA.....	90
4.3 SELECTION PROCEDURES.....	90
4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT	90
ATTACHMENT 1 - OPERATIONS AND MAINTENANCE PRICE PROPOSAL	91
ATTACHMENT 1A - PRICE PROPOSAL FORM.....	92
ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS	93
ATTACHMENT 3 – TASK ORDER AGREEMENT	102
ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE	105
ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY	106
ATTACHMENT 6 – DIRECTIONS	108
ATTACHMENT 7 – NOTICE TO PROCEED	109

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM.....110
ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM.....111
ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR).....112
ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR).....114
EXHIBIT A: CONFIDENTIAL INFORMATION116
EXHIBIT B: GED APPLICATION.....117
EXHIBIT C: TEST SCORING PROCESS.....121
EXHIBIT D: A.C.E. GED DEMOGRAPHIC FORMS123
EXHIBIT E: GED DIPLOMA AND TRANSCRIPT.....131

KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services (CATS) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. All Master Contractors must complete and submit a Master Contractor Feedback form via the CATS web site regardless of whether a TO Proposal is submitted or not. The form is accessible via, your CATS Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS RFP issued by the Maryland Department of Budget and Management (DBM), Office of Information Technology (OIT) and subsequent Master Contract Project Number 050R5800338, including any amendments.

TORFP Title:	E-BUSINESS GED TESTING SERVICES
Functional Area:	SOFTWARE ENGINEERING Functional Area 5
TORFP Issue Date:	Thursday, November 15, 2007
Closing Date and Time:	Monday, December 17, 2007 by 2:00 PM
TORFP Issuing Agency:	Maryland State Department of Education Office of Information Technology
Send Questions and Proposals to:	Dorothy M. Bonner, Procurement Officer dbonner@msde.state.md.us
TO Procurement Officer:	Dorothy M. Bonner, Procurement Officer Office Phone Number 410-767-0628 Office FAX Number: 410-333-2017
TO Project Manager:	Sidney Drake, Chief Information Officer Office Phone Number: 410-767-8108 Office FAX Number: 410-333-0257
TO Project Number:	R00P8201587
TO Type:	Fixed price (project) / time and materials (O&M)
Period of Performance:	Development activities are approved through the end of the CATS procurement (12/31/2010) with a goal of completing in advance of this date. O&M annual renewals (1 year base period with 2 renewal option years through 12/31/2010 associated CATS).
MBE Goal:	30 Percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	Maryland State Department of Education Nancy S. Grasmick State Education Building 200 West Baltimore Street, Baltimore, MD 21201
TO Pre-proposal Conference:	Maryland State Department of Education Nancy S. Grasmick State Education Building 8 th Floor, Conference Room 5 200 West Baltimore Street, Baltimore, MD 21201 See Attachment 6 for directions. MONDAY, DECEMBER 3, 2007 @ 10:00 AM

**CATS TORFP PROJECT NUMBER # R00P8201587
E-BUSINESS GED TESTING SERVICES**

**PRE-PROPOSAL CONFERENCE INTENT TO ATTEND
Print or Type**

NAME OF COMPANY:

ADDRESS OF COMPANY:

E-MAIL:

EXPECTED NUMBER OF ATTENDEES:

**NAME OF PRIMARY CONTACT FOR
PURPOSES OF SENDING INFORMATION:**

If you are unable to attend the Pre-Proposal conference or submit a proposal, for this project please fill out the bottom portion of this letter and return to:

Maryland State Department of Education
Attention: Dorothy Bonner
200 West Baltimore Street
Baltimore, Maryland 21201

I ___ will ___ will not attend the pre-proposal conference

I ___ will ___ will not submit a proposal for this project. If not, please explain:

___ Too busy at this time ___ Not engaged in this type of work

___ Site location too distant ___ Project too large/small (please check one)

___ Other (Specify) _____

Signature _____ Company Name _____

Telephone No. _____ Fax No. _____

E-mail _____ Date _____

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement. See Section 2.8 for information on change orders.

The TO Project Manager has the primary responsibility for the management of the work performed under the TO Agreement; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS Master Contract; and, in conjunction with the selected Master Contractor, achieving on budget/on time/on target (e.g., within scope) completion of the Scope of Work.

1.2 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in Section 2 - Scope of Work. A specific TO Agreement, Attachment 3, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the price proposal.

1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the stated date and exact time. The time will be local time as determined by MSDE e-mail system time stamp. The TO Proposal is to be submitted via e-mail as two attachments in MS Word format. The "subject" line in the e-mail submission shall state the TORFP # R00P8201587. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP # R00P820157 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP #R00P8201587 Financial". The proposal documents that must be submitted with a signature, Attachment 2 - MBE Forms D-1 and D-2 and Attachment 4 - Conflict of Interest and Disclosure Affidavit, must be submitted as .PDF files with signatures clearly visible.

1.4 ORAL PRESENTATIONS/INTERVIEWS

All Master Contractors and proposed staff will be required to make an oral presentation to State representatives. Significant representations made by a Master Contractor during the oral presentation shall be submitted in writing. All such representations will become part of the Master Contractor's proposal and are binding, if the Contract is awarded. The Procurement Officer will notify Master Contractor of the time and place of oral presentations.

1.5 MINORITY BUSINESS ENTERPRISE (MBE)

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation (Attachment 2 - Forms D-1 and D-2) at the time it submits its TO Proposal. **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time it submits its TO Proposal will result in the State's rejection of the Master Contractor's TO Proposal.**

1.6 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit in the form included as Attachment 4 this TORFP with its TO Proposal. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject a Master Contractor's TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, State Government Article, §15-508, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

1.7 NON-DISCLOSURE AGREEMENT

Certain system documentation may be available for potential Offerors to review at a reading room at 200 West Baltimore Street. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement (Offeror) in the form of Attachment 10. Please contact the TO Procurement Officer of this TORFP to schedule an appointment.

In addition, certain documentation may be required by the TO Contractor awarded the TO Agreement in order to fulfill the requirements of the TO Agreement. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 11.

1.8 LIMITATION OF LIABILITY CEILING

Pursuant to Section 28(C) of the CATS Master Contract, the limitation of liability per claim under this TORFP shall not exceed the total TO Agreement amount established.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE AND BACKGROUND

2.1.1 PURPOSE

The Maryland State Department of Education (MSDE) is issuing this CATS TORFP to obtain technical services to acquire design, development, implementation, and support services for the technology transformation project to replace the General Educational Development (GED) legacy application with current technologies. The GED branch is a part of the Division of Career Technology and Adult Learning (DCTAL) at MSDE.

The goal of this project is to replace the GED legacy data processing system (20 year old database application being sunset) at MSDE. This TORFP is to purchase contractual services to provide an application to support all essential operations for statewide GED Testing services. On an annual basis, the GED office supports printing over 5,000 diplomas, processing 12,000 applications, scheduling 10,000 individuals for tests, and verifying 7,500 diplomas and transcripts. The current system supports the only state records for over 400,000 GED graduates and applicants. The new application will ensure continuity of operations and improve services by delivering GED information, registration, scheduling, scoring, status, results, and transcript and diploma verification requests over the Internet for Maryland residents, employers, workforce organizations, and teachers 24x7x365.

2.1.2 REQUESTING AGENCY BACKGROUND

The Maryland State Department of Education (MSDE) exemplifies energetic leadership and innovative products and services to improve public education, library services, and rehabilitation services.

Organizational Principles

- We provide quality products and services to all customers.
- We embrace the mission of the department as the basis for our program and professional objectives.
- We believe in our obligation to be accountable to our customers and to use public resources effectively.
- We believe people are our greatest resource and are committed to their growth and development.

We believe cultural diversity, mutual trust, respect, open communication, and celebration of achievements are essential to a productive organization.

Goal #1 for MSDE is *improving student achievement*. The GED Testing Office contributes to this goal by awarding high school diplomas by assessment to Maryland residents who pass the GED Tests. Annually, the GED Testing Office awards more diplomas than all but three local school systems (Baltimore, Montgomery and Prince George's County Public Schools) in Maryland.

2.1.3 CURRENT SYSTEM DESCRIPTION

MSDE supports the existing GED process with an information system on an HP3000/977 minicomputer system running the operating system MPE-ix, located at the Maryland State Education Building (MSEB) Data Center, at 200 W. Baltimore Street, Baltimore. This information system is a collection of custom COBOL programs developed by MSDE used to maintain the HP IMAGE/SQL datasets using custom data entry forms. Diplomas, Admission Cards, Failure notices, and Examination Schedules, are generated in batches from a continuous feed impact printer located in the computer room. The MSDE system users access the HP using Windows 2000 personal computers running Reflections terminal emulation software by WRQ across the MSEB LAN.

Regarding software, the MSDE/OIT hosts the following products outside of the HP3000 environment:

- IVR (MS Technologies)
- MS Exchange 2003
- MS Internet Explorer (IE)
- MS SQL 2003 SP3A
- Microsoft BizTalk
- Microsoft CRM 3.0
- Cardiff Liquid Office
- Microsoft Content Manager
- Pearson NCS Scan Tools
- Pearson Scanner
- Integration with Pay Pal Pro (VeriSign)
- Kofax, ASCENT, ACIS Scanning Technology

2.1.4 PROJECT BACKGROUND

Currently, MSDE/GED operations are supported by a computer software system that is not performing with the most up to date software applications and requires significant manual intervention and data entry. The system does not incorporate current customer oriented technologies. The GED system has not evolved to handle the changing business needs of the State and federal governments. This has resulted in GED constructing several, small database systems containing data redundant with main systems data and used exclusively for new reports and queries. Also, evolving business requirements have shown that there are business benefits to connecting the GED system to other MSDE systems and allowing these systems to share information. A new system can accommodate this connection.

GED is highly focused on providing improved benefit to their customers. By using current internet technology, GED will be able to offer a superior level of service directly to customers. Bottlenecks and other problem areas shall be identified so that GED processes and the service to the GED customer shall be continually improved.

Section 2.2 Technical Approach of this document defines the implementation strategy and scope for this project. The following objectives and goals are defined per Release:

Release 1:

Availability and Implementation

- Shall be Available to GED customers and staff 24 hours/7 days a week; excluding backup and scheduled maintenance windows
- 15% reduction in the processing of postal mailings
- 25% reduction in the processing of paper reports
- 20% reduction in the time associated to handling inquiries and requests

Reduce MSDE GED Staff time spent associated to application, schedule, and fee processing

- 30% reduction in time spent scheduling
- 50% reduction in staff workload related to mailing out applications
- 30% reduction in time spent on data entry
- 50% reduction of reviewing applications for completed data
- 35% reduction of GED staff time spent on fee processing

Release 2 (incremental improvements)

Availability and Implementation

- Portal access to GED applicants for direct access to applications, inquiries, requests, fee process, and scheduling
- 25% reduction in the processing of postal mailings
- 10% reduction in the processing of paper reports
- 50% reduction in phone calls/correspondence

Reduce MSDE GED Staff time spent associated to application, schedule, fee, inventory processing

- 30% reduction in time spent scheduling
- 50% reduction in staff workload related to mailing out applications
- 30% reduction in time spent on data entry
- 50% reduction of reviewing applications for completed data
- 35% reduction of GED staff time spent on fee processing

Reduce time end to end time for applicants

- 75% reduction in the time it takes an applicant to receive an admission card
- Real-time scheduling (up 30 calendar day savings)
- 50% of inquiries by telephone will be addressed within 2 minutes

Release 3 (incremental improvements)

Reduce Scoring Service costs

- 75% reduction of dollars spent on external Scoring Service Vendor
- 50% time reduction in the time processing associated to scoring

Availability and Implementation

- 100% Internet access to all applicants, administrators, test centers, and specified educational institutions and staff.

Reduce MSDE GED Staff time spent associated to application, schedule, fee, inventory processing

- 15% reduction in time spent scheduling
- 15% reduction in time spent on data entry
- 5% reduction of reviewing applications for completed data
- 5% reduction of GED staff time spent on fee processing

Release 4 (incremental improvements)

Track and forecast resources needed for testing

- Tracking shall include Examiners, Examiner Salaries, Expenses, Number of Test Center Seats, Tests, and Testing materials
- Improve forecasting to identify how many on call examiners are required at each center and available for a specific testing date
- Ability to forecast where staff is needed for hire
- 80% increase in controlling and monitoring budget and accurately determining funds available for salaries
- 95% accuracy of salary dollars available on a monthly basis

- 95% accuracy in projection of salary dollars needed in a given fiscal year
- 95% decrease in calculation errors for salary and expenses
- 95% increase in status tracking of expense forms
- 95% accuracy of dollars budgeted for tests per year
- 95% increase in the rotation of tests

Track and review all GED contracts and contracting procedures

- 75% reduction in managing and administering contracts
- 100 % of all Test Center contracts will be current
- 100% of all Scoring contracts will be current
- Increased Examiners compliance with test security agreements
- 80% decrease in turnaround time of removing and adding contractual employees

Availability and Implementation

- 15% reduction in the processing of postal mailings
- 15% reduction in the processing of paper reports
- 10% reduction in phone calls/correspondence

2.1.5 GENERAL PROJECT SCOPE DESCRIPTION

Improved process design

The new process model for the GED is designed to minimize processing time by using strategies such as: task automation, simplifying processes, eliminating redundancy, removing tasks without outputs, reducing transfer time between tasks, and increasing the number of tasks that can be accomplished in parallel.

Introduction of Workflow Management and Automation

The new process will be supported by an automated workflow management system. The system will aid the GED process by: automatically triggering events based on predefined conditions (e.g., sending an email to an applicant when a document is received), routing documents to appropriate individuals, checking electronic case files in and out of the repository, automatically launching applications needed to accomplish tasks, providing automated checklists for each task in the process, task automation (sending emails, generating letters, etc.), event notification (e.g., notify manager when workloads exceed a predefined limit), monitoring the process (current and future workloads measures, process status information), and user activity logging (for accountability and performance measures). Implementing the workflow management system will institutionalize the implementation of the new optimized process design; improve communication; provide the flexibility and power to implement future process improvements; and will take the accumulated knowledge of the process participants, embed it in the process, and expose that information to all current and future participants.

Improved information gathering

The new process will be more efficient because document gathering will be aided by technology. Applications will be completed online using a web browser over the Internet. Paper applications will be scanned, reducing paper handling. Test scores will be sent to MSDE in electronic form and easily imported into the database. All relevant correspondence will be scanned, simplifying filing and accelerating retrieval.

Improved output generation system

As specialists post the results of their work in the GED database, this will trigger the generation of appropriate output. Disposition letters, Diplomas, failure notices, admission cards and transcripts for applicants will be automatically generated. Diplomas can be produced as mailers that can be taken off the printer and placed directly into postal bins. The GED database can be used as the source for any number of reports, tables, or graphs, distributed by email or website.

Improved customer service

Customer service will be improved by using the Internet to make services and information available to customers 24 hours a day, 7 days a week. This will reduce the volume of repetitive requests for frequently asked questions, leaving staff available for other tasks. Technologies that will be used include the enhanced GED Content website that will continue to provide basic GED information, but also allow applicants to apply online, review their information, or download results, upload support materials, and download application. Applicants can check their application status at the site at any time to see if all the needed supporting documents are submitted.

Improved access to information

The information in the new GED database will be made accessible to those who require it using pre-defined application reports, ad hoc queries, and 3rd party report writers. The GED website will provide a query capability for use by applicants. Authorized MSDE staff will be able to access information from the new GED database system using standard displays, reports, and graphs.

Improved information management

The new system will be able to electronically store and present all information related to GED. All documents and data will be indexed by applicant ID and name to allow rapid retrieval. Security will be improved by: destroying paper documents once scanned; limiting access to electronic data by user login and password or digital transcripts; limiting access to the level of information users can view. Data reliability will be improved by only handling documents once, reducing paper documents, and periodically backing up all GED information, all of which will reduce missing or duplicate information. Storing the information in a modern database management system will allow easy integration with other modern databases, such as the Staff Database component of the Education Data Warehouse (Fact Book) and the Literacy Works Information System (LWIS), as well as improve performance.

2.2 TECHNICAL REQUIREMENTS & PROJECT APPROACH

The GED system will be designed to function comprehensively. The Contractor shall be responsible to architect, design, build, test, and implement the system into the Production environment in phases, called *releases*. The release strategy is designed to reduce the overall project risk by breaking down the project into smaller related sets of functional requirements and establish the dependencies and interfaces that exist between functions. Each release must be able to be implemented in a stand-alone fashion (i.e. will be fully functional in Production with no dependencies on subsequent releases or activities).

The TO Contractor must develop and implement releases in numerical sequence. All functional requirements of each Release shall be completed before the release is determined to be complete. Acceptance testing will be performed on each release. Each release and the associated functional components are described in the sections below.

The TO Contractor shall provide a technology system that supports the business functionality and requirements described throughout this TORFP utilizing existing technologies and Commercial Off the Shelf (COTS) systems wherever possible. Microsoft CRM is the recommended platform as it has been implemented in another division at MSDE.

The TO Contractor must support a collaboration tool for both issue and document management. The chosen tool and how it will be utilized should be described in the Technical Proposal.

The implementation of this project will be completed in four (4) releases. Each release will be a stand-alone set of functionality deployed into the production environment. The first release will define the core platform and architecture. Subsequent releases will build onto the base architecture to provide expanded functionality.

Once Release 1 is implemented and accepted into the MSDE production environment, activities and work associated to each subsequent release shall not proceed unless the following criteria is met:

1. Funding to proceed has been secured for the entire release
2. The TO Contractor has delivered the preceding release with a high degree of quality
3. The TO Contractor has identified, assigned, and completed knowledge transfer activities to O&M support resource(s) that are not associated to the development team resources assigned to the next release.

The architecture and design for each release should account for the “end-state” requirements that will be implemented through all 4 releases. All documentation and deliverables provided for a release will be updated for subsequent releases as necessary. The architecture defined by the TO Contractor must be expandable to accommodate the increased user community and functionality associated with each release.

As part of the various releases, there are hardware integration requirements with the following:

- Tablet PCs for electronic signature processing
- Printers
- Scanner at MSDE (high volume)
- Scanner at MSDE (hand held)
- Scanners (portable) at Test Centers
- Servers at MSDE
- NEC’s NEAX 2400 IPX (GED using an automatic call distribution system (ACD) – Elite ACD)

The TO Contractor will be responsible designing and implementing the GED system to support all functional requirements and hardware integrations. The design specifications will include the hardware specifications for new hardware required.

The following table is a summary of the functionality required for each release. The subsequent sections provide the details associated with each Release.

RELEASE STRATEGY

RELEASE 1	RELEASE 2	RELEASE 3	RELEASE 4
GED Core platform (workflow automation (intranet)	Portal (internet)	Test Scoring	Contract Management
Reporting (12)	Enhanced Reports (8)	Enhanced Reports (6)	Enhanced Reports (6)
Inquiries & Requests	Online Inquiry & Requests	Interface: MSDE GED Phone System (customer support metrics)	Interface: IVR
Application (Individual, Special Groups, Accommodations/ Waivers)	Online Application (Individual, Special Groups, Accommodations/ Waivers)	Online Application (Special Groups)	Portal: Local School Systems – enrollment status for age 16-21
Fee Processing (& Reporting)	Fee Processing (via Portal)	Fee Processing (Special Groups)	Interface: DMV data inquiry
Scheduling (Individual, Special Groups, & Rescheduling)	Online Scheduling	Online Scheduling (Special Groups)	Interface: MSDE LWIS data match
Interface: VeriSign (online electronic payment)	Inventory Mgmt Test Battery	Interface: ACE uploads to International Data Base	Interface: MD Dept of Labor, Licensing & Regulation – UI wage records
Interface: Scoring Service Vendor	Interface: ACE Inventory		Interface: Scanner Tech (contracts)
Printing Diplomas & Transcripts	Interface: Scanner Tech		
Test Center (Profile)	Interface: Table PC		
Test Administration			
Legacy Data Conversion			
Implementation of the development, test, & production environments	Implementation of the development, test, & production environments	Implementation of the development, test, & production environments	Implementation of the development, test, & production environments

2.2.1 GED GENERAL REQUIREMENTS (standards for all releases)

The GED system should have the following design and development strategies incorporated into all releases. Many of these general requirements will be defined in detail by the TO Contract as part of the documentation deliverables required in the design phase of the project. Reference 2.2.10 section I.2.

REQ. NO.	MSDE GED REQUIREMENT: GED General Requirements
2.2.1.1	<p>Role-based security model such that:</p> <ul style="list-style-type: none"> • Specific roles are created with varying privileges (read, create, delete, modify) • Privileges are controlled at the functional area (i.e. test scheduling, fee processing) • Data is viewable/accessible at an organization level (i.e. a specific test center may have read/update access, but only to activities associated to the specific test center) <p>The detailed role/security model will be defined during the design phase</p>
2.2.1.2	<p>All screens/User Interfaces/Generated documentation for both the GED system and the associated Portal must be accepted by MSDE from a visual usability perspective. As such, the TO Contractor is encouraged to provide screen mock-ups and prototypes for all screens <u>prior</u> to development. The prototype model is highly encouraged to prevent TO Contractor re-work.</p>
2.2.1.3	<p>All GED system screens/User Interface should have a consistent look and feel and navigation model which includes show “page of pages” and the ability to go to the first, last, # of a page.</p>
2.2.1.4	<p>ALL GED portal screens must have a readability level no higher than 9th grade level (i.e. textual content and messaging).</p>
2.2.1.5	<p>The GED system should provide MSDE GED authorized staff application administration access and capabilities to perform the following sorts of activities:</p> <ul style="list-style-type: none"> • Create new users • Create new roles (note – workflow associated to a new Role will require changes by the TO Contractor) • Manage role based security setting • Maintain control data (i.e. tolerances for cut off dates) • Maintain functional data contained in drop down menus
2.2.1.6	<p>The GED system should integrate with MS Outlook for all email communications based on triggered events or on demand email communications via the GED system.</p>
2.2.1.7	<p>The GED system should have printing capabilities to print materials and templates that are stored/generated in the GED system.</p>
2.2.1.8	<p>The GED system shall track the source of workflow events as either the “GED System” and “Specific User” or the “GED Portal” in support of metrics and reporting requirements. This will enable analysis of processing performed via data entry by the GED staff as compared to data entry performed by applicants via the portal.</p>
2.2.1.9	<p>The GED system shall track the creator, creation date, modified by, and last change date attributes associated to data changes within the system. A model for handling portal initiated changes will be defined during the design phases.</p>
2.2.1.10	<p>The GED system shall support search capabilities which include wildcard searches. Example: 123-45-* or SMITH*</p>
2.2.1.11	<p>The GED system should provide the ability to define email templates that can be sent on demand or based on triggers (i.e. email confirmation is automatically sent when the</p>

REQ. NO.	MSDE GED REQUIREMENT: GED General Requirements
	Applicant is scheduled for a test or when the test results have been received.
2.2.1.12	The GED system shall provide the ability to print labels based on address information stored in the system for Applicants, Test Centers,
2.2.1.13	The GED system should provide the ability to create mailing labels for any Applicant or Examiner contact (name, address) information, singly or in batches.
2.2.1.14	The GED system shall provide event notification based on triggers in the system when various activities result in a change of status (i.e. testing session is scheduled, waiver is approved cancellation events,...). If the applicant's email address is stored in the GED System, the notification will be automatically generated via email. If the email address is not stored, the system will notify GED staff that a follow-up notification is required (which will then be completed via phone, correspondence, ...)
2.2.1.15	The GED system shall integrate with Tablet PCs starting in Release 2 (specifications to be defined during design) so as to capture electronic signatures of applicants, Examiners, and GED staff where necessary.
2.2.1.16	The GED system should provide for a bulk edit capability. The system should allow selection of data based on query criteria and then enable bulk changes (i.e. select all Math Tests at a specific site and change the site location)
2.2.1.17	The "cursor" is always in a designated starting field (i.e. does not require the mouse to point to the first data entry position on a screen) for data entry screens. This applies for both the GED system and the GED portal.
2.2.1.18	A progress bar or mechanism is shown for both the GED system and the GED portal.
2.2.1.19	The GED system shall provide for document and workflow management. The system design team shall investigate whether the implementation of the document management/workflow capability should be implemented in the GED system or by a separate product or existing document management system used by MSDE. MSDE currently supports both Docushare and Sharepoint technologies.

2.2.2 REPORTING AND FORECASTING GENERAL REQUIREMENTS

The new GED system will add a degree of complexity to the overall processing performed at the Agency. It is essential that the new system provide adequate reporting to support the GED to the Division of Business Services interface and analytical reporting to allow GED administration to track and monitor the GED activities for the State of Maryland. Throughout this document, several reporting requirements are defined to provide detail as to the types of data that shall be reported.

REQ. NO.	MSDE GED REQUIREMENT: General Reporting & Forecasting
2.2.2.1	<p>The GED system should produce a series of reports that will be finalized during the end of the Requirements phase for each Release. A total of 32 reports for this project will be required with the following breakdown by Release:</p> <ul style="list-style-type: none"> Release 1: 12 reports Release 2: 8 reports Release 3: 6 reports Release 4: 6 reports <p>The number of reports specified per release is for new reports for the specific release. If a subsequent release introduces additional data elements that are already reported on in existing report (from a previous release), then existing report shall be updated as necessary</p>

REQ. NO.	MSDE GED REQUIREMENT: General Reporting & Forecasting
	as part of the scope of the release and this shall not be deemed a new report. For example, in Release 1 reporting on approved applications will provide the metrics based on applications entered directly into the system. In Release 2, these same metrics will be reported, but would be broken out by source (i.e. portal versus system).
2.2.2.2	<p>The GED system shall enable GED staff to produce reports on the following types of processing:</p> <ul style="list-style-type: none"> • Applications • Test Scheduling/Rescheduling • Test Centers • Scoring (including diploma registry, non-passer registry, monthly special groups, and non-passers) • Scanning • Fee Processing • Requests (for transcripts, diplomas, waivers, accommodations ...) • GED Workflow processing and events (including reporting on events such as “misconduct” during a test session)
2.2.2.3	<p>All reports generated by the GED system:</p> <ul style="list-style-type: none"> • Shall be configurable for date range (with pre-defined criteria that can be modified on the fly by the person running the report) • Should support sorting by any element on the report (with pre-defined sorting criteria that can be modified once the report has been generated by simply clicking on the column) • Should enable data to be extractable into common formats such as MS Excel or Comma Separated File formats (data extraction only without header or footer formatting) • Should allow for the report to be saved in a PDF retaining formatting • Shall be printable online • Shall be formatted for clear readability when either viewed online or printed • Shall have headers and footers containing data such as Title, Page Number of Total Pages, Date executed, Date range, other • Shall support hyperlinks to the data in the system allowing for drill down analysis • Can be emailed from the GED system • Have a common look and feel for viewing, sorting, presenting selection parameters • Shall process in under 30 sec unless a longer run time is specifically approved by MSDE GED • Shall support role based security as to who can run a report and what data is viewable based on GED role • Shall support data grouping as detailed specifications are defined • Shall provide both detail and summary level reporting • Should allow the user to go to the first page, last page, or a specific page number
2.2.2.4	Reports shall not display the full SSN unless specifically requested by the GED staff.
2.2.2.5	The GED system shall have an Ad-hoc reporting capability for reporting on any information in the database.
2.2.2.6	<p>The GED system shall provide filters where applicable to include but not limited to:</p> <ul style="list-style-type: none"> • Date range • Specific Test Center & Addendum Sites • Zip code(s)

REQ. NO.	MSDE GED REQUIREMENT: General Reporting & Forecasting
	<ul style="list-style-type: none"> • School District of Applicant • Applicants from a specific Special Group • County of residence
2.2.2.7	<p>The GED system shall provide sorting options to include but not limited to:</p> <ul style="list-style-type: none"> • Date • Test Center • Special Group
2.2.2.8	<p>The GED system should provide the ability to create mail-merge data files for use with Microsoft Word from any Applicant or Examiner contact (name, address) information, singly or in batches.</p>

2.2.3 RELEASE 1

Release 1 will be used by MSDE GED staff as well as external authorized Test Center personnel. The first release will be for the core GED processing, interfaces, and functionality that will be supported via the MSDE Intranet.

For much of the functionality defined in Release 1, there are references to the “applicant” performing the activities themselves through the portal. For Release 1, GED staff will perform the activities on behalf of the applicant. The applicant will gain access to this functionality in Release 2. For Special Groups, the GED office will support the functionality until Release 3 when it is made available to the Special Group Administrators.

2.2.3.1 GED Core platform & workflow automation (intranet)

The system should support the core MSDE internal workflow (data entry, triggers, automatic processing and assignments, drop downs, data retrieval, base reporting). The core system must interface with MS Outlook in support of email functionality which could be “on demand” from the MSDE GED staff or “auto-generated/triggered” by the GED system. The core GED platform must also integrate with Tablet PC technology for capturing electronic signatures at both the GED office and at Test Centers.

The GED office requires the ability to oversee/facilitate/manage the GED applications, scheduling, administration, and oversight processing. The core system will allow internal GED users to support all base GED processing functionality.

The core architecture for the GED system should maintain data structures for Applicants, Test Centers, Applications, Scheduling, and so on. The architecture should support the relationships associated so that the data can be viewed/tracked by the Applicant (associated to scheduled test session, fee payment, ...) or by Test Center, etc.

The GED office requires an enhanced ability to enter GED application data from paper forms delivered in person or through the mail. Additionally the GED office requires the ability to search for, retrieve and maintain applicant information in a multi-tasking production environment. They envision this application as a high performance application that accesses the services and data over the MSDE intranet.

The GED processing should support three types of applicants:

1. Individual
2. Special Group Applicant (i.e. in a correctional institution)
3. Out of State Individual (i.e. Maryland resident testing in another state, in a federal correctional facility or overseas)

The Individual applicant is someone who is responsible for all aspects of their GED experience.

The GED office supports numerous government and non-government organizations that facilitate individuals training, applying, paying for and testing for the GED Diploma. These organizations, deemed Special Groups, include:

- MSDE Grant Funded Adult Education Programs
- Non MSDE Grant Funded Adult Education Programs
- Job Corps
- Detention Centers
- Correctional Facilities
- U.S. Military

These organizations typically process a group of applicants. In some cases these organizations contract an Addendum site to a GED Test Center, with tests administered under the supervision of the parent Test Center's Chief Examiner. For the most part, applicants in Special Groups go through the GED process similar to individual applicants except that they have an Administrator perform the direct contacts with the GED office for application processing, scheduling and so on. A key aspect of Special Group applicants is that they frequently transfer from one Special Group to another. Thus it is important to track not only that an applicant is a member of a Special Group, but which Special Group they are a currently part of.

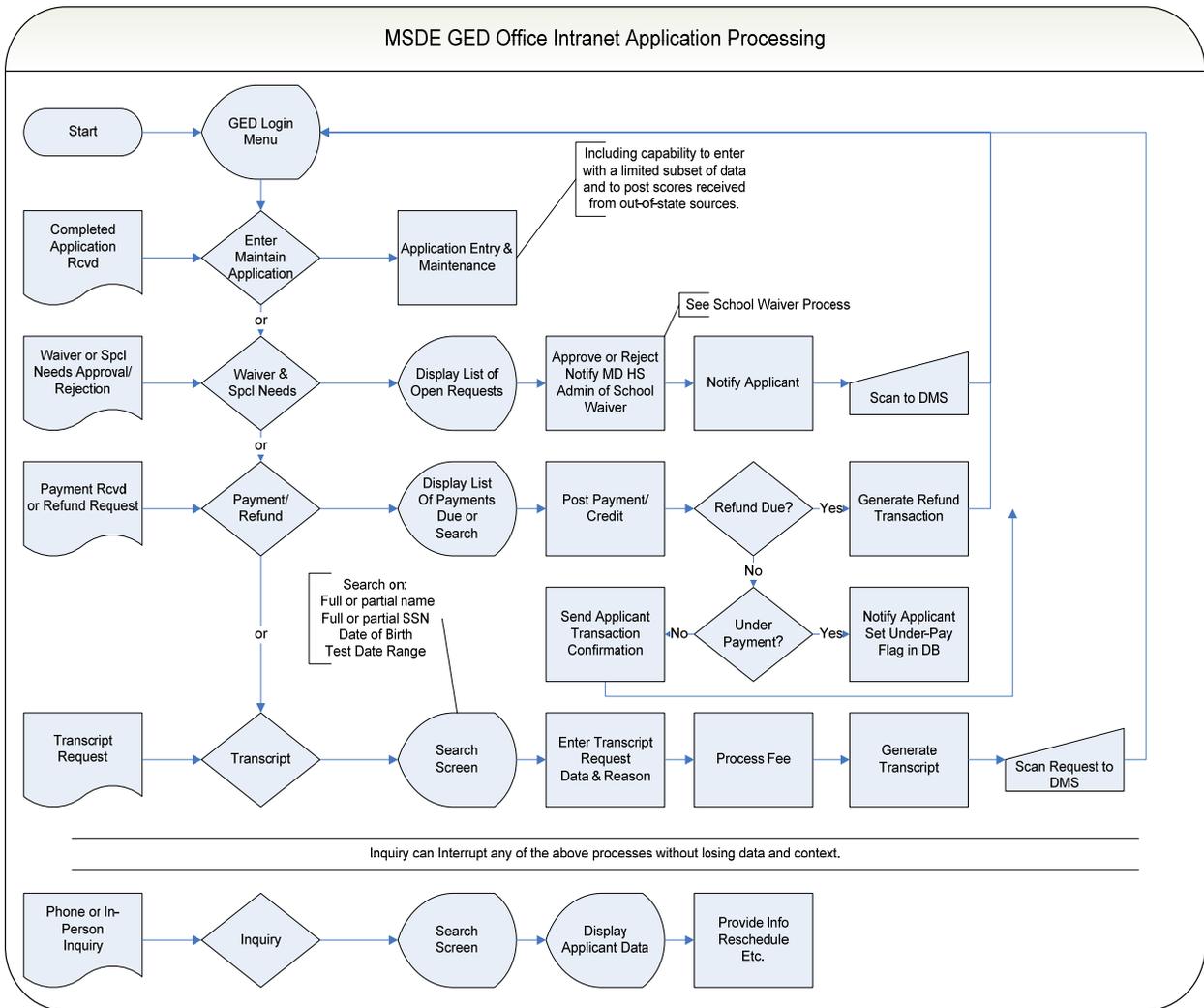
Out of State Applicants are Maryland residents who have taken their first test session (and possibly other test sessions) elsewhere (i.e. another state or overseas). These applicants are requesting credit for test scores taken out of state.

All of the processing throughout this TORFP applies to applicants with different functional requirements depending on the type of applicant.

Other types of users of the GED Application and/or Portal will include:

- MSDE GED Office
- MSDE Adult Education Staff
- Adult Education instructional program designees
- High School Administrators
- Special Group Administrators

The following requirements are specific to the GED core platform and application:



REQ. NO.	MSDE GED REQUIREMENT: GED Core platform
2.2.3.1.1	<p>The GED system shall support the functionality and workflow represented in the figure above. The core functionality to be supported and reported includes:</p> <ul style="list-style-type: none"> • Creating, maintaining, and reporting on applicant records • Creating, maintaining, and reporting on Test Center records • Tracking Waivers and Accommodations processing (for both Special Groups and Individuals) • Tracking test results (i.e. scores) • Handling requests for Transcripts and Diploma printing • Tracking Fee processing • Scheduling and maintaining of test sessions and the subsequent relationship of an applicant to a test session is core functionality of the GED application
2.2.3.1.2	<p>The GED system shall have an efficient and optimized method of application data entry, inquiry and maintenance for use by the trained GED staff on the MSDE intranet that collects substantially the same data and performs substantially the same validation as the online process.</p>

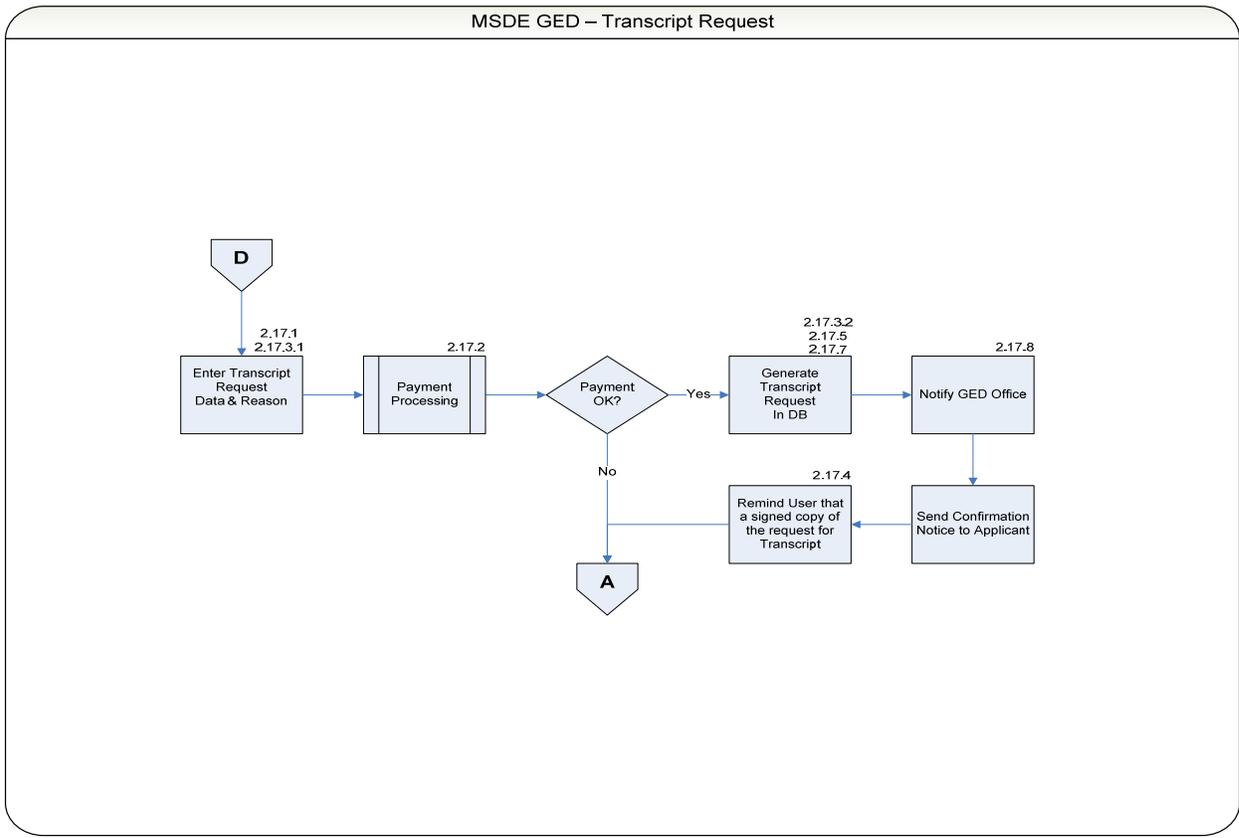
REQ. NO.	MSDE GED REQUIREMENT: GED Core platform
2.2.3.1.3	<p>The GED system shall have the ability to support data entry and produce detail reports which include applicant specific information such as, but not limited to:</p> <ul style="list-style-type: none"> • Name • Date entered system • Number of times tested • Last test date and Test Center • Current High Scores • Historical Scores • Waivers granted • Accommodation Requests (status and decision) • Diploma Granted Date
2.2.3.1.4	<p>The GED system shall track and report on application/applicant status. This will include but not be limited to:</p> <ul style="list-style-type: none"> • Number of applications in progress • Number awaiting Waiver approval • Number awaiting Accommodation Requests approval • Number of applicants in the test/retest cycle • Number of applications awaiting payment • Average Number of days “stalled” pending approval
2.2.3.1.5	<p>The GED system shall support initial data entry and update data entry for the following types of data for applicants:</p> <ul style="list-style-type: none"> • Applicant profile • Application • Test center profiles and attributes • Fees • Test Results (Scores)
2.2.3.1.6	<p>The GED system shall allow a GED staff member to enter GED application information, the fee information, and the transcript (score) information for a MD resident who passed all parts of the GED exam in another jurisdiction and does not require scheduling and testing.</p>
2.2.3.1.7	<p>The GED system shall provide a feature for the GED staff to search for an applicant’s record based on various parameters, including, but not limited to partial SSN, last name, date of birth, test date range, email account.</p>
2.2.3.1.8	<p>The GED system shall also utilize a new data element called <i>educator id</i> as part of a statewide initiative. The processing of this data element will be similar to that of SSN (i.e. sort, search, retrieve, ...).</p>
2.2.3.1.9	<p>The GED system shall allow the GED office to create an Applicant record using only basic information such as SSN and Last Name. Subsequent Applicant profile data can be updated as it is obtained.</p>
2.2.3.1.10	<p>The GED System shall track applicants, who are individual applicants, part of a Special Group, or out of state. For Special Group applicants, the group to which they belong should also be stored as part of the applicant’s data profile.</p>

REQ. NO.	MSDE GED REQUIREMENT: GED Core platform
2.2.3.1.11	The GED system shall provide the capability to export score/diploma data for use by the MSDE Adult Education program in evaluating the efficacy of training.

2.2.3.2 Inquiries & Requests

The GED office may process several hundred telephone inquiries a day during peak times. The new system must provide efficient means to handle inquiries into the database and the handling of telephone, front desk, or email initiated requests. It is essential that the workstation environment be able to handle multiple tasks such that a GED specialist may interrupt a function like application entry to handle a telephone request without losing context or data.

Once a diploma has been awarded the customer may from time to time require a copy of the test scores (Transcript) for the purpose of entering into higher education, joining the military, or employment. The GED office collects a fee for this service. The GED system will determine the eligibility of the applicant for inquiries and requests.



REQ. NO.	MSDE GED REQUIREMENT: Inquiries & Requests
2.2.3.2.1	<p>The GED system shall process and track inquiries and requests for the following:</p> <ul style="list-style-type: none"> • Application forms request • Diploma/Transcript request • Waiver request • Accommodation request

REQ. NO.	MSDE GED REQUIREMENT: Inquiries & Requests
	<ul style="list-style-type: none"> • Score/Status request • Out of State transfer request • Rescheduling/Cancel request <p>Part of the tracking function shall include the source for each request (i.e. phone, email, in person, or portal).</p>
2.2.3.2.2	The GED system shall maintain statistical records (accounting) on the type and quantity of all inquiry/request transactions.
2.2.3.2.3	The GED system shall provide a method for GED office staff to handle a front counter or telephone inquiry on their workstation.
2.2.3.2.4	If the GED office staff is in the middle of entering an application they should be able to perform the inquiry without losing any data that has been entered.
2.2.3.2.5	The GED system shall support viewing and printing of the inquiry or requested data (i.e. view/print test scores).
2.2.3.2.6	<p>The GED system shall track and report on all Transcript Requests for the following:</p> <ul style="list-style-type: none"> • Date request received • Date processed/approved • Date Mailed (including mailing address) • Reason for Transcript
2.2.3.2.7	The GED system shall trigger fee processing associated to requests for transcripts.
2.2.3.2.8	<p>The GED system shall allow for the entry of a reason a transcript is requested such as:</p> <ul style="list-style-type: none"> • Enrollment in Higher Education • Application for employment • Military Enlistment • Transfer to another state • Other
2.2.3.2.9	The GED system shall provide for a “ship-to” address for a Transcript request.
2.2.3.2.10	The GED system shall report the scores used in awarding the diploma when fulfilling a request for a transcript.
2.2.3.2.11	The GED system shall prevent applicants from inquiring on (Release 1) and viewing (Release 2) their test results until the results from all parts of a testing session have been recorded.

2.2.3.3 Application Process

The GED system shall support the data entry associated to completing a GED application. This data entry shall establish the applicant record in the GED system even if an incomplete application is submitted. Refer to Exhibit B: GED Application for a copy of the current GED application document.

The GED application structure in the GED system should provide for data entry and tracking of the following classifications of data: applicant information, scheduling preferences, accommodation requests, waiver requests (not on the current form), residency, schooling, signatures, releases, and identification materials.

If an applicant is retesting, they have a much shorter application such that they provide their name, SSN, and the test location and date preference information. An applicant is deemed a re-tester if their SSN and last name currently exist in the GED system and they have completed 1 or more test sessions.

An application cannot be “accepted” unless key required data has been entered. Until the application data entry requirements are fulfilled, the GED system should not support schedule processing for the applicant. Applications for Special Group applicants are submitted by the Special Group Administrator.

Below are the requirements associated to the GED Application process for both Individual and Out of State Applicants.

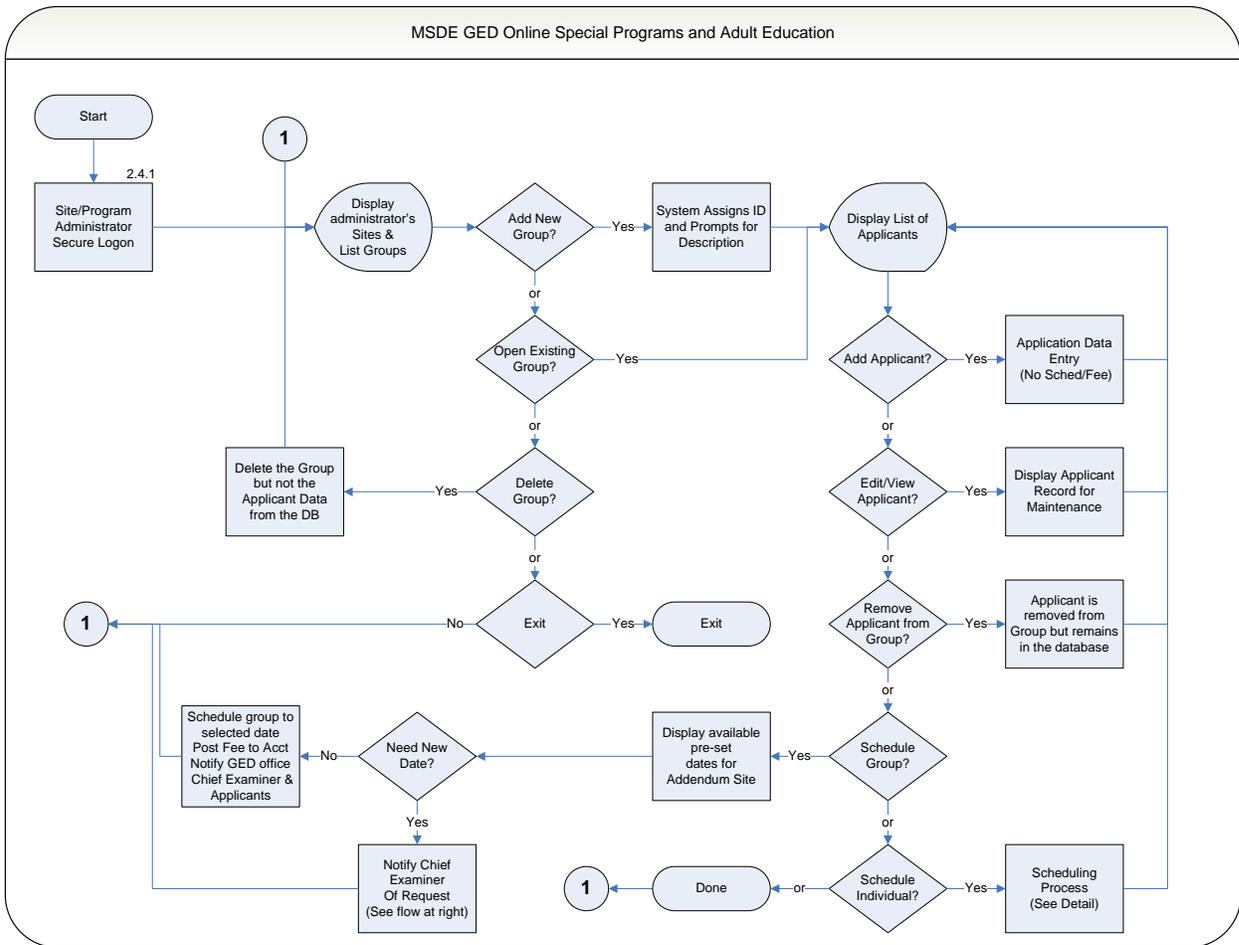
REQ. NO.	MSDE GED REQUIREMENT: Application Process – Individuals & Out Of State
2.2.3.3.1	<p>The system shall capture Applicant data including, but not limited to the following:</p> <ul style="list-style-type: none"> • Full Name • Applicant Type (individual, special group, out of state) • Test Name(s) • Birth Date • SSN • ID Type • ID Number • ID Expiration Date • Scheduled Test Battery ID • Accommodations and Accommodation status per request • Waivers and waiver status per request • Re-tester status (including number of retests with a max of 3) • A list of previous tests within the year
2.2.3.3.2	<p>The GED system shall require data entry of the personal ID information and method for the applicant as one of the following:</p> <ul style="list-style-type: none"> • State of Maryland Drivers License • State of Maryland Motor Vehicle Department ID including MD Learners Permit • Active Military ID • Dependent of Active Military ID
2.2.3.3.3	<p>The GED system should allow for the flagging of duplicate SSNs and/or ID card numbers. These could be due to data entry issues or misrepresentation. The system should allow the GED office to flag these items and assign a temporary number while storing the information provided. Once “proven” (by the applicant bringing the requested identification materials) the GED office should be able to un-flag the record. All flagged records should be viewable via querying the system.</p>
2.2.3.3.4	<p>Data entry screens where the ID is captured must emphasize the importance of having the same ID when showing up for testing and that an expired ID is not accepted. Note, testing will be allowed if the applicant shows up at the Test Center with a different form of identification, as long as it is on the approved identification list.</p>
2.2.3.3.5	<p>The GED system shall capture the expiration date of the ID.</p>
2.2.3.3.6	<p>If an ID has expired the user should see a warning alert message/page every time they log in that advises them to renew their ID and update the expiration date in their profile.</p>
2.2.3.3.7	<p>The GED system shall accommodate cut-off date parameters associated to expiration dates on IDs. Such that the system will show warnings if an identification is within 3 months of</p>

REQ. NO.	MSDE GED REQUIREMENT: Application Process – Individuals & Out Of State
	expiring
2.2.3.3.8	The GED system should support “eligibility rules” for determining if an applicant can complete an application (i.e. is a test session is already scheduled, they cannot re-apply until after they have tested and been scored). Or has the applicant tested 3 times in a calendar year.
2.2.3.3.9	The GED system should provide reason codes to tracking when an applicant is deemed ineligible to complete a GED application.
2.2.3.3.10	Upon submission of the online application, the GED office or applicant (Release 2) shall have the ability to save, download, or print the application.
2.2.3.3.11	The online application shall be saved in a formatted document such as a PDF file and shall be a professionally formatted with headers, footers, headings, and various formatting as deemed necessary by MSDE.
2.2.3.3.12	Applicants should be prevented from submitting more the one application if there is a current application on file and a test session has not been completed.
2.2.3.3.13	Upon application submission, the applicant will be sent an email notification stating that their application has been received. The application will be stored as a PDF file as a document associated to the applicant record where MSDE GED staff can access the request.
2.2.3.3.14	The GED system should support multiple applications per applicant in support of retesting needs (i.e. original application, retest application 1, retest application 2).
2.2.3.3.15	The GED system should support the identification of Out of State applicants and the data entry of test scores associated to the entering in acceptable data for state reciprocity or oversees testing.
2.2.3.3.16	The GED system should support the ability for applicants in Adult Education programs to indicate that they wish to share the results of their test scores with an Adult Education program.
2.2.3.3.17	The GED system shall support a field for the identification of Adult Education codes which are mapped to specific programs. If the applicant selects that a specific program should have access to their scores, then the score should automatically be sent to the identified contact associated to the Adult Education program. In Release 2, the identified contact should be able to run a query/report to review ALL scores for ALL applicants that have been identified as associated to their program.
2.2.3.3.18	For applicants ages 16-18, verification for the Local School System (LSS) confirmation that the applicant is no longer enrolled is required. The system shall support the data entry required. In Release 4, the LSS should be able to log into the portal and make the update to the applicant record directly.
2.2.3.3.19	The GED system shall support a NOTES capability to allow the GED staff to enter free form notes into the applicant record. Notes should support date/timestamps and user stamp (i.e. 08/22/2007 SLK_USER)

2.2.3.3.20 **Special Groups**

Initially, GED foresees the new system providing functionality that would allow MSDE GED staff (Release 1) and then administrators of Special Groups (Release 3) to enter the applications for a group of applicants as a batch, schedule a single test date for the group, review application status, and pay for the group with a single fee. Additionally GED would like to provide the ability for the group’s administrator to view scores and request reports on how the group did in specific areas of the test.

The following requirements are specific to the handling of Special Groups



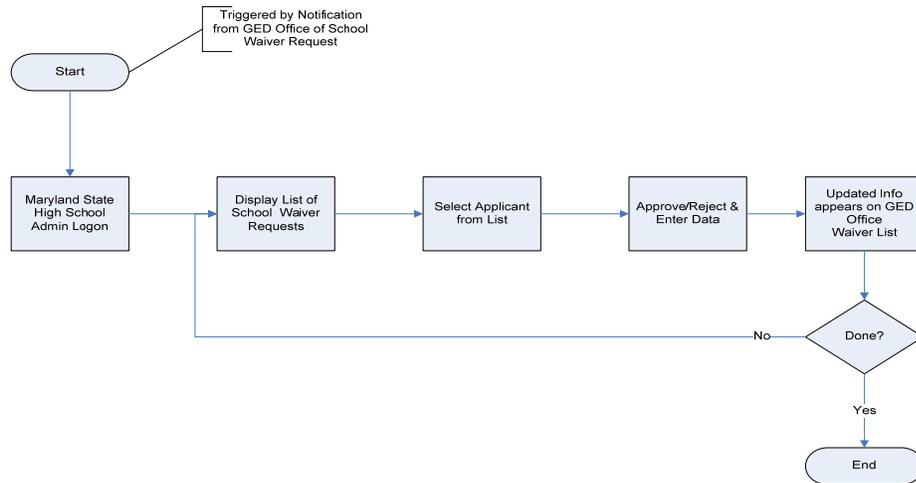
REQ. NO.	MSDE GED REQUIREMENT: Application Entry – Special Groups
2.2.3.3.21	Special Groups must have all of the functionality for individual applicants for applications with the changes defined below.
2.2.3.3.22	<p>The GED system shall accept and process applications from Adult Education Programs and Special Groups that is substantially the same as the application entry for individuals but associate the applicants with the program and allow the site administrator (Release 3) to organize the applicants into a group. Special Groups include:</p> <ul style="list-style-type: none"> ○ MSDE Grant Funded Adult Education Programs ○ Non MSDE Grant Funded Adult Education Programs ○ Job Corps ○ Detention Centers ○ Correctional Facilities ○ U.S. Military
2.2.3.3.23	<p>The GED system shall provide functionality to add, delete, and maintain Adult Education and Special Group profile information in the database to include:</p> <ul style="list-style-type: none"> ○ Name of the group ○ Special Group administrator ○ Test Site (Addendum) data ○ Other Special Group Profile information

REQ. NO.	MSDE GED REQUIREMENT: Application Entry – Special Groups
2.2.3.3.24	The GED system shall provide a login role for a site administrator for Adult Education and Special Groups. For Release 1, this role will be fulfilled internally by MSDE GED staff. In Release 3, this will be opened up to the actual Site Administrator via the portal.
2.2.3.3.25	The GED system shall display a list of applicant groups to the Special Group Site Administrator after successful logon.
2.2.3.3.26	The GED system shall allow the site administrator to create a new group and automatically assign the group identification based on the site administrator’s login data that will associate the group with the program.
2.2.3.3.27	The GED system shall allow the site administrator to delete a group without deleting the applicants’ data from the database.
2.2.3.3.28	The GED system shall allow the site administrator to select a group and display a list of all applicants.
2.2.3.3.29	The GED system shall allow a site administrator to have access to applicant records for only their specific program group(s).
2.2.3.3.30	The GED system shall allow the site administrator to add a new applicant to the group within the cutoff data entry timeframe.
2.2.3.3.31	The GED system shall allow the site administrator to select an applicant from the group, review application status, all applicant information including score information if testing is complete, and update applicant profile data.
2.2.3.3.32	The GED system shall allow the site administrator to remove an applicant from a group without deleting the applicant’s records from the database.
2.2.3.3.33	The GED system should support tracking applicants in a Special Group via a “Special Group Tracking Code” for processing and reporting.

2.2.3.4 Accommodations and Waivers

The handling of Accommodation Requests and Waivers requires the applicant to submit official documents that substantiate the request. In Release 1, the GED system shall handle the data entry and processing associated to this functionality. In Release 2, the GED system support links to this information and shall integrate with scanning technology to capture and store the supporting materials. Additionally GED foresees the new system providing a capability for high school officials to logon via a secure connection and respond to a waiver request online (Release 2 via the portal).

The following requirements pertain to the handling of Accommodation Requests and Waiver documents and approvals.



REQ. NO.	MSDE GED REQUIREMENT: Accommodations and Waivers
2.2.3.4.1	<p>The GED system shall support data entry associated to the application process for Accommodation Requests such as:</p> <ul style="list-style-type: none"> • Braille Test Battery • Spanish Test Battery • The use of a reader during the test • Extra time for testing • Private administration of the test (ADD) • Large Print Test Battery
2.2.3.4.2	<p>The GED system shall support data entry associated to the application process for Waiver Request for one of the following reasons:</p> <ul style="list-style-type: none"> • Waiver of fee • Waiver of the 90-Day Maryland residency requirement • Waiver of the 90-Day withdrawal from school requirement
2.2.3.4.3	<p>The GED system shall accommodate special groups and Accommodation Requests individuals where appropriate (compliance with 508).</p>
2.2.3.4.4	<p>The GED system shall produce a detailed report of applicants awaiting approval of Waivers or Accommodation Requests that is sorted in descending order by the number of days waiting approval (aged) or completion.</p>
2.2.3.4.5	<p>The GED system shall provide the GED office with the ability to display a list of outstanding Accommodation and Waiver requests or completion.</p>
2.2.3.4.6	<p>The GED system shall provide the GED office with the ability to update an Accommodation or Waiver as in progress, approved, denied, and other statuses.</p>

2.2.3.4.7	The GED system shall notify the applicant when the status of their request changes.
2.2.3.4.8	If the applicant indicates that there are Accommodation Requests the GED system shall support data entry associated to the type(s) of accommodation(s) requested.
2.2.3.4.9	The GED system shall prevent the applicant from scheduling until the Accommodation Requests have been approved or the applicant requests to halt the request.
2.2.3.4.10	The GED system shall prevent an applicant from having the fee waiver more than once.
2.2.3.4.11	The GED system shall provide a link to the correct waiver instructions and needed forms for the applicant to print and send along with proper signatures and supporting documentation to the GED office for approval.
2.2.3.4.12	The GED system should support “eligibility rules” for processing accommodations and waivers.
2.2.3.4.13	The GED system should provide reason codes to tracking when an applicant is deemed ineligible for a requested accommodation or waiver.

2.2.3.5 Scheduling/Rescheduling

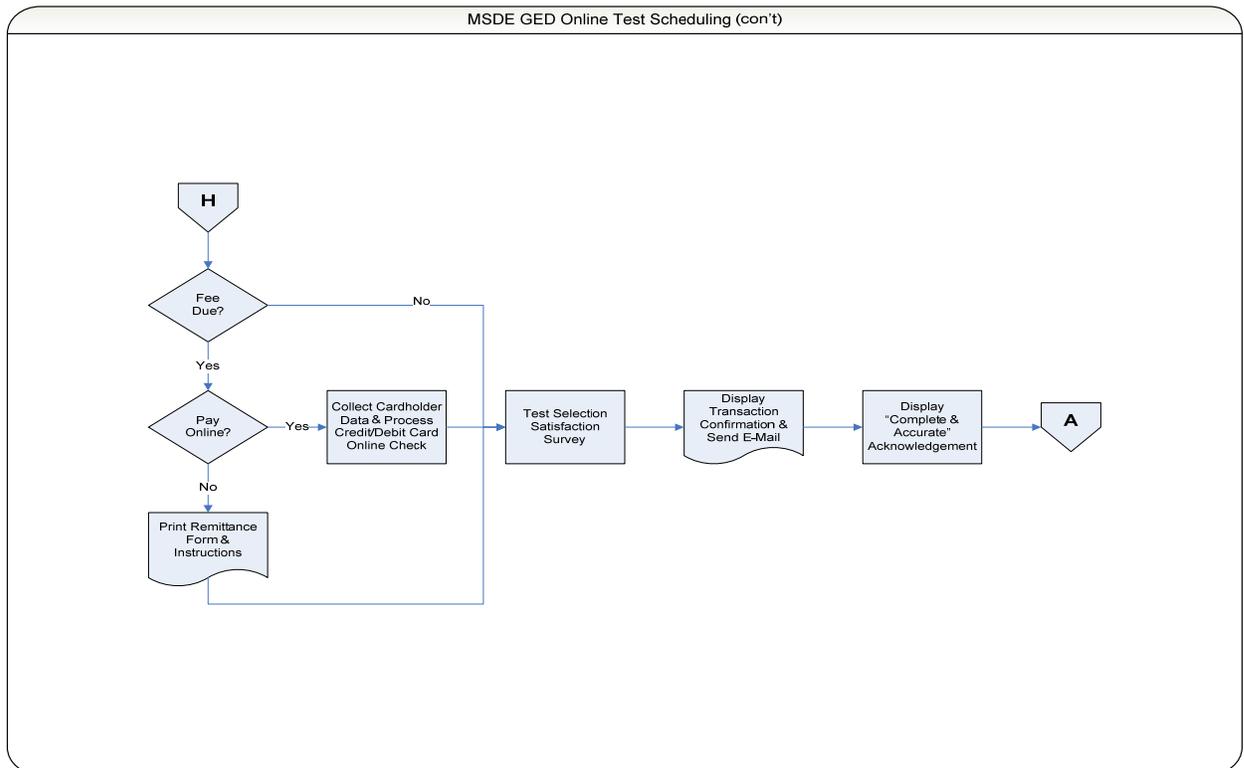
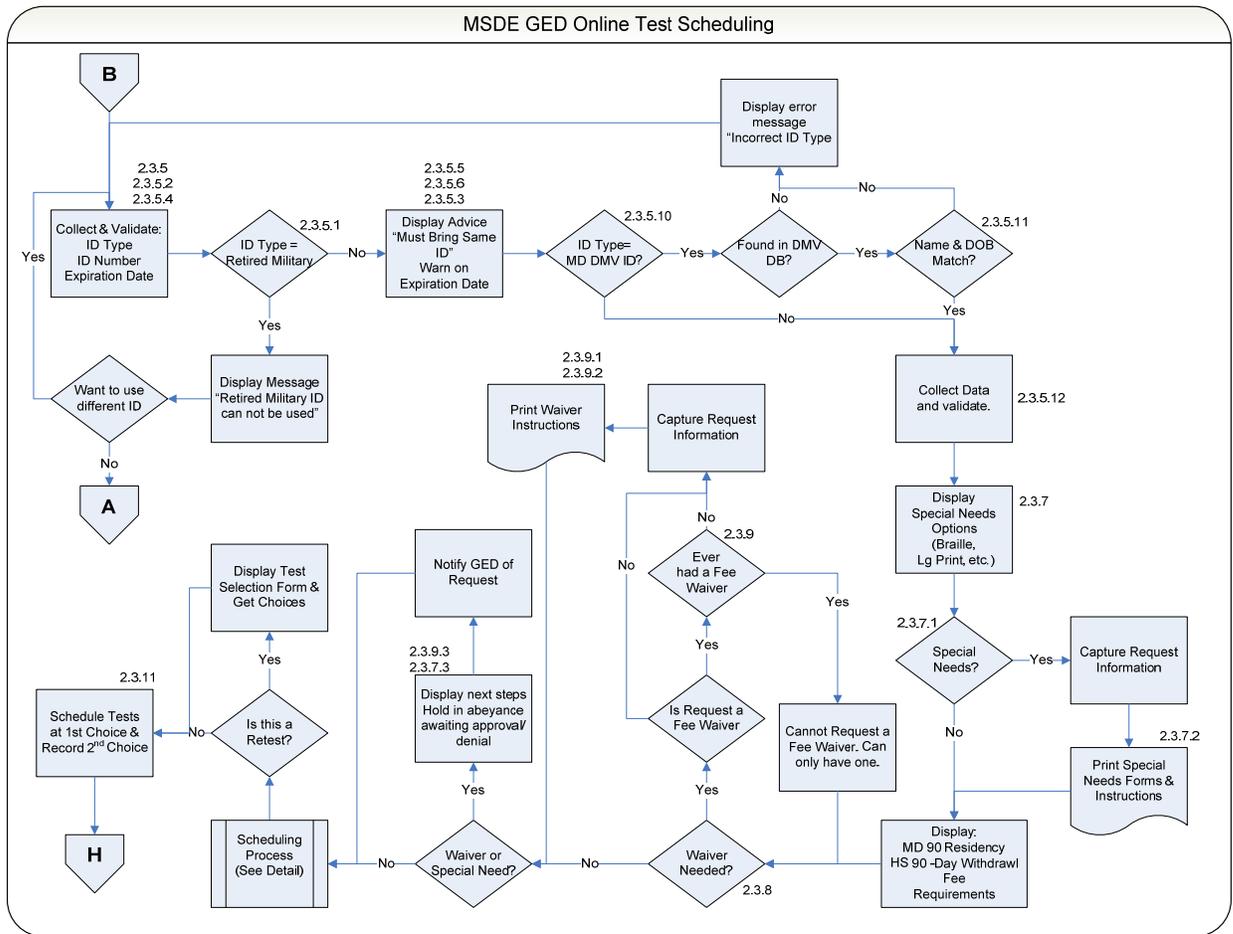
The actual scheduling and maintaining of test sessions and the subsequent relationship of an applicant to a test session is core functionality of the GED application. This includes several administrative functions related to the setting of test session dates, scheduling adjustments for under\over subscribed locations and dates, the assignment of Test Batteries to the Centers, and management of facility changes.

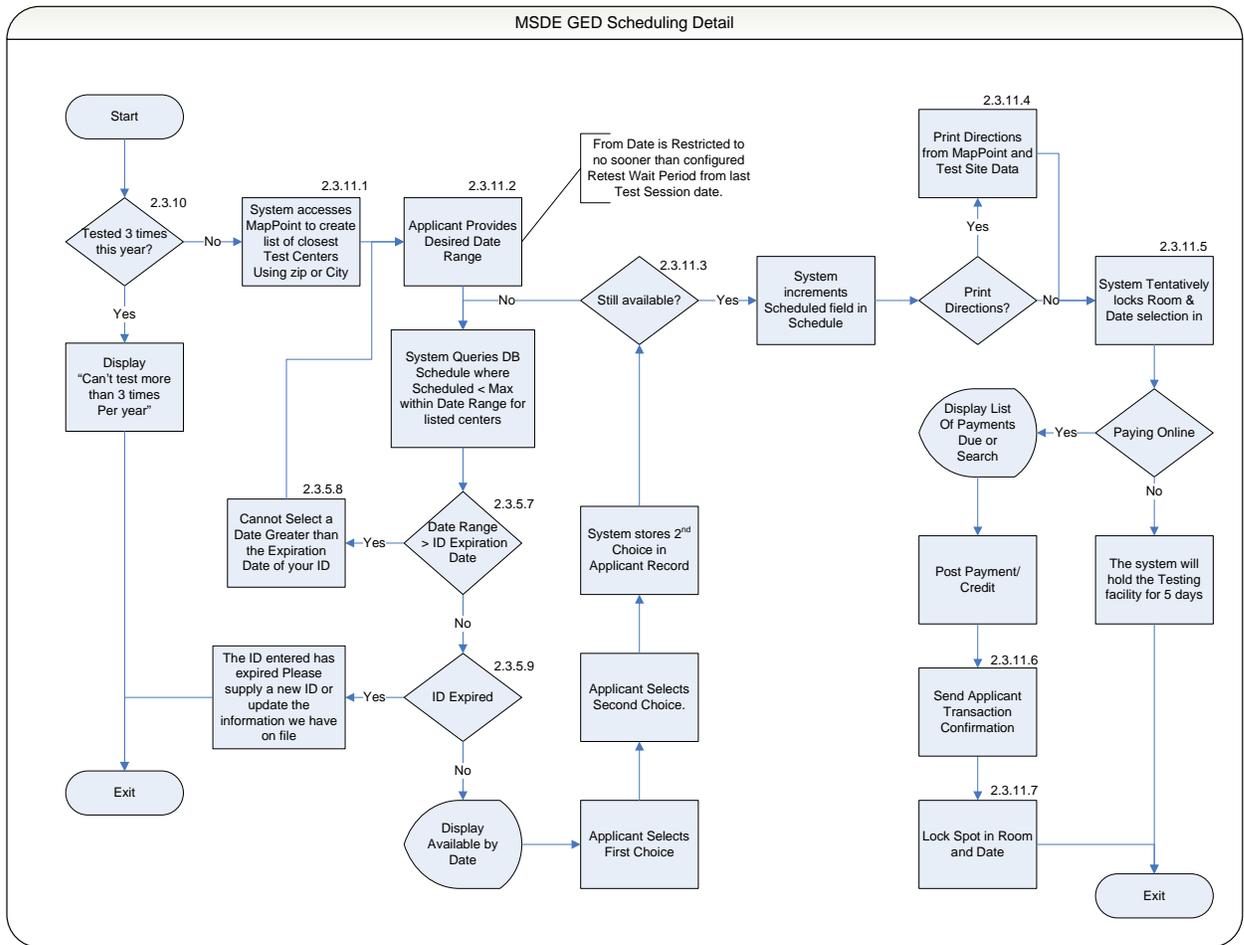
The GED system should support scheduling eligibility rules. Once the scheduling fee has been paid and the application is completed and accepted as complete, then the scheduling process can commence. Note, for an application to be accepted, there can be no outstanding requests for waivers or accommodations that have not been resolved. In addition, there are scheduling restrictions defined in this section such as “cannot test more than 3 times in a single year” or an applicant cannot schedule a test session until 60 days from the previous test has passed.

Once the GED office or the applicant has completed the scheduling of a test session for an applicant, the GED system will facilitate the printing of the associated admission card.

Applicants are referred to as “first-time” testers for their initial test. They are allowed up to two retest sessions in a calendar year. This logic holds true to “Out of State” applicants or applicants who test overseas who may be Maryland residents who take the test overseas as they are in the military. Applicants can only see the Test forms three times in a year.

Note, for out of state applicants, all processing is the same in regards to test scheduling. The out of state test session counted as a Maryland test session (i.e. first test).





REQ. NO.	MSDE GED REQUIREMENT: Scheduling
2.2.3.5.1	<p>The GED system shall support the functionality and workflow represented in the figure above. The core functionality to be supported and reported include:</p> <ul style="list-style-type: none"> • Maintaining Test Center profiles (i.e. capacity, staff, location, ...) • Scheduling and rescheduling and cancelation activities • Printing admission cards • Assignment of Applicant to Test Center • Notifications to Applicant and Test Center of events and changes to events • Signing the roster electronically (via Tablet PC) in Release 2 • Printing rosters • Printing Test Answer Sheets and handouts • Tracking attendance • Tracking Examiner information including time and expense • (Release 2) Scanning completed Answer sheets and transmitting to the GED system for processing <p>Additional details on these requirements are contained in subsequent sections.</p>
2.2.3.5.2	<p>The GED system shall provide the capability to print any of the specified forms or reports used in testing either at the GED office or at a remote location (i.e. Test Center).</p>

REQ. NO.	MSDE GED REQUIREMENT: Scheduling
2.2.3.5.3	The GED system shall support a “best fit” algorithm to determine the best location and date for the Applicant based on applicant request, geography, open seats, and other criteria to be determined during design.
2.2.3.5.4	The GED system shall enable GED staff to produce reports on testing schedules and activity on a daily, weekly, monthly, yearly, and on an as needed basis.
2.2.3.5.5	<p>The GED system shall have the ability to produce summary reports by Test Center or Special Group which include information such as, but not limited to:</p> <ul style="list-style-type: none"> • Test Center/Program Name • Chief Examiner • Number of Rooms and capacity • Total Capacity • Current Scheduling Load by Test Date (available seats vs. reserved) • Applicants tested, current period • Applicants tested YTD • Average Age • Success Rate • Test Batteries assigned
2.2.3.5.6	The GED system shall prevent the applicant from being scheduled if the ID information entered on the application entered has expired or has the potential to expire during the testing cycle.
2.2.3.5.7	When displaying available test dates the GED system shall check the ID expiration date and limit the date range to dates for which the ID is valid.
2.2.3.5.8	The GED system should display available dates and should notify the applicant if the dates shown are restricted due to the pending ID expiration date.
2.2.3.5.9	If an ID expires prior to an applicant passing the GED tests, the system needs to notify the user to take action and update their profile.
2.2.3.5.10	The GED system shall prevent the applicant from scheduling until the waiver has been approved or rejected.
2.2.3.5.11	The GED system shall prevent an applicant from scheduling testing more than three test cycles in a calendar year.
2.2.3.5.12	The GED system shall allow applicants to select a first choice and second choice test center and date based on the current availability maintained in the system.
2.2.3.5.13	The GED system shall interface to mapping software such as Mapquest, MapPoint, or Google to display a list of suggested test sites based on proximity to the applicant’s zip code.
2.2.3.5.14	The GED system shall provide a map and directions using the mapping software. The destination shall be pre-populated based on the location that is selected. The Test Center location address shall be maintained by the GED staff in the following section on Test Center profile management.
2.2.3.5.15	The GED system shall limit the list to sites with availability for the requested date.
2.2.3.5.16	The GED system shall consider a site to have availability as long as there is a room available that has not reached the optimum capacity.
2.2.3.5.17	The GED system shall automatically notify the applicant of confirmation of the reservation for the scheduled testing date and time. This confirmation shall include the cutoff date for

REQ. NO.	MSDE GED REQUIREMENT: Scheduling
	rescheduling.
2.2.3.5.18	The GED system shall support the printing of the admission card for each scheduled applicant. These cards may be printed at the GED office and mailed to the applicant or (Release 2) be downloadable for printing directly by the applicant should the desire.
2.2.3.5.19	The GED system shall update the database to reflect the newly scheduled applicant.
2.2.3.5.20	The GED system shall provide functionality to allow the GED office to access the current schedule and reschedule a test session date.
2.2.3.5.21	If the test date and location was an Applicant's first choice the GED system shall automatically schedule the Applicant to his/her second choice, if available.
2.2.3.5.22	When a test date is cancelled the GED system shall notify all Applicants of the cancellation and advise them if they have been automatically rescheduled or need to reschedule. The system should support a default flow as well as functionality to address if the applicant performs no action.
2.2.3.5.23	The GED system shall provide secure access for a Chief Examiner to login into the GED system and view his/her Test Center and all assigned test (addendum) sites.
2.2.3.5.24	The test session processing function shall notify the Chief Examiner that the test session is confirmed and show the Applicant count by room, assigned examiners, and any accommodations.
2.2.3.5.25	The test session processing function shall send a confirmation to the assigned Examiner(s) and Site Administrator for addendum site.
2.2.3.5.26	The test session processing shall notify the GED office that the test session is confirmed and show the Applicant count by room, assigned examiners, and any accommodations.
2.2.3.5.27	The GED system should support "eligibility rules" associated to scheduling test sessions.
2.2.3.5.28	The GED system should provide reason codes to tracking when an applicant is deemed ineligible for a scheduling a test session.
2.2.3.5.29	Special Groups: The GED system shall allow the site administrator to schedule individual applicants into Test Centers.
2.2.3.5.30	Special Groups: The GED system shall allow the site administrator to select from a list of pre-set available dates for the program's Test Site (Addendum Site) and schedule all applicants in the group for the selected date.
2.2.3.5.31	Special Groups: The GED system shall allow the site administrator to request a new (not a pre-set date) schedule date for the group from the Chief Examiner for the Test Site.
2.2.3.5.32	Special Groups: The GED system shall notify the GED office and the Chief Examiner of the request.
2.2.3.5.33	Special Groups: The GED system shall automatically generate a charge for the group to the program's account for the test session when it is scheduled.
2.2.3.5.34	Special Groups: When the group is scheduled the GED system shall automatically notify: <ul style="list-style-type: none"> • The GED Office • The Chief Examiner • All Applicants in the Group if requested by the administrator
2.2.3.5.35	Special Groups: The GED system shall automatically assign all applicants in a special group to the same Test Center location.

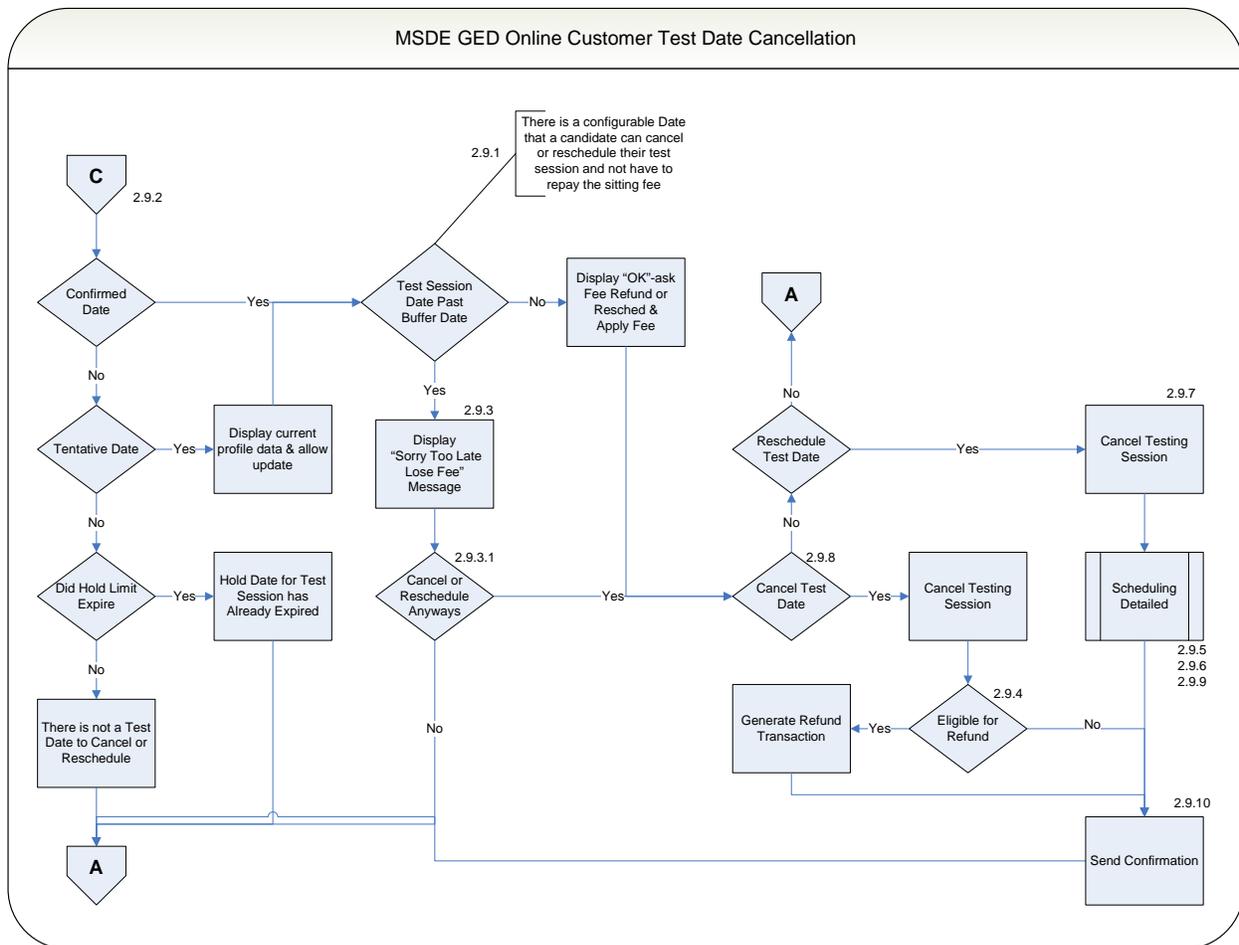
REQ. NO.	MSDE GED REQUIREMENT: Scheduling
2.2.3.5.36	Special Groups: cut-off dates for scheduling/rescheduling shall be different from the cutoff dates for individual applicants. And shall be configurable by MSDE GED staff or the designated role associated to the Special Group Administrator role (Release 2).
2.2.3.5.37	Special Groups: Test Sessions can only be assigned to a Test Center(s) associated to the Special Group.

2.2.3.5.38 Rescheduling

The new GED system will enable applicants that have paid for and scheduled a test session date to reschedule that date if they do so prior to a set number of days before the test date. In the past this was not possible causing applicants to forfeit their fee and potentially leave available seats for a test session unused. GED foresees the new system allowing applicants to reschedule or cancel by going online (Release 2) or by calling the GED customer support line (Release 1).

For much of the functionality below, the “applicant” performing the activities themselves through the portal will not be supported until Release 2. The system should allow MSDE staff to support the functionality on behalf of the applicant in Release 1.

The following specifications are specific to the rescheduling function.



REQ. NO.	MSDE GED REQUIREMENT: Rescheduling
2.2.3.5.39	The GED system shall support the functionality and workflow represented in the figure above. The core functionality to be supported and reported include: <ul style="list-style-type: none"> • Processing confirmed rescheduled date, tentative date, hold until expired date • Handling of refunds • Providing confirmations and notifications
2.2.3.5.40	The GED system shall provide a configuration parameter for the number of days prior to a scheduled test date prior to which an applicant may reschedule a test session.
2.2.3.5.41	The GED system shall provide functionality to allow the GED office (Release 1) or an applicant with an existing login (Release 2) to access the current schedule and reschedule a test session date.
2.2.3.5.42	If the cut-off date for rescheduling has passed the applicant will be advised that it is not possible to reschedule without forfeiting the scheduling fee.
2.2.3.5.43	The applicant will be allowed to cancel the test session and forfeit the fee by contacting the GED staff (Release 1) and perform this activity via the portal (Release 2).
2.2.3.5.44	If the cut-off date for rescheduling has NOT passed the applicant will be advised that it is possible to get a refund or reschedule the test session.
2.2.3.5.45	If the applicant chooses to reschedule, they will be routed back to the functionality as defined in the Scheduling section above.
2.2.3.5.46	If the reschedule request is successful the GED system shall automatically delete the previous scheduled date making the position available for others.
2.2.3.5.47	If the user passed the cut-off date the GED system will perform the normal fee collection processes.
2.2.3.5.48	The GED system shall provide notification of confirmation of any rescheduling/cancellation transaction to the applicant.

2.2.3.6 Fee Processing

A significant component of the new system will be the ability for applicants to pay fees online, on the phone, or at the GED office. Additionally the system must be able to accept payment methods such as checks, money orders, and credit cards. Fees from Special Groups are usually paid as a single payment for a group (batch) of applicants and the system must provide functionality for managing accounting of Special Group fees. The system must handle the collection of fees, refunds and overpayment, and the accounting of Special Group funds. All fee transactions, including electronic transactions, must be credited/debited to the GED office account within MSDE.

Fees are collected for the following events and the associated current fee amounts:

- Test/retest (\$45)
- Transcript (\$5)
- Special Groups (\$450 per 20 applicants)
- Out of State Applicants (\$15)
- Returned checks (\$20)

The TO Contractor must use the VeriSign interface to support online credit card and check payments.

The system must also support mission critical reporting of all fee processing and related activities.

REQ. NO.	MSDE GED REQUIREMENT: Fee Processing
2.2.3.6.1	The GED system shall allow an applicant to pay fees electronically online, by phone (voice, not IVR) or in-person at the GED office.
2.2.3.6.2	The GED system shall allow the GED staff to set the rates associated to the different events such as returned checks, testing, ... and define new events.
2.2.3.6.3	Acceptable payment methods are: credit card, check, and money order.
2.2.3.6.4	The GED system shall provide the fee payer a confirmation of payment.
2.2.3.6.5	The GED system shall support payment methods of: <ul style="list-style-type: none"> • Credit Card • Money Order • Check
2.2.3.6.6	The GED system shall provide directions for submitting payments.
2.2.3.6.7	The GED system shall notify the applicant in the event of a bounced check.
2.2.3.6.8	The GED system shall allow a single payment to be made to satisfy the fee requirement for all applicants in a Special Group (batch).
2.2.3.6.9	The GED system shall provide a “Fee Charge Account” for Special Groups and Addendum Centers.
2.2.3.6.10	The GED system shall allow Special Groups and Addendum Centers to maintain a credit balance for payment of fees in advance.
2.2.3.6.11	The GED system shall generate a monthly statement for Special Groups and Addendum Centers having a credit balance or balance due.
2.2.3.6.12	The GED system shall track Special Group fees paid in relation to the applicants in the group.
2.2.3.6.13	The GED system needs to allow for the processing of a refund to an applicant in the event of overpayment or a refund request that has been approved.
2.2.3.6.14	The GED system shall support ledger/tracking codes based on all financial events. These codes will be finalized during design in conjunction with the MSDE Accounting Team. Reporting based on financial code activity will be required.
2.2.3.6.15	The GED system should support “eligibility rules” for fee processing (i.e. making a payment).
2.2.3.6.16	The GED system should provide reason codes to tracking when an applicant is deemed ineligible to make a payment.

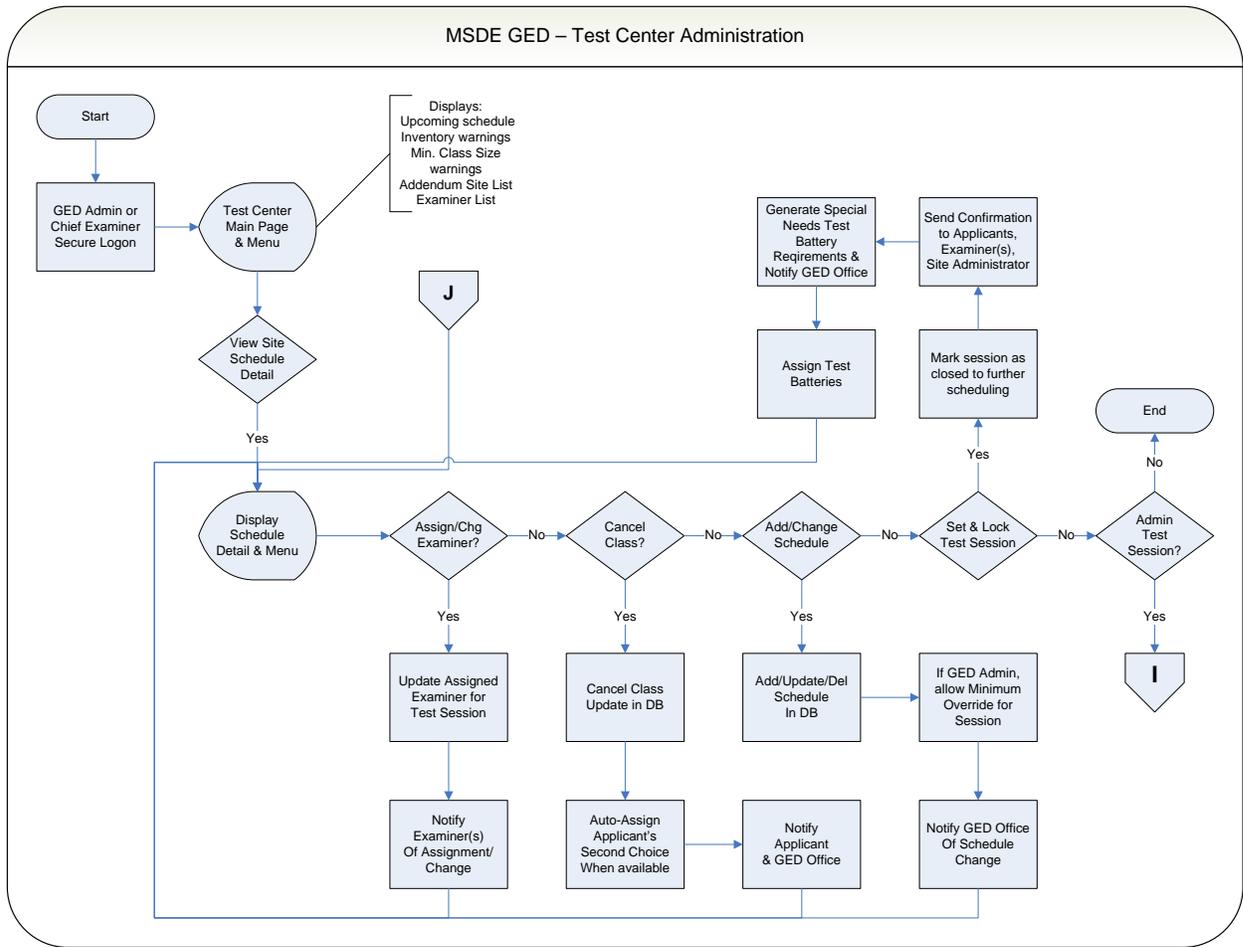
2.2.3.6.17 Fee Reporting

The new GED system will add a degree of complexity to the fee collection and auditing process due to the addition of additional payment methods such as credit card and check as well as the source (i.e. in person, over the phone, online). It is essential that the new system provide adequate reporting to support the GED to Finance Department interface (FMIS) and analytical reporting to allow GED administration to track and monitor the fee payment method trends. The following requirements pertain to the reporting and analysis of fee payments.

REQ. NO.	MSDE GED REQUIREMENT: Fee Reporting
2.2.3.6.18	The GED system shall produce a daily fee report including fees collected by payment method and payment reason.
2.2.3.6.19	The fee report shall be designed to meet the reporting requirements of the accounting department for the “daily deposit”.
2.2.3.6.20	The GED system shall provide a Fee Analysis report that will include: <ul style="list-style-type: none"> • Fees by type of fee • Fees collected versus forecast • Refunds • Etc..
2.2.3.6.21	The GED system shall provide a Fee Trend report comparing fee collections month by month with the same periods for the prior five years. (Pending accumulation of historical data)

2.2.3.7 Test Center (Profile)

The GED office currently manages 65 Test Centers in Maryland. This includes numerous Addendum sites associated with Detention Centers, Correctional Facilities, Job Corps and Special Groups for Adult Education. GED foresees a comprehensive component of the database system dedicated to maintaining all data related to the contracting (Release 4) and administration of the Test Centers as well as the Examiners assigned to the Test Center. Automated scheduling of applicants will also require capacity and various other parameters be maintained at the Test Center level. This section is dedicated to the functional requirements related managing the data associated to Test Centers.



REQ. NO.	MSDE GED REQUIREMENT: Test Center (Profile)
2.2.3.7.1	The GED system shall provide the capability to maintain all Test Center data in the database.
2.2.3.7.2	<p>The GED system shall maintain the address of the Test Center or Addendum Test Center including:</p> <ul style="list-style-type: none"> • ID Number of Test Center • Number and street • City • State • Zip Code • Institution or facility name • Building Number • Phone Number • Chief Examiner Contact Name & Contact Information • Alternate Chief Examiner Contact Name & Contact Information • Other Contact Name, Role, and Contact Information • Associated Examiner(s) role and contact information

REQ. NO.	MSDE GED REQUIREMENT: Test Center (Profile)
2.2.3.7.3	<p>The GED system shall maintain information on all <u>Examiners</u> including but not limited to the following:</p> <ul style="list-style-type: none"> • Examiner Type <ul style="list-style-type: none"> ○ Chief Examiner ○ Alternate Examiner/Examiner ○ Examiner • Name • SSN • Address • Contact Phone numbers • E-mail address • Contracted Hours • Calendar (Examiner available/unavailable) • Other items associated to Examiner profiles
2.2.3.7.4	The GED system shall maintain a list of the Addendum Test Center(s) related to each Test Center in the database.
2.2.3.7.5	The GED system shall maintain the hierarchy and relationship of a Test Center to the associated Addendum sites.
2.2.3.7.6	The GED system shall maintain a configurable number of rooms for each Test Center.
2.2.3.7.7	The GED system shall maintain a configurable number of seats for each room at a Test Center.
2.2.3.7.8	The GED system shall maintain a configurable minimum number of Applicants for each room at a Test Center.
2.2.3.7.9	The GED system shall maintain a configurable maximum number of Applicants for a room at each Test Center.
2.2.3.7.10	<p>The GED system shall maintain a calendar function/capability to allow for viewing of:</p> <ul style="list-style-type: none"> • Scheduled test dates for each Test Center • Available seats per Test Center and per Test Site • Historical reporting of Test Center and Test Site scheduled days, rescheduled days, cancelled days
2.2.3.7.11	The GED system shall provide functionality for Chief Examiners and GED staff to establish scheduled test dates for each Test Center/Addendum Center.
2.2.3.7.12	The GED system shall provide the ability to assign Examiners to Test Dates.
2.2.3.7.13	The GED system shall provide the ability to display/print the schedule for a chief examiner.
2.2.3.7.14	The GED system shall maintain a configurable number of days prior to a test schedule date as a cut-off point after which no new Applicants will be automatically scheduled for that date.
2.2.3.7.15	The GED system shall provide a control function to allow the Chief Examiner and/or GED staff to manually lock a testing center from scheduling further Applicants for a given test date to facilitate final planning and logistics for the test.
2.2.3.7.16	The GED system shall provide a control function to allow the GED staff to manually override and schedule someone after the cutoff date.

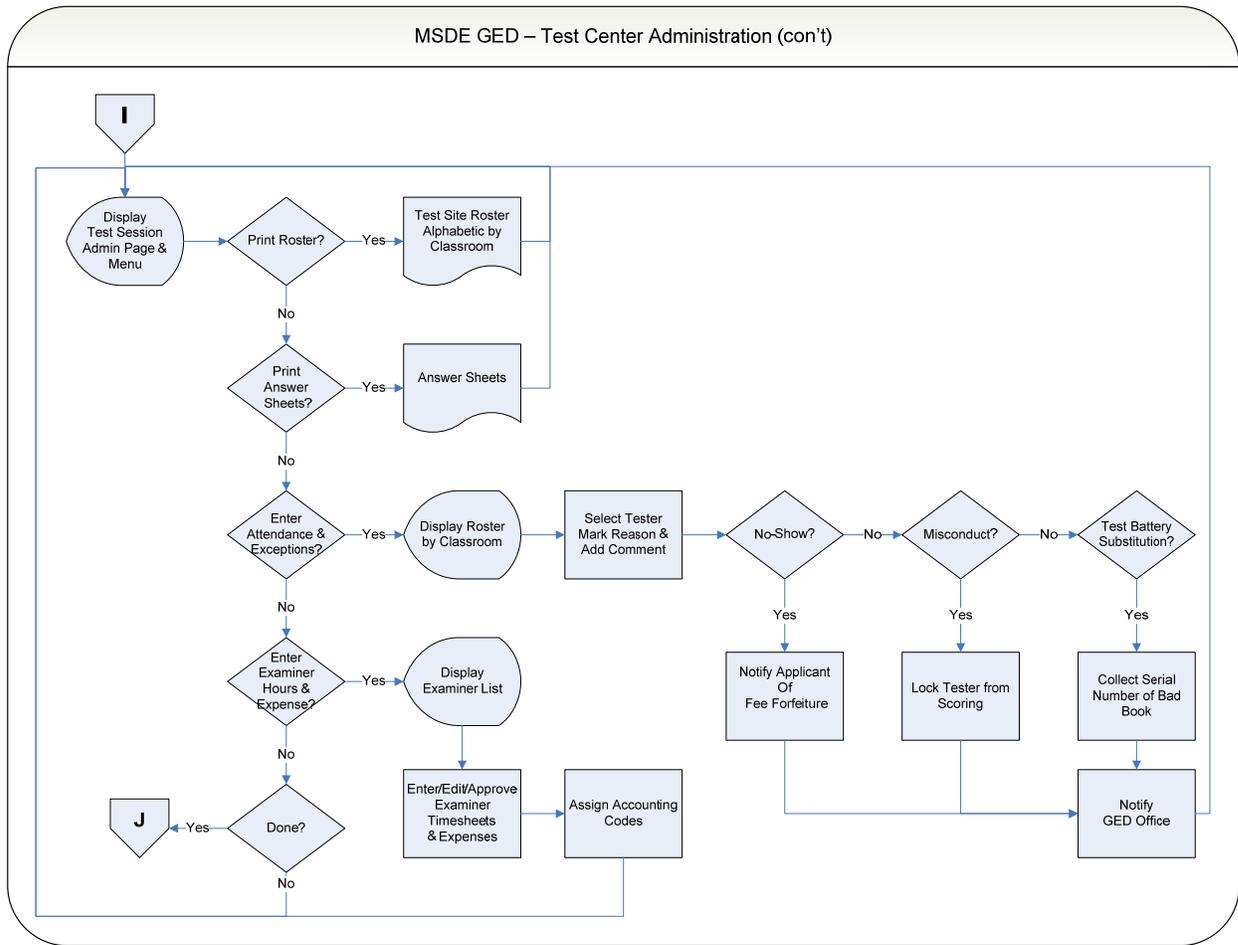
REQ. NO.	MSDE GED REQUIREMENT: Test Center (Profile)
2.2.3.7.17	The GED system shall notify GED administration when a Test Center test session date should be cancelled and rescheduled due to not meeting the minimum number of Applicants. This would be triggered when a configuration cut-off parameter is reached.
2.2.3.7.18	The GED system shall provide a control function so that the GED office may cancel a scheduled test date.
2.2.3.7.19	The GED system shall allow GED administration to override a specific classroom's minimum value for a specific test date to prevent cancellation.
2.2.3.7.20	The GED system shall require additional confirmation if the GED administration role is overriding the classroom maximum value.
2.2.3.7.21	The GED system shall allow the GED administrator to set a date after which a test site will be closed. (No further scheduling).
2.2.3.7.22	The GED system shall allow the GED administrator to change the address and directions of a test site on an effective date (move).
2.2.3.7.23	The GED system shall allow the GED administrator to set a date after which a test site will be open. (Begin scheduling).
2.2.3.7.24	The Chief Examiner shall have the ability to assign Examiners to a classroom for a specific date or dates.
2.2.3.7.25	The Chief Examiner shall have the ability to view a summary of his/her Test Center and Addendum Center scheduling status including but not limited to: <ul style="list-style-type: none"> • Current Applicants scheduled by date, by class room • Current accommodations required by date • Examiners assigned to rooms by date
2.2.3.7.26	The GED system shall provide for notifications to be automatically sent when: <ul style="list-style-type: none"> • An Examiner is assigned/re-assigned a test session • A test session is full • A test session should be considered for cancelation as the minimum number of attendance has not been met by the cutoff date • Etc.
2.2.3.7.27	The GED system shall allow the MSDE GED office to set the starting parameters associated to the numbering scheme for the Test Battery inventory that is allocated to each Test Center. The system shall allow for the resetting of these parameters for over/under allocation situations

2.2.3.8 Test Administration

The GED office manages 65 Test Centers in the state of Maryland. This includes numerous Addendum sites associated with test centers (detention centers, correctional facilities).

The new system will produce all of the documents required for administering the test and managing the registration and recording of test session specific data such as attendance and examiner timesheet information. GED foresees the potential for improving the test session process and the ability to distribute many test session specific tasks, such as printing the roster and entering attendance and exception information to the Chief Examiner via the internet. The following requirements pertain to test session administration.

MSDE GED – Test Center Administration (con't)



REQ. NO.	MSDE GED REQUIREMENT: Test Administration
2.2.3.8.1	<p>The GED system shall support the functionality and workflow represented in the figures above. The core functionality to be supported and reported include:</p> <ul style="list-style-type: none"> • Tracking Attendance (including obtaining electronic signatures) • Handling of Special Needs • Handling of Accommodations and Waivers • Printing Test Answer Sheets and handouts • Printing Rosters • Tracking events that occur during the testing session (i.e. misconduct) • Tracking the status of each test/applicant • Tracking the time and expenses of the Examiner (data entry)
2.2.3.8.2	<p>The system shall generate a Test Center Roster which shall include:</p> <ul style="list-style-type: none"> • Full Name • Test Name(s) • Birth Date • Last 4 position of SSN • ID Type • ID Number

REQ. NO.	MSDE GED REQUIREMENT: Test Administration
	<ul style="list-style-type: none"> • ID Expiration Date • Scheduled Test Battery ID and Test Battery Serial Number • Accommodations • Re-testers (to ensure that the proper materials as assigned/distributed) as well as a list of previous tests within the year per re-tester • Two signature lines
2.2.3.8.3	The GED system shall provide the capability to print a Roster of Applicants by classroom and listed in alphabetic order by last name, first name for any Test Center.
2.2.3.8.4	The GED system shall provide the capability to print Answer Sheets.
2.2.3.8.5	<p>The Answer Sheet shall contain an Information Block at the top containing which should be pre-populated for each Applicant assigned to the Test Center Test session:</p> <ul style="list-style-type: none"> • Applicant Full Name • Last 4 positions of SSN • Test Battery Type • Test Center • Test Date • Test Battery Serial Number • Other
2.2.3.8.6	The Answer sheet shall contain a bar code that contains a unique ID identifying this Applicant and test session.
2.2.3.8.7	The Answer sheet must be compatible with the ACE answer sheet it replaces and designed for scanning for automated scoring.
2.2.3.8.8	The answer sheet shall include an area for future use.
2.2.3.8.9	<p>The GED system shall provide a method for the Chief Examiner to enter information online by classroom for scheduled Applicants to document events during the testing session including:</p> <ul style="list-style-type: none"> • No Show, Misconduct - left, no ID, ID not accepted, sick
2.2.3.8.10	The GED system shall store the attendance/reason information in the database.
2.2.3.8.11	The GED system shall support automatic email triggers and templates for test events. For example, for a No-Show the GED system shall generate a notice to the Applicant advising them that they did not show and have forfeited their scheduling fee.
2.2.3.8.12	The GED system shall support automatic triggers for misconduct, the GED system shall notify the GED office via a flag on the Applicant record and reports/queries. The Applicant's record should also be blocked from scoring.
2.2.3.8.13	The GED system shall provide a method for the Chief Examiner to enter a change of Test Battery Type for an individual Applicant.
2.2.3.8.14	The GED system shall allow the Chief Examiner to locate an Applicant's record by displaying an alphabetic list of the Applicants.
2.2.3.8.15	The GED system shall allow the Chief Examiner to indicate a substitute Test Battery is being used.
2.2.3.8.16	The GED system shall allow the Chief Examiner to enter a comment as to why the Test Battery was replaced.

REQ. NO.	MSDE GED REQUIREMENT: Test Administration
2.2.3.8.17	The GED system shall store the substitute Test Battery information in the database and retain the initial Test Battery information as well.
2.2.3.8.18	The GED system shall provide a method for the Chief Examiner to enter notes to the GED office pertaining to a specific Test Session or individual Applicant.
2.2.3.8.19	The GED system shall allow the Examiner to validate the method of -personal ID information from the applicant as one of the following: <ul style="list-style-type: none"> • State of Maryland Drivers License • State of Maryland Motor Vehicle Department ID including MD Learners Permit • <u>Active</u> Military ID • Dependent of Active Military ID Note, if the applicant presents a different, but valid, form of identification, the system shall allow the Examiner to update the Tester record with the new id information.
2.2.3.8.20	The GED system shall assign Tests on a rotating basis to enable the chief examiner to seat Applicants adjacent to Applicants taking different Tests.
2.2.3.8.21	The GED system shall assign to each “Retest” Applicant a Test Battery type (Test Book) that is different from the Test Battery types that that Applicant may have already been exposed to on previous sessions.
2.2.3.8.22	The GED system shall allow for the designation of a Test Center as a Special Group Test Center. Along with this identification, the Test Center should be linked to one or more Special Groups that can utilize the facility.
2.2.3.8.23	Test Centers identified as Special Group Test Centers cannot be scheduled unless an authorized Special Group Administrator who is associated to the Test Center is making the scheduling assignment.

2.2.3.9 Interface: VeriSign (Online Electronic Payment Management)

To accommodate the payment of fees online and at the GED office, the GED system will require an interface to a credit card and check processing service (VeriSign). It is essential that this component of the system meet the requisite standards for security and identity theft protection. The following requirements are specific to the Credit Card Management component of the system. No credit card or personal check information can be stored at MSDE.

The GED portal will provide an interface to the electronic payment service offered by VeriSign Payment Pro in order to accept GED fee payments for credit cards and checks. An approved payment will create a fee payment record on the applicant record. Before applicants are allowed to pay online, an applicant record must exist in the GED system .

Since the portal for applicants will not be implemented until Release 2, a basic interface to VeriSign in support of online credit card payments should be supported. This architecture and configuration should leverage existing technologies and structures already in place at MSDE in support of other systems.

REQ. NO.	MSDE GED REQUIREMENT: Online Electronic Payment Management
2.2.3.9.1	The electronic payment processing solution must be a simple ‘plug and play’ solution utilizing existing configurations at MSDE when interfacing with VeriSign.
2.2.3.9.2	The electronic 3rd party payment system must allow the user to use a major credit/debit card (i.e. Visa and Master Card) and check payments

REQ. NO.	MSDE GED REQUIREMENT: Online Electronic Payment Management
2.2.3.9.3	The GED system must comply with the Payment Card Industry (PCI) Data Security Standards.
2.2.3.9.4	The transaction-processing system must enable certification to authorize, process, and manage credit card transactions in a real-time, online environment.
2.2.3.9.5	The Credit Card Payment Process must be able to be conducted from any computer with an Internet connection and a Web browser.
2.2.3.9.6	The GED database must be updated to reflect payment receipt after payment approval is received. The GED system must store the approval reference number in the system and provide notification of this number in the notification to the applicant.
2.2.3.9.7	<p>The online payment authorization data may include:</p> <ul style="list-style-type: none"> • MSDE’s assigned merchant ID • Total amount of transaction to be authorized. • Cardholder’s billing address • Cardholder’s billing zip or postal code • Cardholders name as it appears on credit card • Payment card account number • Payment card expiration month • Payment card expiration year • Payment card security code • Check number • Bank Routing Number • Bank Name • Checking Account Number
2.2.3.9.8	<p>The GED system shall include the purpose of payment as a list of authorized transactions to include but not limited to:</p> <ul style="list-style-type: none"> • Test/retest fee • Transcript request fee • Special Groups scheduling fee • Out of State Applicant scheduling fee

2.2.3.10 Interface: Scoring Service

Once testing is completed, the answer sheets and demographic materials are scanned and uploaded via secure transmission to the authorized Scoring Vendor, currently Oklahoma Scoring Services. Refer to Exhibit C: Test Scoring Process for details associated to the current processing flow. The key changes that the new GED system will be required to support entail the loading of the score results from the Scoring Vendor and printing the subsequent Diplomas and Transcripts.

REQ. NO.	MSDE GED REQUIREMENT: Scoring (Interface)
2.2.3.10.1	<p>The GED systems shall interface with the designated Scoring Service vendor (currently Oklahoma Scoring Service) for the following:</p> <ul style="list-style-type: none"> • Importing the “scored” results and demographics data into the GED system for subsequent diploma printing and reporting. <p>The file transmission process will be performed via a secure transport mechanism.</p> <p>The import file will be of delimited or fix format to be determined during the design phase.</p>

REQ. NO.	MSDE GED REQUIREMENT: Scoring (Interface)
2.2.3.10.2	The GED system shall update the applicant and Test Center data based on the scoring results from the scoring vendor. Matching logic to ensure that the correct records are updated is required. Matching based on Test Center, Test Date, Test Battery and other relevant data in the database.
2.2.3.10.3	The GED system shall provide for maintaining test scores in five (5) areas: <ul style="list-style-type: none"> o Science o Social Studies o Reading o Math o Composition/Writing The GED system shall allow for the definition of new test score areas via configuration changes that do not require Contractor interaction.
2.2.3.10.4	The GED system shall recognize scores as valid for a period of five (5) years from the last test date after that they are considered expired.
2.2.3.10.5	The GED system shall allow for the manual data entry of test scores. This will be required in support of out of state applicants as well as historical test data entry.

2.2.3.11 Printing Diplomas & Transcripts

Refer to EXHIBIT E: GED Diploma and Transcript for reference to the current GED Diploma and Transcript formats

REQ. NO.	MSDE GED REQUIREMENT: Printing Diplomas & Transcripts
2.2.3.11.1	The GED system shall support the printing of diplomas.
2.2.3.11.2	Facilitating ad hoc requests for Transcripts/Diplomas.
2.2.3.11.3	The GED system shall process Scored Tests received from the Scoring vendor and perform subsequent processing of diplomas, failure notices,
2.2.3.11.4	The GED system will consider only the applicant's highest scores for each of the five testing areas when evaluating scores for reporting or awarding of a diploma.
2.2.3.11.5	The GED system shall support the printing of a report of scoring status: who passed, failed, ... by type of applicant.
2.2.3.11.6	The GED system shall, upon request by authorized GED staff, print test scores for all applicants that have tested.
2.2.3.11.7	The GED system shall not issue a second diploma for a graduate without authorization from the GED administrator.
2.2.3.11.8	The GED system shall keep track of which GED graduates have received a diploma, the date awarded, diploma certificate number and qualifying scores.
2.2.3.11.9	The GED system shall, upon request by authorized GED staff, print diplomas for all qualifying applicants that have not received a diploma
2.2.3.11.10	The GED system shall assign each diploma a unique certificate number and track the diploma certificate number in the database for security purposes.

REQ. NO.	MSDE GED REQUIREMENT: Printing Diplomas & Transcripts
2.2.3.11.11	The GED system shall have a configurable starting diploma certificate number.
2.2.3.11.12	The GED system shall, upon request by authorized GED staff, print a congratulatory letter and Diplomas of achievement for all qualifying applicants, singly or in batches.

2.2.3.12 Legacy Data Conversion

The contractor shall develop and work to ensure that all legacy data is migrated in a safe and secure manner. All implemented process controls will include quality security measures to protect information transmitted and stored by the application.

The current system data resides on the HP3000 (but it may be moving to an SQL Server database) for approximately 400,000. Applicant records contain data including:

- Applicant profile and demographics
- Applicant results and scores
- Fee processing data
- Test Center and Scheduling data

A conversion of the existing system data into the new GED system will be required into both the Test and Production environments that will be used to support the new GED system.

REQ. NO.	MSDE GED REQUIREMENT: Legacy Data Conversion
2.2.3.12.1	The GED system shall provide for the import of legacy/historical data from the HP3000 (potentially an SQL database).
2.2.3.12.2	The design team shall provide for a conversion plan of currently active applicants.
2.2.3.12.3	The design team shall provide a “cut-over” plan to the new system.

2.2.4 RELEASE 2

The focus of Release 2 is to expose the GED system to applicants via the internet by building a web portal. The GED portal will provide for initial registration and authentication via a secure web site and technologies. The most significant component of the GED portal is the functionality that enables the general public to use the internet to obtain information about the GED application process, submit the GED application online, pay fees, schedule tests, and view\print test scores and Test Center admission cards. GED foresees a “wizard-like” process, accessed from the web portal, which steps the applicant through the critical requirement steps and coaches the applicant through the completion of the required information. Additionally this process must facilitate applicant requests for waivers and accommodations by providing online instructions and forms for complying with the requirements for their approval.

The GED system must be updated to process changes and activities submitted via the portal. This includes updating applicant profile data and well as triggering workflow activities to process applications that have been submitted online.

In addition to the portal, Release 2 will augment the GED system to include:

- Integration with scanners at both the GED office and at the Test Centers
- Inventory System for Test Battery materials
- Enhanced reporting based on the new functionality

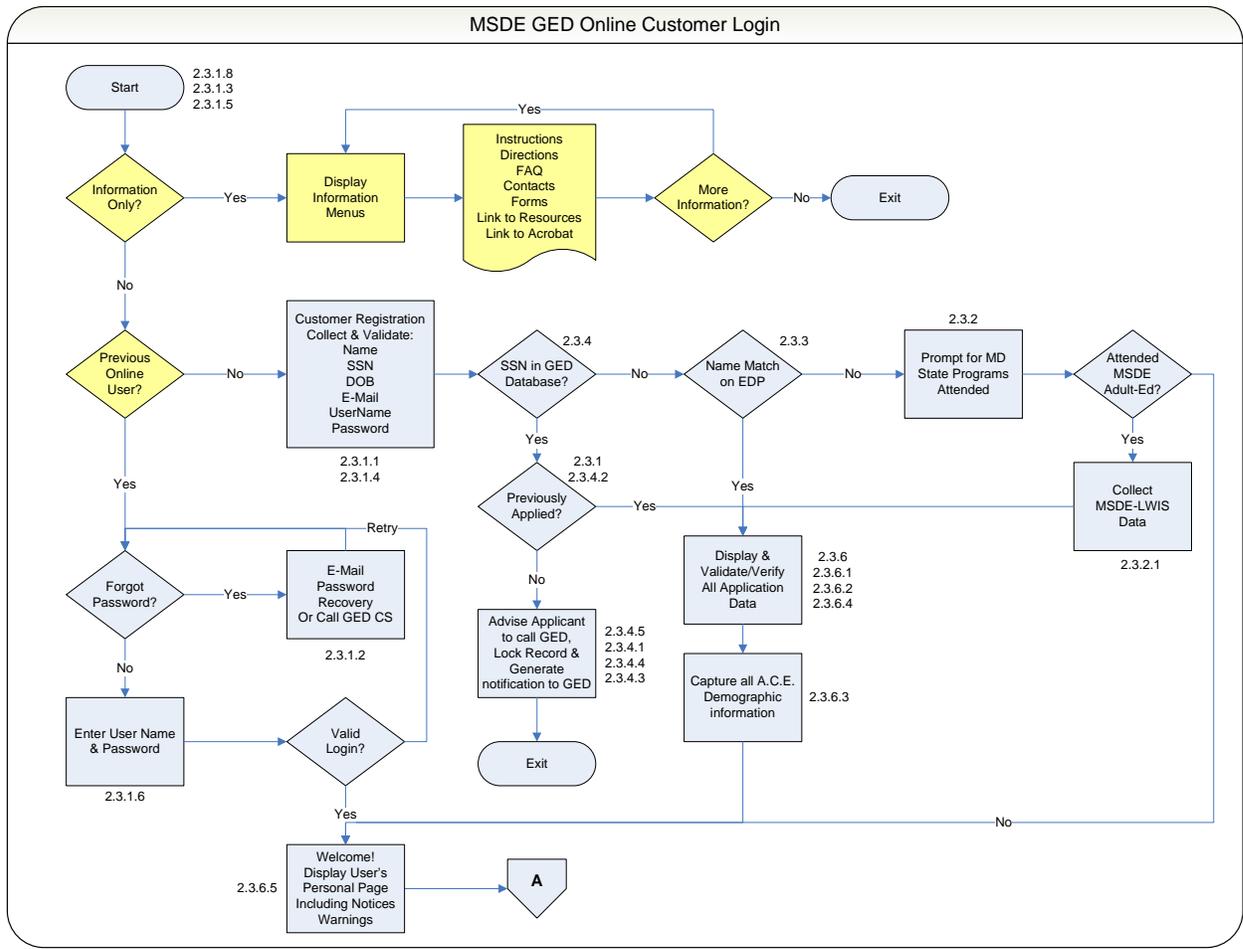
The GED portal will be accessible to the following classifications of users:

- Individual applicants
- Authorized High School Staff (for processing waivers)
- Special Group Administrators (in Release 3)
- Authorized Adult Educator Program staff

The GED system shall support the configuration of these authorized users such that they can perform the functionality defined in the following sections when they log into the portal.

2.2.4.1 GED Portal

The GED system will support a web portal that will appear within the MSDE domain and provide the “web presence” for GED. This site will contain informational material and aids to GED applicants as well as provide the entry point into the online application and personal account interface to the GED system and database. The following requirements are specific to the overall portal.



REQ. NO.	MSDE GED REQUIREMENT: GED Web Portal
2.2.4.1.1	The look and feel for the GED web presence must be consistent with the overall look and feel approved by MSDE for the MSDE site.
2.2.4.1.2	The client workstation requires only a supported web browser, MS Internet Explorer (I.E.) 5.x and higher.
2.2.4.1.3	The GED system should distinguish between data entered via the portal from data entered directly into the GED system.
2.2.4.1.4	Any features not supported by the standard browser IE 5.x and higher should fail gracefully without interrupting other web site functionality. Failure details should be captured and logged for subsequent analysis and correction.
2.2.4.1.5	The web site shall support accessibility consistent with State of Maryland public web site standards and requirements.
2.2.4.1.6	The web site shall conform to Section 508 standards of the U.S. Rehabilitation Act for accessibility. (http://www.section508.gov/)
2.2.4.1.7	The GED website content shall include instructions for some GED functions in Spanish as well as English to increase the sites usefulness to Spanish speaking customers.
2.2.4.1.8	The browser's built in print feature will be used for printing of web pages.
2.2.4.1.9	The GED system shall provide for printing of application documents and forms at the applicants location (local printer) using the PDF format.

REQ. NO.	MSDE GED REQUIREMENT: GED Web Portal
2.2.4.1.10	The GED web site should support links for downloading a copy of Adobe Acrobat reader and other locations as identified during the design phase.
2.2.4.1.11	The web site will contain static content pages that provide general information instructions about GED services and the GED application process.
2.2.4.1.12	The GED web site shall advertise, promote and popularize online entry of applications and payment of fees.
2.2.4.1.13	The GED information web site shall be capable of supporting: <ul style="list-style-type: none"> • Streaming video (for tutorial/instructional clips)
2.2.4.1.14	The GED information site shall contain instructions on what to expect at a test center.
2.2.4.1.15	The GED information site shall contain tips on GED testing such as how to best handle multiple choice questions.
2.2.4.1.16	The GED portal shall provide users that do not have an e-mail with information and links to internet resources which provide e-mail at no cost.
2.2.4.1.17	The GED portal shall provide clear and concise error handling (identification and messaging) in a consistent format and manner throughout the portal.
2.2.4.1.18	The GED portal shall check date fields for logical and valid values.
2.2.4.1.19	The GED portal shall use drop down lists or check boxes whenever possible to increase accuracy.
2.2.4.1.20	The GED portal design shall be such that no manual intervention for “portal account management” is ever required (i.e. password resets, account locking and unlocking, ...)
2.2.4.1.21	The GED portal shall support a consistent look, feel, and web logic including the following: <ul style="list-style-type: none"> • A designated location and format for error messaging • Navigation button are always in same location, with the default “enter” option being defined by MSDE • All content fits on the “standard” monitor without requiring scrolling • Screen navigation via arrow key, tab key, auto tabbing through fields is supported • Required fields are clearly and consistently identified • Data entry for elements such as dates, SSNs, phone numbers all support data entry validations (i.e. numbers only in SSN) do not require tabbing • The “cursor” is always in a designated starting field (i.e. does not require the mouse to point to the first data entry position on a screen) for data entry screens • A progress bar or mechanism is shown
2.2.4.1.22	Data entered in the GED portal shall be validated against the GED database where applicable.
2.2.4.1.23	Data entered in the GED portal shall be updated in the GED database where applicable.
2.2.4.1.24	The GED portal shall provide for “wizard” like functionality for data entry wherever possible.

REQ. NO.	MSDE GED REQUIREMENT: GED Web Portal
2.2.4.1.25	The GED system shall be updated to handle the data entry activity supported in the portal. This includes updating reports that track GED application submissions, payments, scheduling, and so on.
2.2.4.1.26	The GED system shall record and store statistical information on registered applicants use of the online system (i.e. number of new accounts, number of applications submitted, number of fees paid)

2.2.4.1.27 **Portal Security**

Standards for portal security infrastructure currently exist at MSDE as part of the Educator Information System (EIS) portal. This infrastructure must be utilized for all portal development. The requirements are as follows:

REQ. NO.	MSDE GED REQUIREMENT: GED Web Portal: Security
2.2.4.1.28	The GED portal should use the ASP.NET 2.0 Forms-Based Authentication architecture to manage web-user logins and passwords. Out-of-the-box, ASP.NET 2.0 provides a simple forms-based authentication provider that will authenticate against a simple SQL2005 Express (MSDE) or SQL database.
2.2.4.1.29	SSL (HTTPS) must be used to protect the password.
2.2.4.1.30	The database of accounts must be managed by ASP.NET forms authentication provider and we access it via “membership” APIs.
2.2.4.1.31	The database stores information in a basic table structure. Sensitive fields (passwords) are stored as encrypted strings.
2.2.4.1.32	The database can reside on any server that the web server has access to. The default scenario is as an MSDE (SQL Express) store on the front end server. If the proper ports are configured, this can be any SQL database on the network.
2.2.4.1.33	The GED portal shall accommodate image validations to prevent hackers from attacking the system.
2.2.4.1.34	The GED portal shall support account lock-out capabilities in the event of repeated log in failures (and shall automatically unlock the account/computer each evening at a set time).
2.2.4.1.35	The GED portal shall support a time-out feature that will automatically log off a session after a set amount of time of no activity.
2.2.4.1.36	The GED portal shall provide a timeout warning message 5 minutes prior to logging the session out.

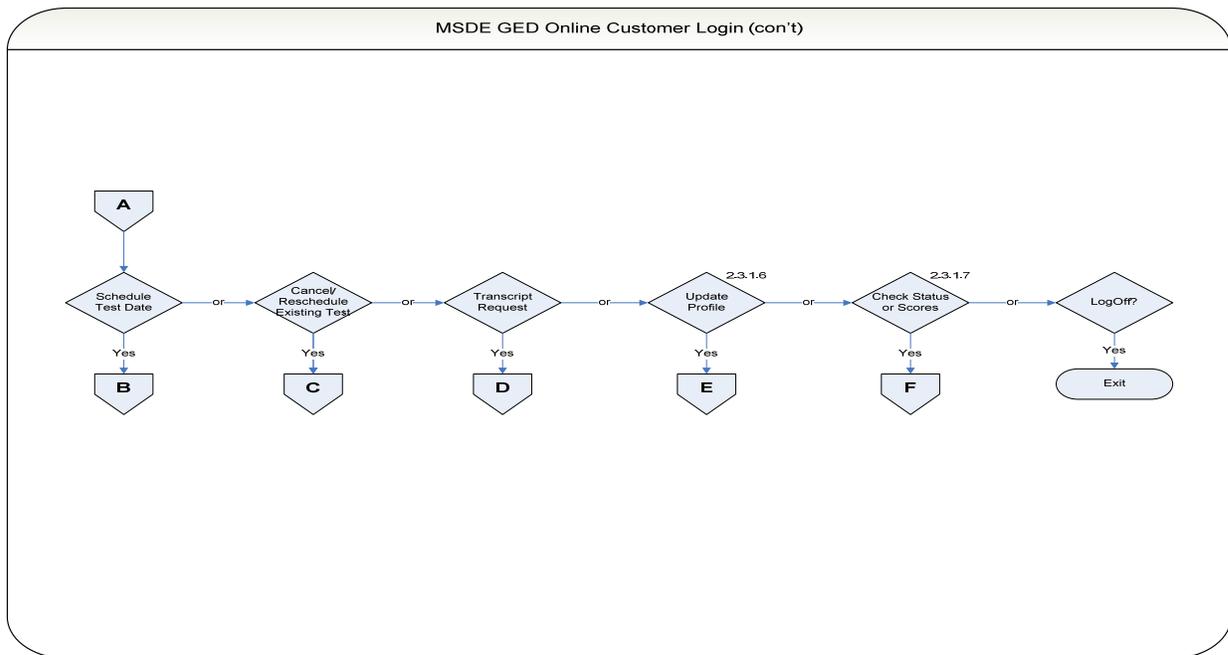
2.2.4.1.37 **Portal Registration and Login**

An applicant who is new to the GED portal can register for a portal account. The GED system will determine if the portal user already has an applicant record or if they are new to the GED system. If they

are new to GED, the system will request that they create a new applicant record and will conduct a security check against misuse of the registration form. Once this has been completed, the applicant will end up with a both an applicant record and a portal account and will be logged onto the portal.

The breadth of menu options available once logged in will include: online application, status update, request information, request transcript/diploma, schedule a testing session (cancel and reschedule), and request waivers or accommodations. Based on the status of the applicant, some menu items may not be visible or will be grayed out (i.e. if the applicant has completed an application in recent past and is ineligible to complete another application, then the “apply online” menu option should not be available).

Other portal account management functions that are available to the applicant also include the ability to edit their applicant profile record in GED as well as change their portal password if they have forgotten this. There is a limited set of fields that can be changed on the applicant record through the portal.



REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Registration
2.2.4.1.38	The GED portal shall require online applicants to create a login account with a password.
2.2.4.1.39	The GED portal shall allow applicants to edit their profile information except for key fields such as SSN.
2.2.4.1.40	The GED portal shall require unique login account validations and messaging including providing recommendations if a username is already used.
2.2.4.1.41	The GED portal shall require the applicant to indicate if he/she is a previous applicant in the State of Maryland and/or out of state.
2.2.4.1.42	Once logged in, the GED portal shall allow applicants to view and update profile information such as but not limited to e-mail address, address, and phone number.
2.2.4.1.43	Once logged in, the GED portal shall allow applicants to view payment status, test schedule, test scores and other GED generated information.
2.2.4.1.44	The GED portal shall display a list of Maryland State agency instructional programs and prompt the applicant to indicate which program(s) they have attended. (Adult Ed, etc.)

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Registration
2.2.4.1.45	The GED portal shall use SSN as a key field for determining if an applicant has already applied for testing (exists in the GED database).
2.2.4.1.46	The GED portal shall provide duplicate data entry field for the SSN as a method of verifying intended SSN.
2.2.4.1.47	If the GED portal determines that an applicant's SSN exists in the database, the system shall verify that this is the same applicant by comparing name, date of birth, etc.
2.2.4.1.48	If the GED portal determines that a record already exists for a new applicant the system shall advise the applicant to contact the GED office by phone, email, or in person to resolve the problem and suspend further online processing. Email is the preferred method of contact.
2.2.4.1.49	The GED system shall provide a mechanism for advising the GED office the error situation described above has occurred.
2.2.4.1.50	The GED portal shall provide automatic links pre-populating data such as GED office email address to allow the applicant to email the GED office.
2.2.4.1.51	The GED portal shall capture all additional applicant profile specific data such as but not limited to name, address, phone, date of birth, ethnicity, and gender.
2.2.4.1.52	The GED portal shall accommodate both a current address and a permanent address for each applicant.
2.2.4.1.53	The GED system shall capture the applicant's contact information including the following: <ul style="list-style-type: none"> • E-mail • US Postal Service • Phone
2.2.4.1.54	The GED portal shall capture ACE demographic information as detailed in EXHIBIT D: A.C.E. GED Demographic Forms
2.2.4.1.55	The GED portal shall collect and validate the data, saving it in the database as the applicant progresses through the data entry process such that the applicant could logout or be disconnected and not have to re-enter all of the data upon returning.
2.2.4.1.56	The GED portal should display an acknowledgement page which displays the data that has been entered and potentially requires the applicant to check a box to indicate that the information provided is complete and accurate or allows them to back track to make corrections.

2.2.4.2 Online Inquiries and Requests (Individual)

REQ. NO.	MSDE GED REQUIREMENT: Online Inquiries and Requests
2.2.4.2.1	The GED portal shall support the inquiry functionality developed in Release 1 to the applicant.
2.2.4.2.2	The GED portal shall customize the inquiry capabilities to be applicable to the individual applicant (as opposed to the MSDE GED staff and their capabilities in the system).

2.2.4.3 Online Applications (Individual, Out of State, Special Groups)

The online application shall require the user to complete GED application data entry, accept a combination of release, privacy, and affirmation statements, and submit the application request online. Certain fields on the online application will populate related fields in the GED database. Data entered in the online application will be viewable in the GED system.

The system shall provide different options for the online application based on the status of the applicant in the GED system in regards to scheduling data.

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Online Application
2.2.4.3.1	The GED portal shall expose the GED application data entry functionality developed in Release 1 to the applicant.
2.2.4.3.2	The GED portal shall customize the GED application experience to be applicable to the individual applicant (as opposed to the MSDE GED staff and their capabilities in the system).
2.2.4.3.3	The GED portal shall encourage applicants to use online application entry by providing an intuitive, wizard-like interface targeted towards the skills level of a typical GED applicant.
2.2.4.3.4	The applicant shall be able to make modifications to all aspects of the application prior to submission.
2.2.4.3.5	The un-submitted application data should not be saved in the GED system's official data structures associated to the applicant until it is submitted. This data should be saved, however, and not require re-entry by the applicant if the application is not submitted during a single portal session (i.e. the portal shall allow for saving without submitting).
2.2.4.3.6	Once an online application is submitted, the GED system shall be updated as applicable with a mechanism to identify whether or not the data has been confirmed by the GED staff.
2.2.4.3.7	Upon submission of the online application, the GED office or applicant (Release 2) shall have the ability to save, download, or print the application.
2.2.4.3.8	The GED system shall provide the ability for an on-line applicant to print a remittance document to be included with the money order that is mailed in.
2.2.4.3.9	The GED portal shall support a Re-Tester application process flow if the SSN and Last Name exist in the system and the applicant has completed a test session. The application associated to re-testing will be different form (fewer steps) then the full application.

2.2.4.3.10 Accommodations/Waivers Requests

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Accommodations/Waivers Requests
2.2.4.3.11	The GED portal shall expose the Accommodations/Waivers functionality developed in Release 1 to the applicant.
2.2.4.3.12	The GED portal shall customize the Accommodation and Waiver Request experience to be applicable to the individual applicant (as opposed to the MSDE GED staff and their capabilities in the system).
2.2.4.3.13	The GED system shall provide a link to the correct Accommodation Requests instructions and needed forms for the applicant to print and send along with proper signatures and supporting documentation to the GED office for approval.
2.2.4.3.14	The GED system shall allow designated Maryland State high school officials to log onto the GED portal system through a secure password protected interface and enter approvals for waivers related to school attendance.

2.2.4.4 Scheduling/Rescheduling

The GED portal shall support test session scheduling capabilities for the applicant.

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Scheduling/Rescheduling
2.2.4.4.1	The GED portal shall expose the scheduling/rescheduling functionality developed in Release 1 to the applicant.

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Scheduling/Rescheduling
2.2.4.4.2	The GED portal shall customize the scheduling/rescheduling experience to be applicable to the individual applicant (as opposed to the MSDE GED staff and their capabilities in the system).
2.2.4.4.3	The GED system shall support the downloading or printing of the admission card for each scheduled applicant via the portal.

2.2.4.5 Fee Processing

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Fee Processing
2.2.4.5.1	The GED portal shall replace the short-term VeriSign architecture implemented in release 1. The experience will provide more robust functionality such as requiring portal registration, pre-populating data fields based on applicant registration, and more robust report.

2.2.4.6 Test Battery Inventory

Each Test Center maintains a secured inventory of the Test Batteries in use for the current year. Centers with Addendum Site locations may include additional inventory to handle the additional requirements. The Test Batteries are ordered from American Council on Education (ACE) after the contracts are renewed each year. Each booklet has a unique serial control number which is also bar coded on the document.

Secure control and tracking of these documents is required to maintaining the integrity of the testing. GED foresees a system to manage the ordering, receiving, tracking, and end-of-year collections and return to ACE of the Test Batteries.

Accommodation Tests test booklets have been published to accommodate the needs of some individuals. Examples of Accommodation test booklets would be Braille, Spanish language, French language, or large print. While some Test Center are large enough to justify an inventory of these special items, in most cases these are maintained in inventory at the GED main office and picked up or shipped to the Chief Examiner for use for a single test session based on the an approved “Accommodation Request” Applicant appearing on the schedule.

GED foresees a system to manage all aspects of the Test Battery inventory tracking and management. The following requirements are specific to this process.

REQ. NO.	MSDE GED REQUIREMENT: Test Battery Inventory
2.2.4.6.1	The GED system shall have an inventory system to order, track the distribution, and track collection of tests (test books) to include: <ul style="list-style-type: none"> • Regular Tests • Accommodation Requests Tests and Materials
2.2.4.6.2	The GED system inventory system shall interface with hand-held scanners for easy and quick entry of bar codes on test booklet and other materials tracked in inventory. This shall be supported for both initial logging of the booklet into inventory and the tracking of returned materials at the end of the year.
2.2.4.6.3	The GED system shall provide the ability to scan the bar code or enter the serial number of the Accommodation materials and store in the database the Test Center to which it is being shipped.
2.2.4.6.4	The GED inventory system shall be configurable so as to allow MSDE the ability to add/delete/change inventory elements as deemed necessary. All requirements apply to both standard battery and accommodation materials.

REQ. NO.	MSDE GED REQUIREMENT: Test Battery Inventory
2.2.4.6.5	The GED system shall use of bar coding technology to process Test Battery documents in the inventory management process.
2.2.4.6.6	The GED system shall maintain a list Test Battery form IDs that are in effect for each calendar year.
2.2.4.6.7	Since Test Battery IDs change each calendar year the GED system shall provide for entering the IDs for the upcoming year while still maintaining the IDs for the current year to allow for scheduling in the end of year to begin of year time frame.
2.2.4.6.8	The GED system shall automatically calculate suggested order points for each test center based on capacity and addendum site requirements data.
2.2.4.6.9	The GED system shall provide functionality to allow for GED administration to manually adjust the calculated order quantities.
2.2.4.6.10	The GED system shall produce a Test Battery Order report in a format that is acceptable to ACE which will include: <ul style="list-style-type: none"> • Test Center Address • Chief Examiner • Order quantity for each Test Battery type
2.2.4.6.11	The GED system shall provide for a method to submit Test Battery orders in an electronic format to ACE based on requirements provided by ACE.
2.2.4.6.12	The GED system shall provide a method to handle the return of Tests from the Test Centers at the end of the year.
2.2.4.6.13	The GED system shall produce a Test Battery Return report as a transmittal document to accompany the Tests when they are returned to ACE.
2.2.4.6.14	The GED system shall provide a method for a Chief Examiner to confirm Tests received from ACE into inventory.
2.2.4.6.15	The GED system shall produce a Test Center Test Battery Inventory showing detailed list, by serial number, of Tests at the location, status (i.e. orders, received, confirmed)

2.2.4.7 Scanner Integration

In order to reduce the handling of paper, the GED system must support an interface with scanning technology. The scanning configuration should allow for the classification of the document and the linking of the scanned document to the appropriate record in the database.

There are three distinct scanning architectures and requirements:

1. Scanning documents (high volume) at MSDE (i.e. applications, correspondence)
2. Scanning Answer Sheets from the Test Center (via a portal/low volume scanner)
3. Scanning of Test Battery inventory via hand held scanners

While the specifications for the scanning configuration and architecture will be developed during the design phase, the TO Contractor is encouraged to leverage existing document management software systems utilized by MSDE such as Sharepoint or Docushare. Retrieval time for the documents must be on average of 15 seconds and should not exceed 30 seconds. Scanning in documents should not exceed 15 seconds per page at MSDE and 30 seconds per page for the Test Centers.

The following are the requirements for Scanning:

REQ. NO.	MSDE GED REQUIREMENT: Scanner Integration
2.2.4.7.1	<p>The GED system shall provide the ability to scan and classify:</p> <ul style="list-style-type: none"> • Bar codes and serial numbers from Test Battery materials – (approx 7000) • Correspondence (approx 18,000) • Applicant Fee records (approx 20,000) • Identification Materials (approx 12,000) • Answer Sheets (approx 63,000) • Waivers and Accommodations (approx 400) • Paper Applications (approx 12000 x 4 pages) • Out of State Applicant Materials (approx 500)
2.2.4.7.2	<p>The GED system shall cross reference scanned materials with the applicable structures in the database (i.e. bar code scans are associated to the test battery associated to the Test Center and Test Center Inventory).</p>
2.2.4.7.3	<p>The GED system shall report on scanning activities by type of document scanned, date scanned, and who performed the scanning</p>
2.2.4.7.4	<p>The scanning configuration should produce clearly readable documents that are retrievable (on average within 15 sec and not to exceed 30) via the GED system</p>
2.2.4.7.5	<p>The scanning configuration should support some level of “document type” recognition.</p>
2.2.4.7.6	<p>The GED system should allow for manually overriding scan recognition.</p>
2.2.4.7.7	<p>The GED system should allow for the uploading of documents from the desktop where the upload process offers that same level of document type classification and linkages as if scanned.</p>
2.2.4.7.8	<p>The GED system shall support the scanning and retention of the Accommodation and Waiver request documents into a document management system and associate them with the corresponding applicant database record.</p>
2.2.4.7.9	<p>The GED system shall support scanning of the Answer Sheets at the Test Center and transmitting to the GED database for scoring and processing.</p>
2.2.4.7.10	<p>The transmitting of scanned materials from the Test Center to the GED system should be supported in both real-time (if on internet, then the scanned docs are transmitted at that time) OR scanning offline and transmitting via a synchronization process.</p>

2.2.5 RELEASE 3

Release 3 of this project will continue to build upon the platform and functionality implemented in the previous releases. New functionality will include the following:

- Scoring GED Tests in house (except Essays) + ACE upload interface
- Interfacing with the MSDE GED Office Phone system for call center metrics
- Additional reports based on the new functionality

Enhancements to existing functionality include:

- Adding functionality to the portal to support Special Group and High School Administrator access.
- Allowing designated Adult Education administration staff access to review test results for applicants who have chosen to release their scores to specified Adult Education programs.

2.2.5.1 Scoring

The GED testing process uses mark sense documents (bubble sheets) for the answer sheet which is scanned and scored against answer data provided by ACE for each test battery type. The new system should streamline this processing to capitalize on the technologies introduced with this project and migrate all processing in house (with scanning performed at Test Centers) with the exception of Essay scoring which will continue to be supported through a 3rd party vendor. The current scoring general process flow is detailed in the Exhibit C: Test Scoring Process.

All functionality (i.e. processing, reporting, scoring, ...) performed in Releases 1 and 2 shall continue to be supported with the migration of processing to MSDE.

The GED Tests are comprised of five tests broken down into specific subject areas:

1. Language Arts-Writing Part I (50 multiple choice questions) & Part II (Essay-writing exercise)
2. Social Studies (50 multiple choice questions)
3. Science (50 multiple choice questions)
4. Language Arts-Reading (40 multiple choice questions)
5. Mathematics- Part I – Calculator (25 questions) Part II- No Calculator (25 questions). A combination of multiple and non-multiple choice format questions.

All scoring and demographic processing activities will need to be supported by the GED system with the exception of Essay Scoring. Scanning of answer sheets (Release 2) will continue. GED scoring activities must comply with the American Council on Education (ACE) GED Scoring guidelines.

All GED answer sheets and answer booklets must be completed correctly in order for the electronic scoring process to work properly. There should be edit checks performed in the GED system to ensure the completeness and data type validity for all GED materials. Where there are exceptions, they should be reported (and include direct links) to the MSDE staff and allow the GED staff to make updates directly. No scoring of an answer sheet should occur unless all edit checks are completed and valid. Some errors include “double bubbles” or incompletely erased “extra bubbles”.

The finalized scored test results and demographics data should be updated for the appropriate applicant. Batch processing of scoring booklets may be required and will be determined during the design phase of the project.

REQ. NO.	MSDE GED REQUIREMENT: Scoring, Printing, & Reporting
2.2.5.1.1	The GED system shall provide for performing the Essay scanning (Release 2) and scoring of answer sheets in-house.
2.2.5.1.2	The GED system shall replace the interface from Release 1 with the Test Scoring vendor for all activities other than the processes associated to scoring Essays.
2.2.5.1.3	The GED system shall support the requirements and processing flow described above.
2.2.5.1.4	The GED system shall have a configurable minimum score for each test part.
2.2.5.1.5	The GED system shall have a configurable total test score for awarding a diploma.
2.2.5.1.6	The GED system shall allow for adjustment to the score if ACE changes the standard
2.2.5.1.7	The GED system shall have a configurable test score for which a certificate of achievement is rewarded.
2.2.5.1.8	The GED system shall account for future ACE changes in the system design. ACE is planning to deploy a computer based version of tests in 2011. It is projected that paper based tests will still be used.
2.2.5.1.9	The GED systems shall provide an analysis report of test score information which is broken down by Test Area (Math, Science, etc.) and may be run using any of the specified filters and sorts and using basic statistical analysis such as mean, median, mode, etc. This analysis should highlight where people are failing the tests such as math questions (i.e. Test Item Analysis).
2.2.5.1.10	The GED system shall support the reprocessing/re-scoring, error reporting, and error correction activities associated to the scoring process flow.
2.2.5.1.11	The GED system shall perform edits and validation checks on tests that have been scanned and the resulting scored tests.
2.2.5.1.12	The GED system to track and manage all scoring processing based upon Service Level Agreements (triggers that should be configurable).
2.2.5.1.13	The GED system shall support scoring of tests in French and Spanish (answers are in the same positions)

2.2.5.2 Online Application (Special Groups and Adult Education)

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Scheduling/Rescheduling
2.2.5.2.1	The GED portal shall expose the application functionality developed in Release 1 to the Special Group administrator and applicant community.
2.2.5.2.2	The GED portal shall customize the application experience to be applicable to the special group administrator and applicants (as opposed to the MSDE GED staff and their capabilities in the system).

2.2.5.3 Online Scheduling (Special Groups and Adult Education)

REQ. NO.	MSDE GED REQUIREMENT: GED Portal: Scheduling/Rescheduling
2.2.5.3.1	The GED portal shall expose the scheduling functionality developed in Release 1 to the Special Group administrator and applicant community.
2.2.5.3.2	The GED portal shall customize the scheduling experience to be applicable to the Special Group administrator (as opposed to the MSDE GED staff and their capabilities in the system).

2.2.5.4 Interface to MSDE GED Phone System

REQ. NO.	MSDE GED REQUIREMENT: Interface to GED Phone System
2.2.5.4.1	<p>The GED system shall interface with the MSDE GED Phone System to provide a “call log” feature for the GED office to track calls from an applicant that includes the following information:</p> <ul style="list-style-type: none"> • Date and Time of the call • Length of the Call • GED person handling the call • Nature of the call/request • Outcome

2.2.5.5 Interface to ACE

REQ. NO.	MSDE GED REQUIREMENT: Interface to ACE
2.2.5.5.1	The GED system shall transmit data to the International Database (IDB), in accordance with the policies and procedures provided by the American Council on Education, including processing and reporting end of year data to the IDB within the timeframes established by ACE.
2.2.5.5.2	The GED system shall be able to provide scoring and demographic survey data to the ACE International Database vendor’s interface based on the format specified by ACE

2.2.6 RELEASE 4

The focus of release 4 is to support the Contract Management requirements for the GED. This will include expanding the Scanner integration to support additional document types associated to Contracts.

The remainder of this release is to expand the interfaces to provide further automation. In some cases, the interface requirements may potentially be met by simple report extracts in some cases to be determined during the design phase

The new interfaces shall include:

- DMV data inquiry – to confirm applicant ID material and expiration date
- MD Dept of Labor, Licensing & Regulation – to update UI wage records
- MSDE LWIS data match – extract of SSNs and diploma dates given a date range
- IVR
- Local School Systems – enrollment status for age 16-21

2.2.6.1 Contract Management

GED foresees a comprehensive component of the database system dedicated to maintaining all data related to the contracting and administration of the Test Centers and the Examiners assigned to the Test Center. In Releases 1 -3 much of this data is captured. In Release 4, cross referencing and calculations associated to this data is required.

The GED system must provide data entry and report reporting examiner time (Release 1 & 2) used against the examiner's contracted (budgeted) amounts. The system must also provide an easy method for GED administration to adjust examiner contracted amounts in order to accommodate varying workloads throughout the budget year.

GED currently has yearly contracts with Test Centers, Chief Examiners, Examiners, Scoring services, ACE, and associates (contract labor). The most complex of these agreements is a four way contract between ACE, GED, the Test Center institution, and the Chief Examiner. The new system should support contract management activities such as storage, tracking, reconciling, and reporting for ALL contracts associated with the GED process.

For the four way contract, it originates from ACE and authorizes GED testing at an approved Test Center facility under the supervision of a Chief Examiner. The contract package received from ACE contains four documents:

- The Contract
- Security Memo
- Test Center Profile
- An Order Form for Testing Materials

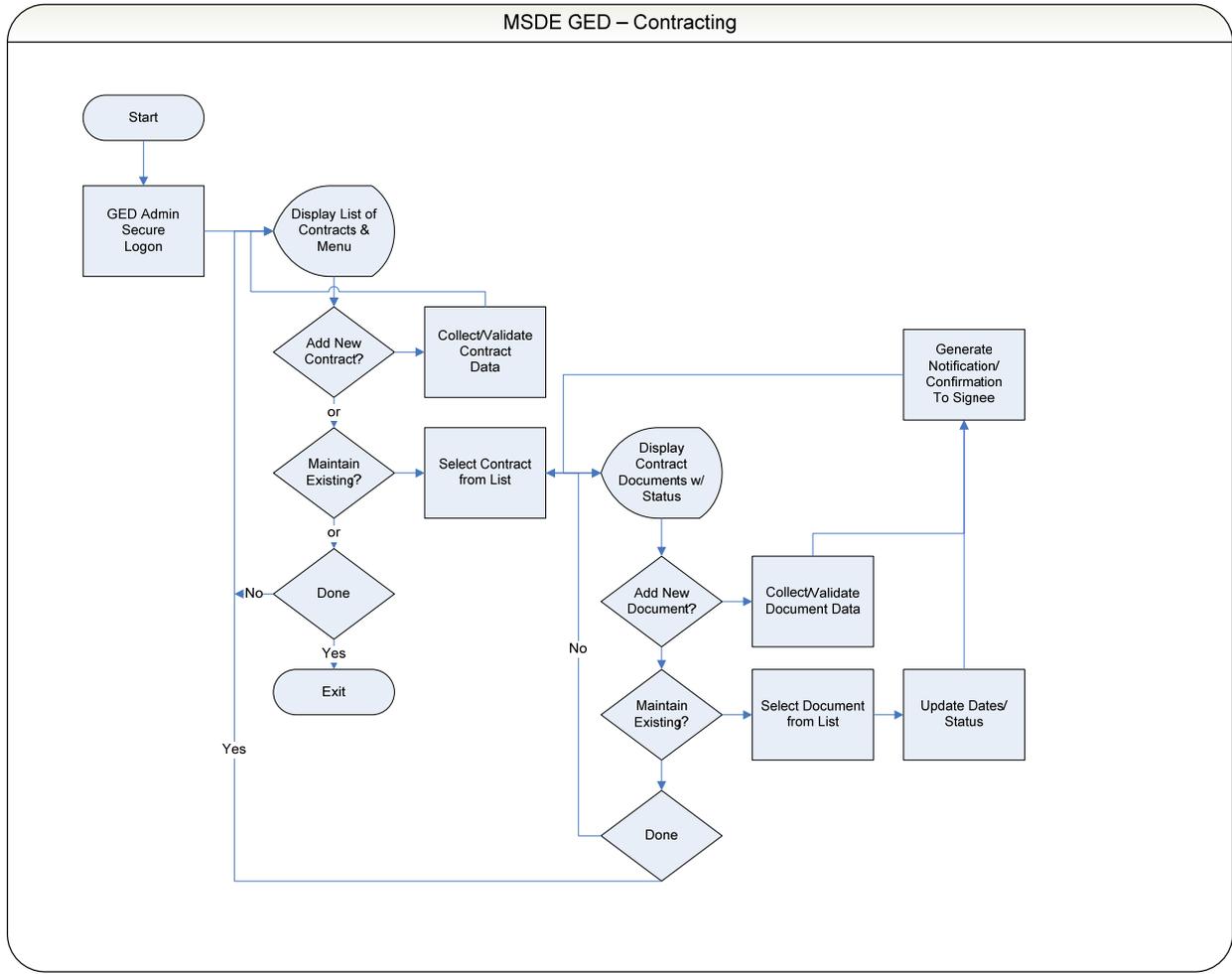
The GED Administrator signs the contract and the Security Memo, retains a copy of the materials, and mails the contract, Security Memo, and Test Center Profile with a transmittal letter to the Chief Examiner for his signature and that of Institutional Director for the Test Center facility. Ideally the contract and attachments are promptly signed and returned to GED, however this is not the norm and a system must be provided to monitor and manage the contract signing workflow.

Additionally GED annually contracts directly with Chief Examiners, Alternate Chief Examiners, Examiners, and associates. Initial funding for the contract hire positions is from a three year blanket agreement between GED and MD State defining the number of positions that GED is authorized to staff. Annually the GED administrator requests from the state a number of new contract hires for the year in an

“exception to hire” request. The exception to hire is used to replace contract hire positions when an examiner or associate leaves. Each chief examiner, alternate chief examiner, examiner and GED associate signs a one year employment contract which is processed by HR with their W-4 and I-9 forms.

MSDE also contracts with a Scoring service as previously referenced. The current contract is for 1 year with up to 4 years of renewals (rates change each year).

The contract management portion of the system should not only retain contract materials, but should also allow for tracking of key elements such as Examiner time used (against contracted).



REQ. NO.	MSDE GED REQUIREMENT: Contract Management
2.2.6.1.1	The GED system shall maintain the requirements defined above.
2.2.6.1.2	The GED system shall provide functionality for administering and tracking ALL contracts. The details for the four way contract must include: <ul style="list-style-type: none"> • ACE • MSDE GED State Administrator • Chief Examiner • Institutional Director for the testing facility

REQ. NO.	MSDE GED REQUIREMENT: Contract Management
2.2.6.1.3	The GED system shall record contact information, such as name, title, address, e-mail and phone number for Test Center facility contracting.
2.2.6.1.4	The GED system shall record and track changes to the Test Center profile data, such as location, capacity or designated Chief Examiner that would change the Test Center Profile used in the contract.
2.2.6.1.5	The GED system shall generate a Test Center Profile Contract Amendment for inclusion in the contract.
2.2.6.1.6	The GED system shall maintain contracted hours and hours worked by contract year information for each examiner.
2.2.6.1.7	The GED system shall provide a method for an Examiner to enter hours worked and expense information.
2.2.6.1.8	The GED system shall provide a method for Examiners to digitally sign the expense/timesheet.
2.2.6.1.9	The GED system shall provide a method for a Chief Examiner to enter and approve hours worked and expense information online.
2.2.6.1.10	The GED system shall assign the correct accounting codes to all Examiners payment requests before they are sent to accounting.
2.2.6.1.11	<p>The GED system shall track and report the status of the individual documents which comprise the Test Center contract:</p> <ul style="list-style-type: none"> • The ACE Contract • The Security Memo • The Test Center Profile • The Order form for testing material <p>Any other relevant forms in support of contract management changes</p>
2.2.6.1.12	The GED system shall provide a data field for the unique contract ID assigned by ACE and display it in all related reporting.
2.2.6.1.13	The GED system shall record contact information, such as name, title, address, e-mail and phone number, for Scoring service provider contracting.
2.2.6.1.14	The GED system shall provide functionality for managing the annual Examiner and Associate contracts.
2.2.6.1.15	<p>The GED system will provide for three levels of Examiner:</p> <ul style="list-style-type: none"> • Chief Examiner • Alternate Chief Examiner • Examiner
2.2.6.1.16	The GED system will provide for two separate hourly rates for an Alternate Chief Examiner/Examiner, based on the role they are providing.
2.2.6.1.17	The GED system must track Examiners and Associates that have dropped their annual contract.
2.2.6.1.18	<p>The GED system must produce an Exception to Hire report which displays:</p> <ul style="list-style-type: none"> • Number of active contracts for Examiners and Associates • Number of Examiners that have dropped their contract
2.2.6.1.19	The GED system shall provide functionality to enter and maintain basic contract data including but not limited to:

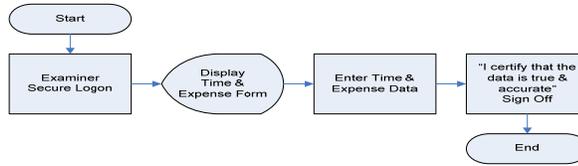
REQ. NO.	MSDE GED REQUIREMENT: Contract Management
	<ul style="list-style-type: none"> • Contract Name • Date prepared • Contract from and to dates • Date Completed
2.2.6.1.20	The GED system shall provide functionality for maintaining the status of contract documents as they progress through the workflow.
2.2.6.1.21	<p>The GED system shall provide the functionality to add a contract document to the workflow system with data including but not limited to:</p> <ul style="list-style-type: none"> • Contract Title • Contract Document Description • List of signatures required
2.2.6.1.22	<p>The GED system shall provide functionality to enter/update status for each signee including but not limited to:</p> <ul style="list-style-type: none"> • Date Sent • Date Due back at GED Office • Date Received
2.2.6.1.23	<p>The GED system shall automatically generate e-mail notification/alerts to contract parties to advise of:</p> <ul style="list-style-type: none"> • Contract document being sent for signing • Contract document not received by a due date
2.2.6.1.24	The GED system shall produce reports that display the current status of all contracts.
2.2.6.1.25	The GED system shall generate contract transmittal letters.

2.2.6.1.26 Scanner Updates

REQ. NO.	MSDE GED REQUIREMENT: Contract Management
2.2.6.1.27	The GED system shall support the scanning and retention of the contracts used by GED.
2.2.6.1.28	The GED Scanning configuration shall support the definition and recognition of the Contract document materials.

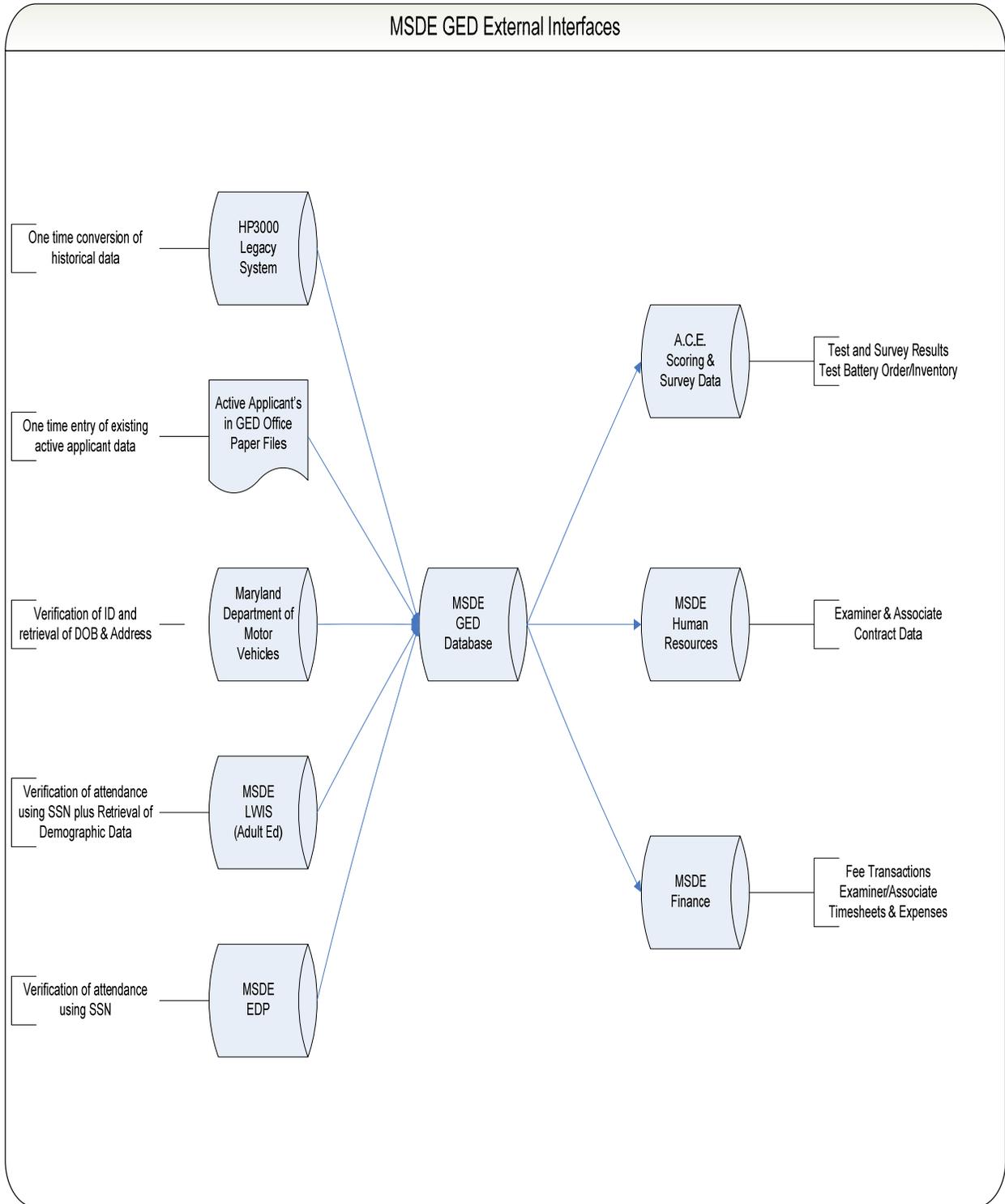
2.2.6.1.29 Examiner Time Reporting and Maintenance

The GED system must provide reporting which allows the tracking of examiner time used against the examiner's contracted (budgeted) amounts. The system must also provide an easy method for GED administration to adjust examiner contracted amounts in order to accommodate varying workloads throughout the budget year. The following requirements pertain to the reporting and maintenance of examiner time.

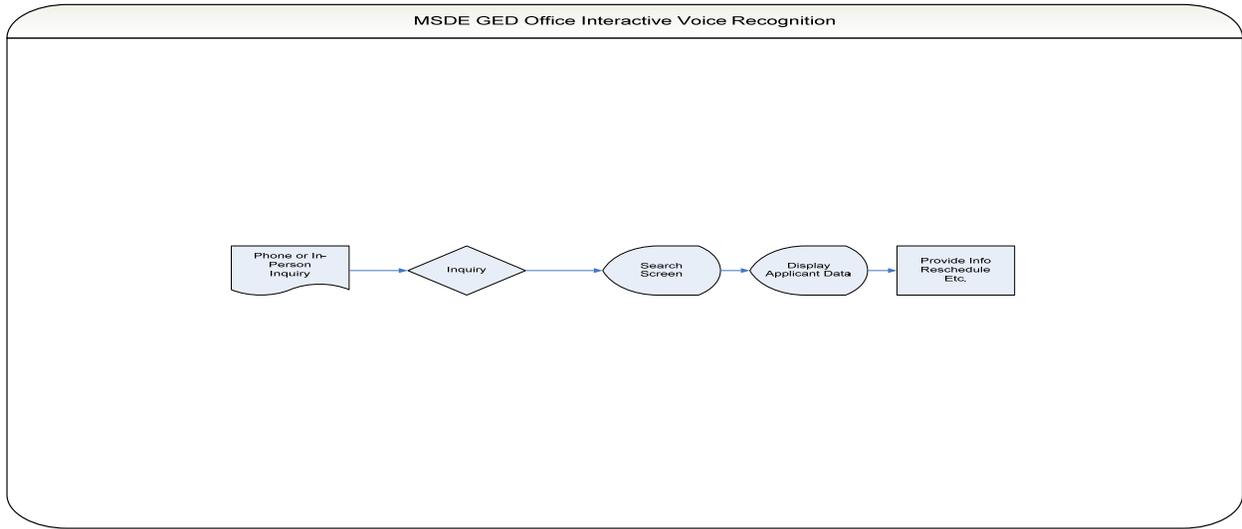


REQ. NO.	MSDE GED REQUIREMENT: Examiner Time Reporting and Maintenance
2.2.6.1.30	<p>The GED systems shall provide an Examiner Report which includes:</p> <ul style="list-style-type: none"> • Number of times proctoring • Current Period Hours • Year to Date Hours • Budgeted Hours • Hours remaining • Forecast usage this year based on YTD • A flag to highlight Examiners that may exceed budgeted hours. • Expenses Current Period • Expenses YTD
2.2.6.1.31	The GED system shall provide an exception report showing Examiners that have not worked the minimum number of testing sessions to maintain accreditation.
2.2.6.1.32	The GED system shall provide a method for GED administration to adjust budgeted hours for an examiner to reflect changes made to the MSDE accounting system by finance at GED request.
2.2.6.1.33	The GED system shall display a list of examiners sorted in ascending order by hours worked.
2.2.6.1.34	The GED system shall display a list of examiners that are within a percentage of their contracted hours specified by the administrator.
2.2.6.1.35	The GED system shall allow the administrator to select an examiner to contribute a specified number of contracted hours and an examiner to receive the same contracted hours and update the contracted hours of each respectively in the database.

2.2.6.2 External Interfaces



2.2.6.3 Interface: Interactive Voice Response



REQ. NO.	MSDE GED REQUIREMENT: Interactive Voice Response
2.2.6.3.1	The GED system shall allow for future access to application status, fee payment status, scheduling and scoring information by an Interactive Voice Response (IVR) telephony system.
2.2.6.3.2	Customers accessing GED through the IVR Automated Call Directing system shall be prompted to use the internet portal for answers to questions.

2.2.6.4 Portal: Local School System (LSS) – enrollment status update

REQ. NO.	MSDE GED REQUIREMENT: Portal: LSS Enrollment
2.2.6.4.1	The GED portal shall allow designated LSS (24 LSSs in MD) staff to log into the portal and update the enrollment status of specific applicants. This logic should include validation processing to ensure the applicant is tied to the LSS. This functionality is in support of applicants between the ages of 16-18 that must be signed by the LSS.

2.2.6.5 LWIS Extract

REQ. NO.	MSDE GED REQUIREMENT: LWIS
2.2.6.5.1	The GED system shall support an extract of SSN and diploma date of any individual who attained a diploma given a specified date range. The format shall be a flat file extract via excel or comma delimited

2.2.6.6 Interface – DMV

In order to ensure valid forms of identification, the GED system should interface with the DMV to confirm the form of identification (i.e. match the name and the id number) and the corresponding expiration date.

REQ. NO.	MSDE GED REQUIREMENT: Interface - DMV
2.2.6.6.1	The GED system shall be able to interface to the State of Maryland Department of Motor Vehicles database to verify ID and retrieve data regarding name, birth date, identification number, and expiration date.
2.2.6.6.2	When the applicant uses a State of Maryland Motor Vehicle (MD-DMV) ID the GED system shall verify that ID by accessing the MD-DMV system.
2.2.6.6.3	<p>The interface between the GED and the DMV will need to be defined during the design phase. These requirements will entail:</p> <ul style="list-style-type: none"> • Extracting data from GED based on selection criteria (in a format to be agreed upon with the DMV – most likely fixed format or comma delimited) • Secure transmission of this data to DMV • Retrieval of a file from DMV with additional data elements • Updating the GED database with the results from DMV • Reporting on inconsistencies (i.e. results from DMV are not as expected such as name does not match identification number).
2.2.6.6.4	<p>The GED system shall support error reporting including the following:</p> <ul style="list-style-type: none"> • Data mismatch – Date of birth, identification #, id expiration date, last name
2.2.6.6.5	The GED system shall preload application data fields, such as address, with corresponding data from the MD-DMV system, if available.

2.2.6.7 Interface – MD Department of Labor, Licensing & Regulation (DLLR) for UI wage records

REQ. NO.	MSDE GED REQUIREMENT: Interface - MVA
2.2.6.7.1	The GED system shall interface with the State of MD UI (unemployment information) system to capture/process placement and salary information for GED graduates.
2.2.6.7.2	The GED system shall be able to compare GED Applicant progress and graduation information with the state of MD UI Wage Database systems to show any correlation between GED success and that individual’s ability to become employed or increase wages earned.

2.2.7 HARDWARE and SOFTWARE

Hardware and SOFTWARE must not be purchased as part of this TORFP. Any hardware/software required to complete this project will be procured by MSDE using existing Contracts based on the Contractors Specifications. MSDE will acquire any hardware used at the MSDE. The Contractor is responsible for purchasing any hardware/software to be used by the Contractor at non-MSDE locations.

Any software required to complete this project must be procured by MSDE, unless otherwise directed by MSDE from existing MSDE funds. In addition to other software, MSDE must own the source document or code.

MSDE must procure the media and licenses for the Microsoft server and client systems software. Such media and licenses must become the property of MSDE or must be for MSDE's use only according to the terms of the media or licensing agreements. The Contractor must notify MSDE and receive subsequent approval from MSDE of any, and each time, new or updated server system software is installed on MSDE servers.

MSDE must provide the computers needed to host application development tools used at the MSDE according to the specifications described by the software's recommended system requirements. The Contractor must provide a list of the application development tools to the MSDE Project Manager prior to the MSDE required testing time to allow for installation lead time. The Contractor must note any development tools that are owned by the Contractor that cannot be utilized at MSDE due to any licensing issues, etc.

The Contractor is responsible for purchasing and licensing any software used by the Contractor at non-MSDE sites. Any such purchases must not be charged additionally to the Contract, but, if necessary, must be a part of the price as quoted as part of the response to this TORFP.

2.2.8 DELIVERABLES

2.2.8.1 Delivery and Acceptance

For each written deliverable, draft and final, the TO Contractor shall submit to the TO Project Manager one electronic copy compatible with Microsoft Office 2003, Microsoft Project 2003 and/or Visio 2003.

Drafts of all final deliverables are required at least 15 business days in advance of when all final deliverables are due (to allow for MSDE reviews and acceptance). All written deliverables must demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. All written deliverables must:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable's content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the Section of the deliverable being discussed.

All deliverables will be reviewed and approved by the MSDE Project Team which will consist of the following:

- Executive Stakeholders (Business and OIT)
- TO Project Manager
- Other MSDE team members required based on the scope and content of the deliverable

Review meetings will be required as deemed necessary by the MSDE Project Team. MSDE may take up to 15 business days to review and accept/reject each deliverable. The TO Contractor is encouraged to submit draft deliverables where possible to streamline the acceptance process. The TO Contractor will be a participant in all deliverable review meetings.

Upon completion of the review process for a deliverable, the TO Contractor shall update the deliverable and resubmit to the TO Project Manager for acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 8). The TO Project Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Project Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Project Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 9). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Project Manager or the TO Project Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO Project Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance by the Business Sponsor and OIT Sponsor. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Section 2.5).

The State required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the project.

2.2.9 MILESTONES AND DELIVERABLES

This project will consist of 4 Releases. The Contractor must provide all of the following deliverables for each Release. Release 1 will be the baseline release. The deliverables for subsequent releases will be updated into a new version of the deliverable where applicable and re-baseline when accepted for the Release. Some deliverables will be created from scratch for a Release.

Each *Release* will have the following four *milestones*:

1. **Milestone I: Project Infrastructure**
2. **Milestone II: System Requirements**
3. **Milestone III: Design, Develop, Test**
4. **Milestone IV: Implementation**

Operations and Maintenance (O&M)

With the implementation and acceptance of the first Release, subsequent support for O&M will commence on a time and materials basis (per CATS “the Contractor will be paid for services performed based on direct labor hours billed at specific hourly rates ... up to a specified cost ceiling”).

O&M activities shall encompass the following:

- Production maintenance to resolve unidentified issues that arise due to expanding processing activities and user community feedback
- Technical upgrades to system technology
- Technical changes to the system in conjunction with MSDE OIT technical infrastructure changes
- Sustainment changes to capitalize on the processing power and business intelligence provided by the system
- Advanced data mining support to access system data and provide reports for the Office of the Governor, legislators, etc.
- Support for modifications associated to legislative changes that may arise

All O&M work must be approved by the MSDE TO Project Manager prior to execution. O&M work will be managed through the same collaboration tools that are used to manage the Project Releases following SDLC phases of initiation through implementation and acceptance.

The Contractor must provide yearly maintenance services to provide updates to server software or make minor changes in program function. This maintenance begins with the first release into production (after the warranty period/release acceptance). Refer to ATTACHMENT 1 - OPERATIONS AND MAINTENANCE PRICE PROPOSAL. This attachment details the yearly planned O&M allocation in hours. Included in this section is the hourly rates per job classification should additional hours be required.

The Maryland Department of Education reserves the unilateral option to renew the Contract for three (3) additional one-year options subject to State appropriations.

Based on the severity of an issue, the Contractor shall provide responses and support based on the following Service Level Agreement (SLA) available Monday through Friday from 8:00 AM to 6:00 PM, Eastern Time:

- Urgent (system outage or inaccessible): Response within 30 min of initial contact
- High (portions of the system inaccessible): Response within 1 hour of initial contact
- Normal: Response within 1 business day of initial contact

2.2.10 MILESTONES AND DELIVERABLES

For EACH Release, ALL of the deliverables below are required. The numbering of each deliverable is as following:

RELEASE #.MILESTONE#.Deliverable # (i.e. R1.II.7 for Release 1, Milestone II, Deliverable 7 – Requirements Specification)

All deliverables are considered “living” documents being updated throughout the project as changes occur and are mutually accepted by the Project Team.

Milestone I: Project Infrastructure

All of the activities and deliverables associated to Milestone I will be initially baselined and submitted for approval. These materials will be updated on an ongoing basis throughout the project with updated versions required as part of the invoice approval process for each milestone completed for each release.

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.)
I.1	Project Plan	Develop the Project Plan and schedule work breakdown structures that comprise 80 hours or less.
I.2	Risk Management Plan	The Risk Management Plan identifies the risks that can be defined, evaluates them, and outlines mitigation actions. This Plan will be periodically updated and expanded throughout the life cycle as the project increases in complexity and risks become more defined.
I.3	Communication Plan	Documentation detailing: <ul style="list-style-type: none"> • Roles and Responsibilities (including contact information) • Reporting plan • Escalation Plan • Management tools (i.e. Sharepoint, Docushare, ...)
I.4	Configuration Management Plan	Documentation how the code and changes will be managed and tracked (from Development through Production Implementation)
I.5	Progress Report (Monthly)	Prepare and submit progress reports to the MSDE Project Manager, monthly and must contain, at a minimum, following information: <ul style="list-style-type: none"> • Work accomplished during the reporting period • Work progress, as a percentage of completion • Planned activities for the next reporting period • Unresolved project issues, including action plan for resolution • Project risks, including action plan to minimize risks • An accounting report for the current reporting period and a cumulative summary of the totals for both the current and previous reporting periods. The accounting report shall include amounts invoiced-to-date and paid-to-date
I.6	Development Environment configured	Procure, Configure, Install Development Environment at Vendor location. The development vendor is responsible for all hardware and software costs associated with the development environment that is built and supported at the Vendor location by the Vendor. This environment must support the prototyping activities that will be required in subsequent milestones

Milestone II: System Requirements

First, the Contractor must review existing documents and systems to validate system functional and technical requirements, performing a gap analysis between documented and actual requirements. Second, the Contractor will interview MSDE staff to validate system functional and technical requirements, meeting with MSDE staff to validate data. Finally, the Contractor must prepare and present the revised draft and final functional and technical requirements document. These requirements must be sufficient to meet the project and following objectives.

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
II.1	Revised Process Model	Produce documentation highlighting the results of the gap analysis activities. All gaps and conflicts must be identified.
II.2	Requirements Specification <ul style="list-style-type: none"> a. Scope Definition b. Work Breakdown Structure c. Revised System Requirements & Traceability Matrix d. Logical Entity Relationship Diagrams e. List and descriptions of required documents and reports f. List of critical system functions and performance standards g. Hardware and system software requirements document h. Description of interfaces 	Produce a requirements specification accounting for all materials to capture the scope and details of the Release including, but not limited to process flows, user interfaces, reporting requirements, performance requirements, hardware and software requirements. This should include screen and processing samples that will be representative of the final technical solution. Process flows contained within this document are samples and will need to be reviewed, validated and revised as needed by the Contractor based on requirements finalization and solutions technology.

Milestone III: Design, Develop, Test

Contractor must develop an IT Architecture Diagram that includes all hardware and software components needed to support the proposed test and production configurations. The Contractor must specify the minimum and recommended system requirements for all hardware and software devices. The overall design specification shall include, but not be limited to, the following:

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
III.1	IT Design Specification (Architecture) <ul style="list-style-type: none"> a. Design and Process Flows b. Report Specifications and Formats, c. User Interface Models, d. Interface Diagrams, Models and Descriptions, e. Data Conversion & Migration & Validation strategy, and f. Logical Data Model g. Hardware/Software Requirements 	<p>This documentation may be divided into multiple docs (i.e. Architecture, High Level Design, Detail Level Design). The content must be presented in a mutually agreed upon fashion.</p> <p>Design and Processing Flows The Contractor will document the system design, data processing flows, error handling, interfaces, and so on as is consistent with standard SDLC documentation. This must also include strategies to ensure meeting compliance with section 2.2.12 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES.</p> <p>Report Specifications and Formats The Contractor must capture the reporting strategy including standards such as all reports shall be downloadable to excel as well as printing and execution guidelines. All reports should follow consistent and documented guidelines and formats.</p> <p>User Interface Model The Contractor must develop a user interface model that includes all proposed user interfaces. The user interfaces must be linked in a manner that allows all MSDE and GED users to navigate through the proposed user interface screens. The user interfaces need not be functional at this stage, but act as a representation of proposed functionality.</p> <p>Interface/Integration Models All interfaces into the proposed architecture must be identified along with the details of integration strategies.</p> <p>Data Conversion & Data Migration Strategies Document the conversion strategy and processing for legacy data which should include porting data from legacy systems including the HP3000.</p> <p>Logical Data Models Based on criteria at the Critical Design Review (CDR), and subsequently accepted by the State, the Contractor must refine the data models to specify logical data storage designs.</p>

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
		<p>Hardware\Software Requirements Document the final test and production system configurations. The Contractor must collaborate with GED and OIT staff.</p>
III.2	System Test Environment Hardware and Software Specifications	Document the final specifications for the MSDE Test environment in conjunction with MSDE OIT direction. Given that MSDE will require at least 60 days to procure the necessary hardware/software, this specification must be completed as early as possible during this phase of the project.
III.3	Production Environment Hardware and Software Specifications	Document the final specifications for the MSDE Production environment in conjunction with MSDE OIT direction. Given that MSDE will require at least 60 days to procure the necessary hardware/software, this specification must be completed as early as possible during this phase of the project.
III.4	System Test Environment configured	<p>Configure and Install Test Environment at MSDE.</p> <p>The Contractor must implement a test environment (hardware, system software, application software, utilities and tools) at MSDE (with hardware and software provided by MSDE) for the purpose of unit and acceptance testing of System Releases. The test environment must have the capacities required for testing, and should utilize configurations similar to the target production environment to validate configuration designs. The Contractor must be responsible for maintaining (including refreshing the data with each release) this entire environment during the project.</p> <p>Legacy Data Conversation and Migration into Test Environment The Contractor must configure, populate, and maintain the databases for the tests. The Contractor must refresh this environment as determined by the MSDE Project team in conjunction with the Contractor as needed for User Acceptance Testing, Data Conversion Testing, or other needs. The Contractor must populate the testing database with data from MSDE, and perform, and document the results of System Testing of the system functionality prior to delivery to MSDE</p> <p>Data Refresh into Test Environment After the first production Release, data refreshes of Production Data to the Test Environment should be supported “on demand” for MSDE acceptance testing associated to each release and/or production issue troubleshooting.</p>
III.5	System Testing - System Test Plan (including traceability matrix to requirements)	The development of a system test plan is required. That process will include the development of testing scripts, identification and scheduling of Applicants, documentation of test results, and documentation of error fixes. The System Test Results must be generated in the Test environment configured and maintained by the Contractor at MSDE.

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
		<p>The Contractor must consult with MSDE team members to develop and document plans for the validation and acceptance testing processes to verify the accuracy of updated functionalities within the GED. Acceptance test scripts must be developed with MSDE user input.</p>
III.6	<p>System Testing - System Test Results, a. Performance Benchmark Results, b. Data Migration Results c. System Test Results (end-to-end readiness)</p>	<p>System Testing includes performance benchmarks, supporting User Acceptance Testing, Building\Refreshing the Test environment at MSDE, Reviewing UAT Test Plans, Executing Conversion Testing, and providing documented Test Results from Contract System Testing.</p> <p>The End-to-End Performance Readiness Testing period must allow for adequate testing of all updated functionalities within GED, including any and all applicable business processes and interfaces.</p> <p>During the performance period(s) MSDE will test the updated GED functionalities and integration system and services to ensure that the requirements of the updated functionalities have been met. During testing, the system and services must perform at a level consistent with the performance specifications contained in the TO and as validated at the beginning of the contract period. The system and services must be available for unrestricted use by MSDE staff on an average effectiveness level of 98 percent or more for the performance period(s). Availability for unrestricted use means that the system and services is accessible to users with full processing functionality.</p> <p>Effectiveness level refers to the system and services meeting the objectives listed below and the performance measures as previously validated. Should MSDE encounter performance problems or discover specifications that have not been met by either the system or services, the Contractor is responsible for rectifying the performance problem or completing the specification to MSDE's satisfaction at no cost to MSDE within 10 business days or as directed by the MSDE Project Manager due to any sensitivity of the time period.</p> <p><u>The purpose of the End-To-End System Testing period is to meet the following objectives:</u></p> <ul style="list-style-type: none"> • Testing with existing applications and services as appropriate; • Validate system set-up for transactions and user access; • Confirm use of GED in performing business processes; • Verify performance of business critical functions; • Confirm integrity of business process, data, services, security, and end-products; • Verify all requirements of the updated functionalities have been met; • Speed of performance • Rate of errors or failures

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
		<ul style="list-style-type: none"> • Subjective satisfaction of MSDE • If it is determined that a scheduled test period does not allow for all business processes to be tested (i.e. rounds, inspections, audits), then the Contractor must warrant the system and services for an additional period guaranteeing that the system is free from performance problems and meets all specifications as defined in this TORFP and as validated. Should MSDE encounter performance problems or discover specifications have not been met, the Contractor is responsible for rectifying the performance problem or complete the specification to MSDE’s satisfaction at no cost to MSDE within 10 business days or as directed by the MSDE Project Manager.
III.7	System Testing – Support User Acceptance Test Plan and Testing	The Contractor must provide the technical support needed for MSDE to successfully execute the Acceptance and System Tests. The Contractor must correct and document program bugs. Any errors found must be documented in an Error and Corrective Action Report with statuses as “fatal” or “non-fatal” and an ‘open’ or ‘closed’ Status. The report must be maintained through the life of the contract and must retain all ‘closed’ items for reference.
III.8	System Training Plan, Materials, and “end-user” & “train the trainer” training conducted	The Contractor must work with MSDE team members to develop both a plan and the training materials for training all system users. The Contractor is also responsible for providing end user training of Adult Education Program Staff and Special Groups (approximately 50 people).
III.9	System Implementation Plan	The Contractor must develop and present plans for the implementation of updated functionalities within the GED, including operating procedures; documentation development; and other implementation issues. The System implementation plan should also include hardware and software setup and configuration; data conversion/population; security, privacy, account management; and operating procedures as needed.
III.10	Production Environment Readiness Certificate	The Contractor must document that they certify the system is ready for implementation and that all contractual obligations and SLDC activities have been completed.

Milestone IV: Implementation

The Contractor must provide the documentation and materials required to implement the Release into Production as well as how to support the basics including backups, server configurations, troubleshooting, and so on.

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
IV.1	System Documentation a. User Manual b. Application/System Administration & Troubleshooting Guide c. Production Environment Specification and Configuration Manual d. Knowledge Transfer\Transition Documentation and review sessions e. Server (all) Backup and Recovery Documentation.	<p>System Documentation The Contractor must provide documentation of system administration activities required for proper ongoing system function; a completed inventory of any hardware or software placed into production; an assessment of MSDE’s skills for maintaining proper ongoing system function; a list of application development tools and server software used in the final solution; and a contact list for contacting Contractor resources in the post-implementation period.</p> <p>Knowledge Transfer Plans The Contractor must create and deliver documentation for the purposes of leading Knowledge Transfer sessions to train MSDE OIT and other technical staff to support and execute GED processes.</p>
IV.2	Production Environment Implementation	<p>Implement Production Environment The Contractor must execute the System Implementation Plan which includes installation and configuration of production hardware, system software, application software, utilities and tools. The Contractor must provide the technical support required to transition from the Test environment to the Production environment. This includes setup, configuration, and population of the production databases. MSDE must be responsible for the configuration management at MSDE; however, the Contractor must support all configuration management requirements and steps to ensure proper and secure transition. The Contractor shall provide onsite technical support services to MSDE technical staff to assist in production environment setup and configuration.</p> <p>Legacy Data Conversation and Migration into Production Environment The Contractor must populate the Production environment with data from MSDE, and perform, and document the results of Conversion Validation.</p>
IV.3	Release Software Components (CD-ROM)	The Contract must provide CD’s of the source code and configuration upon acceptance of the release in production.
IV.4	Release Software Installation & Conversion Complete Certificate	The Contractor must provide documentation certifying the implementation of all aspects of the release is completed.
IV.5	Post Implementation Support Service Level Agreement (Warranty)	The Contractor must provide post-implementation technical support services for 60 business days after the successful implementation and MSDE Acceptance of each release into the production

#	Deliverable Name	Deliverable Definition (supplemental to definitions provided in the State SDLC.
		environment. The warranty period will be extended if the application is not accepted due to a high volume of defects. The Contractor must provide warranty services after each release to resolve any problems with program code that did not meet the design specifications.
IV.6	Lesson's Learned document	The Contractor must meet with the entire project team and document the results on "lesson's learned" throughout the lifecycle of each release. This document should include specific action items for improving the activities that are to occur for subsequent releases.

2.2.11 DELIVERABLE/ DELIVERY SCHEDULE

As defined in section 2.2 of this TORFP, this project is divided into 4 Releases. The following delivery schedule provides the expected completion timeframe for the TO Contract to complete the deliverable after receiving the Notice to Proceed (NTP). The completion of a milestone is when all of the associated deliverables have been completed by the TO Contractor and accepted by the MSDE project team.

Release 1

ID	Deliverables: Release 1	Expected Completion:
R1.I	Milestone I: Project Infrastructure	NTP + 14 Business Days
R1.II	Milestone II: System Requirements	R1.I + 45 Business Days
R1.III	Milestone III: Design, Develop, Test	R1.II + 110 Business Days
R1.IV	Milestone IV: Implementation	R1.III + 36 Business Days

Release 2

ID	Deliverables: Release 2	Expected Completion:
R2.I	Milestone I: Project Management Plan	Release 2 start + 5 Business Days
R2.II	Milestone II: System Requirements	R2.I + 15 Business Days
R2.III	Milestone III: Design, Develop, Test	R2.II + 95 Business Days
R2.IV	Milestone IV: Implementation	R2.III + 35 Business Days

Release 3

ID	Deliverables: Release 3	Expected Completion:
R3.I	Milestone I: Project Management Plan	Release 3 start + 5 Business Days
R3.II	Milestone II: System Requirements	R2.I + 15 Business Days
R3.III	Milestone III: Design, Develop, Test	R2.II + 95 Business Days
R3.IV	Milestone IV: Implementation	R2.III + 35 Business Days

Release 4

ID	Deliverables: Release 4	Expected Completion:
R4.I	Milestone I: Project Management Plan	Release 4 start + 5 Business Days
R4.II	Milestone II: System Requirements	R2.I + 15 Business Days
R4.III	Milestone III: Design, Develop, Test	R2.II + 95 Business Days
R4.IV	Milestone IV: Implementation	R2.III + 35 Business Days

2.2.12 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable Maryland and Federal laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically. The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. These may include, but are not limited to:

- A) The State's System Development Life Cycle (SDLC) methodology at: www.dbm.maryland.gov - keyword: SDLC.
- B) The State Information Technology Security Policy and Standards at: www.dbm.maryland.gov - keyword: Security Policy.
- C) The State Information Technology Project Oversight at: www.dbm.maryland.gov - keyword: IT Project Oversight.
- D) The State of Maryland Enterprise Architecture at www.dbm.maryland.gov - keyword: MTAF Guiding Principles.
- E) The web site shall conform to Sections 504 and 508 standards of the U.S. Rehabilitation Act for accessibility www.section508.gov/ and refer to <http://www.accessible.org/bobby-approved.html> for additional information.
- F) The Family Educational Rights and Privacy Act
- G) The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute's Project Management Body of Knowledge Guide. TO Contractor's staff and subcontractors are to follow a consistent methodology for all TO activities.
- H) Change Control: MSDE will form a Change Control Board (CCB) for this project. The CCB will be required to approve any proposed changes to the baseline project plan that impact schedule or cost. The Contractor must not be compensated for work performed on change orders not approved by the CCB. The CCB membership and change order process will be defined at project commencement.
- I) System Change Requests: MSDE will utilize a change management system to facilitate needed changes outside of project scope. MSDE will provide a 'Notice to Proceed' for each specific CCB request that is to be implemented.
- J) The State security accreditation guidelines: http://dbm.maryland.gov/dbm_publishing/public_content/dbm_taxonomy/security/prevention/itsec_certoverview.pdf

2.3 CONTRACTOR QUALIFICATIONS

The TO Contractor and their proposed staff shall document a high level of professional expertise in the items below. The Contractor shall provide MSDE direct access to systems representing these skills during the vendor selection process if so requested (i.e. must be able to demonstrate).

The TO Contractor must provide three current references including the name of the organization, point of contact, title and telephone number. The state shall have the right to contact any other references of its choosing as part of the evaluation and selection process.

The TO Contractor must document successful work performed for at least two client references for the following:

- Designing and developing web-based portal solutions
- Designing and developing Customer Relationship Management solutions
- Implementing Project Lifecycle development best practices which incorporate SDLC processing, Issue Management tracking, Quality Assurance testing. Documentation supporting this requirement may include:
 - Internal SDLC documentation (i.e. policies and procedures)
 - Developer programming guide
 - Web development style guide
 - Quality Assurance policies and procedures
 - Issue/Change Management collaboration tools (i.e. Sharepoint, Docushare, others)
 - Production (O&M) Support

The TO Contractor must submit individual resumes for the personnel to be assigned to the project and indicate the role or assignment that each individual is to have in the project. All positions and qualifications should be in conformance with the CATS Master Contract.

2.3.1 MINIMUM QUALIFICATIONS

The following minimum qualifications are mandatory. The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The TO Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has documented strategic alliances with other firms for providing such services:

- +8 years experience in designing, developing and implementing web portals
- +8 years architecture background including application performance tuning and portal security best practices
- +5 years experience in designing, developing, and implementing COTS solutions.

2.3.2 ADDITIONAL PREFERRED CONTRACTOR EXPERTISE

In addition to the required expertise, the following expertise is preferred. Where the TO Contractor does have expertise, as with above, it must be documented, viewable, and have a client reference.

- Experience developing solutions for educational organizations
- Developing web-based solutions utilizing MS CRM
- Previous experience interfacing with Paypal Pro (VeriSign)
- Development of systems software supporting one or more of the following types of functionality:
 - Scheduling
 - Test Scoring
 - Inventory Management
 - Contract Management

- Scanning Technologies
- ASP.NET 2.0 Forms-Based Authentication
- Experience with automated testing tools (provide details as to which tool & types of testing supported)

The Contractor must demonstrate “Corporate Capability” by clearly documenting the existence of adequate facilities or procedures for obtaining those facilities and competent personnel to successfully complete this TORFP.

All work performed for this project must be performed on the Continental US. No work can be performed or outsourced to resources located outside of the Continental US.

2.3.3 CONTRACTOR STAFF REPLACEMENT

In the event that MSDE is not satisfied with the performance of a staff member from the Contractor, the MSDE Project Manager will notify the Contractor in writing describing the problem and delineating remediation requirements. The Contractor will have 3 business days to respond with a written remediation plan. The plan will be implemented immediately upon acceptance by MSDE Project Manager and MSDE Business sponsor. Should performance issues persist, the MSDE Project Manager may give written notice or request immediate removal of the individual whose performance is at issue. In this situation, assessments to the schedule will be addressed at no additional project costs to MSDE.

The Contractor may not substitute personnel, other than by reason of death or sudden incapacitating illness projected to last more than 5 days, termination of employment, without the prior approval of the MSDE Project Manager. To replace any personnel, the Contractor shall submit resumes to the MSDE Project Manager of the proposed personnel specifying their intended approved labor category. All proposed substitute personnel shall have qualifications at least equal to those of the replaced personnel and must be approved by the MSDE Project Manager. The MSDE Project Manager shall have the option to interview the proposed substitute personnel. After interviewing, the MSDE Project Manager shall notify the Contractor of acceptance or denial of the requested substitution.

2.3.4 CONTRACTOR PROJECT TEAM STAFF

The MSDE/GED will supply a Project Manager, and the TO Contractor must provide a qualified Project Manager who is responsible for ensuring that all project deliverables and milestones are met. These responsibilities include:

- Attending weekly project team meetings at the Maryland State Department of Education Building (MSDE) site (200 W. Baltimore Street, Baltimore).
- Assisting with the development, presentation, and maintenance of baseline Project Management Plan(s) (PMP). MSDE will not accept a PMP that does not provide adequate timeline for proper evaluation of deliverables by MSDE staff.
- Develop the Project Plan and schedule work breakdown structures that comprise 80 hours or less.
- Review project documentation developed by others.
- Meet with State personnel and Contractor personnel to review and approve project documentation.
- Communicate with all levels of management.
- Ensure project tasks are completed correctly, efficiently, on schedule and within cost.
- Review and approve invoices prior to submission to MSDE for payment
- Ensure Vendor invoices are submitted to MSDE which are accurate and on schedule (based on the invoicing requirements defined in section 2.5).

The TO Contractor shall provide a staffing model/organization chart representing the TO Contractor Project Team throughout the project including O&M. This staffing model should represent the anticipated number of resources and roles that will make up the team. For positions and roles that will have direct interaction with MSDE, names and resumes should be provided.

2.3.5 OPERATIONS AND MAINTENANCE (O&M) STAFF

The following job classifications (per CATS) are identified in support of O&M for the Production Support activities once the first Release of this project is implemented into Production.

Labor Category	Category (per CATS)	Description of Support
2	Project Manager	<p>Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between a State agency and IT contractor. Is responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.</p> <p>Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master's degree or project management certification is preferred.</p> <p>General Experience: At least ten (10) years of experience in project management.</p> <p>Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.</p>
59	Internet/Intranet Site Developer Senior	<p>Duties: Must be able to translate applications requirements into the design of complex web sites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the site development process.</p> <p>Education: 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 (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.</p> <p>General Experience: Must have five (5) years of web development experience using current Web development and graphic tools, as well as, Web Server and database administration.</p> <p>Specialized Experience: At least three (3) years of experience designing, developing and deploying Web sites and/or Web applications, including product selection, configuration, installation, maintenance, and site specific Web development languages and relational databases.</p>
60	Internet/Intranet Site Developer Junior	<p>Duties: Must be able to translate applications requirements into the design of complex web sites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the development process.</p> <p>Education: 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 (3) years</p>

		<p>of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.</p> <p>General Experience: Must have one (1) year of web development experience using current Web development and graphic tools, as well as, Web server and database administration.</p> <p>Specialized Experience: At least one (1) year of experience designing, developing and deploying Web sites and/or Web applications, including product selection, configuration, installation, maintenance, and site policy development. Experience developing Web pages using HTML, scripting languages, platform specific web development languages and relational databases.</p>
--	--	---

2.3.6 Contractor Staff Management and Allocation

MSDE is committed to partnering with our Contractor for the successful and timely implementation of this project and subsequent O&M sustainment. Throughout this project, schedule delays may occur based on the information being processed at any given time (i.e. a delay may occur as more time is required to research a question that arises during design reviews). As a team, the Contractor and MSDE will work together to address and agree to all changes and shifting of resources and priorities in order to mitigate risks to schedule and budget.

However, the Contractor shall credit MSDE \$3,000 for every 5 business days of slippage if schedule delays exceeding more than one week result due to one or more of the situations defined below:

- a) Lack of timely Contractor staff replacement when required by MSDE as defined in section 2.3.3
- b) Issues with quality of deliverables (both documentation and application)
- c) Lack of Contractor staff to meet both project and O&M activities (i.e. lack of recourses) resulting in project schedule slippage or delays in O&M activity resolution

2.4 RETAINAGE

For each Release, MSDE shall retain an amount equal to at least 10% from the total Release contract price. This retainage amount shall be dispersed only upon full satisfactory performance and acceptance of the deliverables as set forth in, and all work covered by, the contract.

2.5 INVOICING

2.5.1 Invoicing is Milestone Based (Release)

Throughout each release, individual deliverables will be provided to MSDE for review and acceptance. Upon the completion of all of the deliverables and associated work activities for a specific Milestone in a Release, the Contractor shall submit a Milestone Acceptance Form. This form will contain the following information: Release #, Milestone #, listing of each deliverable and deliverable acceptance date, total dollar amount associated to the specific Release and Milestone.

The project work will be invoiced based on Milestone completion and acceptance. Invoices for Milestone completion must be submitted within 30 calendar days MSDE acceptance of the Milestone. Invoices submitted more than 30 calendar days late, will be reduced by 10% and will continue to be reduced every subsequent 30 calendar days until submitted.

2.5.2 Invoicing is Time and Materials (O&M)

The activities associated to O&M will be invoiced on a MONTHLY basis on the first business of each month for all work completed in the previous month. The Contractor shall provide an *O&M Activity Report* which details out each approved task, task tracking number, duration of time per resource category.

Invoices for O&M work should be submitted on the first business of each month for the work performed in the previous month. Invoices submitted more than 30 calendar days late, will be reduced by 10% and will continue to be reduced every subsequent 30 calendar days until submitted.

2.5.3 Payments

Payment will only be made upon completion and acceptance of each milestone and all associated deliverables for each Release as defined in 2.2.8.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS Master Contract. Invoices for payment shall contain the TO Contractor's Federal Tax Identification Number, as well as the information described below, and must be submitted to the TO Project Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form – Attachment 9, is not submitted.

The TO Contractor shall submit invoices for payment within two weeks of MSDE acceptance of a milestone and associated deliverables per each Release following receipt of the approved notice(s) of acceptance from the TO Project Manager. A copy of the notice(s) of acceptance shall accompany all invoices submitted for payment.

2.5.4 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) The invoice shall identify the MSDE GED Office as the TO Requesting Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.

The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 9, for each deliverable being invoiced) submitted for payment to the MSDE GED Office at the following address:

MSDE GED Testing Office
Patricia Alvey, GED Administrator
200 W. Baltimore Street
Baltimore, MD 21201

- B) Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.6 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS Master Contract by the 15th day of each month.. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to ASM at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6).

Subcontractor reporting shall be sent directly from the subcontractor to DBED. DBED will monitor both the TO Contractor’s efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Procurement Officer and TO Project Manager.

2.7 REPORTING

The TO Contractor and the MSDE GED Office shall conduct weekly progress meetings. A monthly project progress report shall be submitted as defined in section 2.2.8.

2.8 CHANGE ORDERS

If the TO Contractor is required to perform additional work, or there is a work reduction due to unforeseen scope changes, the TO Contractor and TO Project Manager shall negotiate a mutually acceptable price modification based on the TO Contractor's proposed rates in the Master Contract and scope of the work change. No scope of work modifications shall be performed until a change order is executed by the TO Procurement Officer.

SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS TORFP must respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal or 2) a completed Attachment 12 - Notice to Master Contractors explaining why the Master Contractor will not be submitting a proposal.

3.2 FORMAT

If a Master Contractor elects to submit a TO Proposal, the Master Contractor shall do so in conformance with the requirements of this CATS TORFP. A TO Proposal shall provide the following:

3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE

- A) Proposed Services – Work Plan
 - 1) Requirements: A detailed discussion of the Master Contractor’s understanding of the work and the Master Contractor’s capabilities, approach and solution to address the requirements outlined in Section 2.
 - 2) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.
 - 3) Risk Assessment: An assessment of any risks inherent in the work requirements and actions to mitigate these risks.
 - 4) Proposed Solution: A description of the Master Contractor’s proposed solution to accomplish the specified work requirements.
 - 5) Proposed Tools: A description of all proposed tools that will be used to facilitate the work.
 - 6) Tasks and Deliverables: A description of and the schedule for each task and deliverable, illustrated by a Gantt chart. Start and completion dates for each task, milestone, and deliverable shall be indicated. The Gantt chart will form the baseline for task order monitoring, and will be updated bi-weekly as part of progress reporting (see Section 2.7.1).
 - 7) Work Breakdown Structure: A detailed work breakdown structure and staffing schedule, with labor hours by skill category that will be applied to meet each milestone and deliverable, and to accomplish all specified work requirements.
 - 8) Acceptance Criteria: A statement acknowledging the Master Contractor’s understanding of the acceptance criteria.
- B) Proposed Personnel
 - 1) Identify and provide resumes for all proposed personnel by labor category. The resume should highlight the proposed personnel’s applicable responsibilities and accomplishments as they relate to the requirements of this TORFP
 - 2) Certification that all proposed personnel meet the minimum required qualifications and possess the required certifications in accordance to Section 2.8
 - 3) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
 - 4) Complete and provide, at the interview, Attachment 5 – Labor Classification Personnel Resume Summary.
- C) MBE Participation
 - 1) Submit completed MBE documents Attachment 2 - Forms D-1 and D-2.

D) Subcontractors

- 1) Identify all proposed subcontractors, including MBEs, and their full roles in the performance of this TORFP Scope of Work.

E) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide three examples of projects that you have completed that were similar in scope to the one defined in this TORFP Scope of Work. Each of the three examples must include a reference, to be provided at the interview, complete with the following:

- A) Name of organization.

- B) Name, title, and telephone number of point-of-contact for the reference.

- C) Type, and duration of contract(s) supporting the reference.

- D) The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.

- E) Whether the Master Contractor is still providing these services and, if not, an explanation of why it is no longer providing the services to the client organization.

- 2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any government entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:

- A) The State contracting entity,

- B) A brief description of the services/goods provided,

- C) The dollar value of the contract,

- D) The term of the contract,

- E) Whether the contract was terminated prior to the specified original contract termination date,

- F) Whether any available renewal option was not exercised,

- G) The State employee contact person (name, title, telephone number and e-mail address.

This information will be considered as part of the experience and past performance evaluation criteria in the TORFP.

F) Proposed Facility

- 1) Identify Master Contractor's facilities, including address, from which any work will be performed.

G) State Assistance

- 1) Provide an estimate of expectation concerning participation by State personnel.

H) Confidentiality

- 1) A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE

- A) A description of any assumptions on which the Master Contractor's Financial Proposal is based;
- B) Attachment 1 - Completed Financial Proposal.

SECTION 4 - PROCEDURE FOR AWARDING A TASK ORDER AGREEMENT

4.1 EVALUATION CRITERIA

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL CRITERIA

The following are technical criteria for evaluating a TO Proposal in descending order of importance.

- Contractor expertise
- Technical Work Plan/Understanding of the Scope of Work (Problem)
- Contractor Staffing, Support, and Processing models
- Contractor experience in meeting schedule for similar sized projects

4.3 SELECTION PROCEDURES

- A) TO Proposals deemed technically qualified will have their financial proposal considered. All others will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
- B) Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.
- C) The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, the Technical criteria will weigh more than the Financial proposal.

4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

Commencement of work in response to a TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, Purchase Order and by a Notice to Proceed authorized by the TO Procurement Officer. See Attachment 7 - Notice to Proceed (sample).

**ATTACHMENT 1 - OPERATIONS AND MAINTENANCE PRICE PROPOSAL
PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS TORFP # R00P8201587**

LABOR CATEGORIES

Labor Categories	A	B	C
	Hourly Labor Rate	Total Est. Hours	Total Proposed CATS TORFP Price
YEAR 1			
(Labor Cat 59) Internet/Intranet Site Developer Senior	\$	225	\$
(Labor Cat 60) Internet/Intranet Site Developer Junior	\$	150	\$
(Labor Cat 2) Project Manager	\$	50	\$
YEAR 2			
(Labor Cat 59) Internet/Intranet Site Developer Senior	\$	450	\$
(Labor Cat 60) Internet/Intranet Site Developer Junior	\$	300	\$
(Labor Cat 2) Project Manager	\$	100	\$
YEAR 3			
(Labor Cat 59) Internet/Intranet Site Developer Senior	\$	350	\$
(Labor Cat 60) Internet/Intranet Site Developer Junior	\$	200	\$
(Labor Cat 2) Project Manager	\$	75	\$
Total Evaluated Price			\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower. The "Total Est. Hours" are for estimation purposes. The actual hours expended per class will be determined on a time and materials basis during the O&M period.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 1A - PRICE PROPOSAL FORM

PRICE PROPOSAL FOR CATS TORFP # R00P8201587

Identification	Deliverable	Proposed Price
R1.I	Milestone I: Project Management Plan	
R1.II	Milestone II: System Requirements	
R1.III	Milestone III: Design, Develop, Test	
R1.IV	Milestone IV: Implementation	
Total for Release 1		
R2.I	Milestone I: Project Management Plan	
R2.II	Milestone II: System Requirements	
R2.III	Milestone III: Design, Develop, Test	
R2.IV	Milestone IV: Implementation	
Total for Release 2		
R3.I	Milestone I: Project Management Plan	
R3.II	Milestone II: System Requirements	
R3.III	Milestone III: Design, Develop, Test	
R3.IV	Milestone IV: Implementation	
Total for Release 3		
R4.I	Milestone I: Project Management Plan	
R4.II	Milestone II: System Requirements	
R4.III	Milestone III: Design, Develop, Test	
R4.IV	Milestone IV: Implementation	
Total for Release 4		
	Total Proposed Fixed Price	

Authorized Individual Name

Company Name

Title

Company Tax ID #

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS TORFP # R00P8201587

These instructions are meant to accompany the customized reporting forms sent to you by the TO Project Manager. If, after reading these instructions, you have additional questions or need further clarification, please contact the TO Project Manager immediately.

1. As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (TO Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2. The TO Contractor must complete a separate Form D-5 for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO Project Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.
3. The TO Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy of and/or hard copy) of Form D-6. The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize Form D-6 (upper right corner of the form) for the subcontractor the same as the Form D-5 was customized by the TO Project Manager for the benefit of the TO Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15th of each month, regardless of whether there was any MBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form D-5. The TO Project Manager will contact the TO Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The TO Contractor must promptly notify the TO Project Manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE contract provisions and reporting requirements may result in sanctions, as provided by COMAR 21.11.03.13.

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 1

CERTIFIED MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT

This document shall be included with the submittal of the Offeror's TO Proposal. If the Offeror fails to submit this form with the TO Proposal, the TO Procurement Officer shall determine that the Offeror's TO Proposal is not reasonably susceptible of being selected for award.

In conjunction with the offer submitted in response to TORFP No. R00P8201587, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of 30 percent and, if specified in the TORFP, sub-goals of [redacted] percent for MBEs classified as African American-owned and [redacted] percent for MBEs classified as women-owned. I have made a good faith effort to achieve this goal.

OR

After having made a good faith effort to achieve the MBE participation goal, I conclude that I am unable to achieve it. Instead, I intend to achieve an MBE goal of [redacted] percent and request a waiver of the remainder of the goal. If I am selected as the apparent TO Agreement awardee, I will submit written waiver documentation that complies with COMAR 21.11.03.11 within 10 business days of receiving notification that our firm is the apparent low bidder or the apparent awardee.

2. I have identified the specific commitment of certified Minority Business Enterprises by completing and submitting an MBE Participation Schedule (Attachment 2 - Form D-2) with the proposal.
3. I acknowledge that the MBE subcontractors/suppliers listed in the MBE Participation Schedule will be used to accomplish the percentage of MBE participation that I intend to achieve.
4. I understand that if I am notified that I am the apparent TO Agreement awardee, I must submit the following documentation within 10 working days of receiving notice of the potential award or from the date of conditional award (per COMAR 21.11.03.10), whichever is earlier.
 - (a) Outreach Efforts Compliance Statement (Attachment D-3)
 - (b) Subcontractor Project Participation Statement (Attachment D-4)
 - (c) MBE Waiver Documentation per COMAR 21.11.03.11 (if applicable)
 - (d) Any other documentation required by the TO Procurement Officer to ascertain offeror's responsibility in connection with the certified MBE participation goal.

If I am the apparent TO Agreement awardee, I acknowledge that if I fail to return each completed document within the required time, the TO Procurement Officer may determine that I am not responsible and therefore not eligible for TO Agreement award. If the TO Agreement has already been awarded, the award is voidable.

5. In the solicitation of subcontract quotations or offers, MBE subcontractors were provided not less than the same information and amount of time to respond as were non-MBE subcontractors.

I solemnly affirm under the penalties of perjury that the contents of this paper are true to the best of my knowledge, information, and belief.

Offeror Name

Signature of Affiant

Address

Printed Name, Title

Date

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE

This document shall be included with the submittal of the TO Proposal. If the Offeror fails to submit this form with the TO Proposal, the TO Procurement Officer shall determine that the TO Proposal is not reasonably susceptible of being selected for award.

TO Prime Contractor (Firm Name, Address, Phone)	Task Order Description
Task Order Agreement Number R00P8201587	
List Information For Each Certified MBE Subcontractor On This Project	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

USE ATTACHMENT D-2 CONTINUATION PAGE AS NEEDED

SUMMARY

TOTAL MBE PARTICIPATION:	_____ %
TOTAL WOMAN-OWNED MBE PARTICIPATION:	_____ %
TOTAL AFRICAN AMERICAN-OWNED MBE PARTICIPATION:	_____ %

Document Prepared By: (please print or type)

Name: _____ Title: _____

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE (CONTINUED)

List Information For Each Certified MBE Subcontractor On This Project	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 3

OUTREACH EFFORTS COMPLIANCE STATEMENT

In conjunction with the bid or offer submitted in response to TORFP # R00P8201587 I state the following:

1. Offeror identified opportunities to subcontract in these specific work categories:

2. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit certified MBEs for these subcontract opportunities.

3. Offeror made the following attempts to contact personally the solicited MBEs:

4. Offeror assisted MBEs to fulfill or to seek waiver of bonding requirements.
(DESCRIBE EFFORTS)

 This project does not involve bonding requirements.

5. Offeror did/did not attend the pre-proposal conference
 No pre-proposal conference was held.

_____	By:	_____
Offeror Name		Name
_____		_____
Address		Title

		Date

SUBMIT WITHIN 10 WORKING DAYS OF RECEIVING NOTICE OF THE POTENTIAL AWARD

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 4

SUBCONTRACTOR PROJECT PARTICIPATION STATEMENT

SUBMIT ONE FORM FOR EACH CERTIFIED MBE LISTED IN THE MBE PARTICIPATION SCHEDULE

Provided that _____ is awarded the TO Agreement in
(Prime TO Contractor Name)
conjunction with TORFP No. R00P8201587, it and _____,
(Subcontractor Name)

MDOT Certification No. _____, intend to enter into a contract by which the subcontractor shall:

(Describe work to be performed by MBE):

- No bonds are required of Subcontractor
- The following amount and type of bonds are required of Subcontractor:

By:

By:

Prime Contractor Signature

Subcontractor Signature

Name

Name

Title

Title

Date

Date

SUBMIT WITHIN 10 WORKING DAYS OF RECEIVING NOTICE OF THE POTENTIAL AWARD

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 5

MINORITY BUSINESS ENTERPRISE PARTICIPATION TO CONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____ Reporting Period (Month/Year): _____ Report is due by the 15th of the following month.	CATS TORFP #R00P8201587 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____
---	---

Prime TO Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX:		
Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			
List all unpaid invoices over 30 days old received from the MBE subcontractor named above:			
1.			
2.			
3.			
Total Dollars Unpaid: \$ _____			

**If more than one MBE subcontractor is used for this contract, please use separate forms.

Return one copy of this form to the following address:

Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201 dbonner@msde.state.md.us	DOROTHY M. BONNER, PROCUREMENT OFFICER Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201 dbonner@msde.state.md.us
--	--

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 6

MINORITY BUSINESS ENTERPRISE PARTICIPATION SUBCONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____ Reporting Period (Month/Year): __/_____ Report Due By the 15th of the following Month.	CATS TORFP #R00P8201587 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____	
MBE Subcontractor Name: _____		
MDOT Certification #: _____		
Contact Person: _____		
Address: _____		
City: _____	State: _____	ZIP: _____
Phone: _____	FAX: _____	
Subcontractor Services Provided: _____		
List all payments received from Prime TO Contractor during reporting period indicated above. 1. _____ 2. _____ 3. _____ Total Dollars Paid: \$ _____	List dates and amounts of any unpaid invoices over 30 days old. 1. _____ 2. _____ 3. _____ Total Dollars Unpaid: \$ _____	
Prime TO Contractor: _____		Contact Person: _____

Return one copy of this form to the following address:

Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201 dbonner@msde.state.md.us	DOROTHY M. BONNER, PROCUREMENT OFFICER Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201 dbonner@msde.state.md.us
--	--

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS TORFP# **ADPICS PO Number** OF MASTER CONTRACT #050R5800338

This Task Order Agreement (“TO Agreement”) is made this **day** of **Month**, 200**X** by and between **Task Order Contractor (TO Contractor)** and the STATE OF MARYLAND, **TO Requesting Agency**.

IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
 - a. “Agency” means the **TO Requesting Agency**, as identified in the CATS TORFP # **ADPICS PO**.
 - b. “CATS TORFP” means the Task Order Request for Proposals # **ADPICS PO**, dated **MONTH DAY, YEAR**, including any addenda.
 - c. “Master Contract” means the CATS Master Contract between the Maryland Department of Budget and Management and **TO Contractor** dated December 19, 2005.
 - d. “TO Procurement Officer” means **TO Procurement Officer**. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
 - e. “TO Agreement” means this signed TO Agreement between **TO Requesting Agency** and **TO Contractor**.
 - f. “TO Contractor” means the CATS Master Contractor awarded this TO Agreement, whose principal business address is _____ and whose principal office in Maryland is _____.
 - g. “TO Project Manager” means **TO Project Manager** of the Agency. The Agency may change the TO Project Manager at any time by written notice to the TO Contractor.
 - h. “TO Proposal - Technical” means the TO Contractor’s technical response to the CATS TORFP dated **date of TO Proposal – Technical**.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS TORFP dated **date of TO Proposal - Financial**.
 - j. “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.
2. Scope of Work
 - 2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supersede the Master Contract.
 - 2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
 - a. The TO Agreement,
 - b. Exhibit A – CATS TORFP
 - c. Exhibit B – TO Proposal-Technical
 - d. Exhibit C – TO Proposal-Financial

2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this Section. Except as otherwise provided in this TO Agreement, if any change under this Section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this Section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this Section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this Section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS TORFP on receipt of a Notice to Proceed from the TO Project Manager. The term of this TO Agreement is for a period of **insert time for performance**, commencing on the date of Notice to Proceed and terminating on **Month Day, Year**.

4. Consideration and Payment

- 4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS TORFP and shall not exceed \$**total amount of task order**. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Project Manager is at the TO Contractor's risk of non-payment.
- 4.2 Payments to the TO Contractor shall be made as outlined Section 2 of the CATS TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.
- 4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is **Federal ID number**. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the **Agency TO Project Manager unless otherwise specified herein**.
- 4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

TO Contractor Name

By: Type or Print TO Contractor POC

Date

Witness: _____

STATE OF MARYLAND, TO Requesting Agency

By: insert name, TO Procurement Officer

Date

Witness: _____

ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

- A) "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.
- B) "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, Offeror, Contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- C) The bidder or Offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- D) The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):
- E) The bidder or Offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____

(Authorized Representative and Affiant)

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 050R5800338.
2. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements. This summary is required at the time of the interview.

For example: If you propose John Smith, who is your subcontractor, and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements. Where there is a time requirement such as three months experience, you must provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement; in this case, three months.

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.
6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

**ATTACHMENT 6 – DIRECTIONS
TO THE PRE-TO PROPOSAL CONFERENCE**

Provide thorough directions to the conference, including parking information.

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement #**ADPICS PO**

Dear **TO Contractor Contact**:

This letter is your official Notice to Proceed as of **Month Day, Year**, for the above-referenced Task Order Agreement. **TO Project Manager** of the **TO Requesting Agency** will serve as your contact person on this Task Order. **TO Project Manager** can be reached at **telephone # and email address**.

Enclosed is an original, fully executed Task Order Agreement and purchase order.

Sincerely,

TO Procurement Officer

Task Order Procurement Officer

Enclosures (2)

cc: **TO Project Manager**

Procurement Liaison Office, Office of Information Technology, DBM

Project Management Office, Office of Information Technology, DBM

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: **TO Requesting Agency**

TORFP Title: **TORFP Project Name**

TO Project Manager: **TO Project Manager and Phone Number**

To:

The following deliverable, as required by TO Agreement #**ADPICS PO**, has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Project Manager Signature

Date Signed

ISSUED BY THE TO PROJECT MANAGER AS REQUIRED IN SECTION 2.2.8 OF THE TORFP.

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

This Non- Disclosure Agreement (the “Agreement”) is made this ___ day of _____ 200_, by and between _____ (hereinafter referred to as "the OFFEROR ") and the State of Maryland (hereinafter referred to as " the State").

OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS TORFP #ADPICS PO for TORFP Project Name. In order for the OFFEROR to submit a TO Proposal, it will be necessary for the State to provide the OFFEROR with access to certain confidential information including, but not limited, to _____. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as “Confidential Information”. As a condition for its receipt and access to the Confidential Information described in Section 1.7 of the TORFP, OFFEROR agrees as follows:

1. OFFEROR will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received under Section 1.7, except in connection with the preparation of its TO Proposal.
2. Each employee or agent of the OFFEROR who receives or has access to the Confidential Information shall execute a copy of this Agreement and the OFFEROR shall provide originals of such executed Agreements to the State. Each employee or agent of the OFFEROR who signs this Agreement shall be subject to the same terms, conditions, requirements and liabilities set forth herein that are applicable to the OFFEROR.
3. OFFEROR shall return the Confidential Information to the State within five business days of the State’s Notice of recommended award. If the OFFEROR does not submit a Proposal, the OFFEROR shall return the Confidential Information to TO Procurement Officer, TO Requesting Agency on or before the due date for Proposals.
4. OFFEROR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State’s rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the OFFEROR’S failure to comply with the requirements of this Agreement. The OFFEROR consents to personal jurisdiction in the Maryland State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys’ fees and disbursements) that are attributable, in whole or in part to any failure by the OFFEROR or any employee or agent of the OFFEROR to comply with the requirements of this Agreement, OFFEROR and such employees and agents of OFFEROR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. OFFEROR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than \$20,000 and/or imprisonment not exceeding 5 years or both. OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: _____

BY: _____

NAME: _____

TITLE: _____

ADDRESS: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ___ day of _____, 200__, by and between the State of Maryland ("the State"), acting by and through its **TO Requesting Agency** (the “Department”), and _____ (“TO Contractor”), a corporation with its principal business office located at _____ and its principal office in Maryland located at _____.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the “TO Agreement”) for **TORFP Title** TORFP No. **ADPICS PO** dated **release date for TORFP**, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 050R5800338; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor’s employees and agents (collectively the “TO Contractor’s Personnel”) with access to certain confidential information regarding _____ (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor’s performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor’s Personnel

or the TO Contractor's former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).

6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.
7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the TO Agreement between the TO Contractor and the State.
8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:
 - a. This Agreement shall be governed by the laws of the State of Maryland;
 - b. The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;
 - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
 - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
 - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
 - f. The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

TO Requesting Agency:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

EXHIBIT A: Confidential Information

**TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE
CONFIDENTIAL INFORMATION**

Printed Name and Address
of Employee or Agent

Signature

Date

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Exhibit B: GED Application

MARYLAND STATE DEPARTMENT OF EDUCATION (MSDE)

APPLICATION FOR THE GED TESTS AND THE MARYLAND HIGH SCHOOL DIPLOMA

SCHEDULING FEE:

\$45.00

Must Print or Type Clearly. All Blanks Must Be Filled In Completely

OFFICE USE ONLY

1. Social Security No.

2. Date of Application

3. Legal Name: First MI Last

4. Street Address: Apt. No.
City/Town County State Zip

5. Mailing Address (if different): Apt. No.
City/Town County State Zip

6. Phone:
Home () Work () Cell ()

7. Email Address

8. Race: Amer. Indian Asian Black Hispanic White Other

9. Sex: M F

10. Date of Birth Age:

NOTE: All applicants must provide proof of birth date with this application. Attach a **PHOTOCOPY** of one of the required documents listed below:

- a. A current official Maryland Driver's License; **OR** b. A current official Maryland Learner's Permit; **OR**
c. A current official Maryland ID Card issued by the Motor Vehicle Administration; **OR** d. A current Active Duty Military ID Card.

11. Select testing center. (See listing on page 4.) If a center is not requested your application will be returned.

If your test center choices are full, you will be overflowed to the next available month.

FIRST CHOICE

SECOND CHOICE

Month

Month

Test Center Code

Test Center Code

12. Why are you taking the GED tests? Further Education Employment Military Other

13. Do you wish to take this test in: English Spanish

14. Did you receive formal instruction or training in preparing for the GED Tests? Yes No

If yes, where?

15. Public or private school attended above eighth grade. **This section must be completed.**

NAME OF SCHOOL	PUBLIC YES/NO	CITY	COUNTY	STATE	COUNTRY	LAST GRADE COMPLETED

OFFICIAL WITHDRAWAL DATE FROM LAST SCHOOL ATTENDED

MONTH / DAY / YEAR

16. Special accommodations request enclosed (see page 3) Yes No

OFFICE USE ONLY

SCHEDULE
Month/Day/Year

Test Center County Code 500 Code

Change of Address

Other Notes

-ALL INCOMPLETE APPLICATIONS WILL BE RETURNED AND WILL DELAY YOUR TEST DATE-

Have you been a resident of Maryland for the past 3 months? Yes _____ No _____

If you have taken the GED Tests after January 2002 in another state or while stationed in the Armed Forces, you must contact the other State's GED Office and arrange to have your scores sent to the Maryland GED Office at 200 W. Baltimore St., Baltimore, Maryland 21201 in order to receive credit for them.

Have you arranged for the previous state to send an official transcript to the Maryland GED Office? Yes _____ No _____

Have you received a:

a. High school diploma? Yes _____ No _____ b. EDP? Yes _____ No _____ c. GED? Yes _____ No _____

If yes, When? _____ From what state? _____

d. A Maryland High School Certificate of Program Completion? Yes _____ No _____ If yes, and you are 18 years old or younger, you must attach a photocopy with this application.

SIGNATURE IS REQUIRED

I affirm that the information entered on this application is true and correct to the best of my knowledge.

FULL LEGAL SIGNATURE OF APPLICANT

If your completed application is received in the GED Office by 1 pm on the 15th of the month, you are eligible-as space permits-for the following month.

Applications are processed on a first-come, first-served basis until the centers are full. A scheduling fee **MUST** be paid **EACH** time you are scheduled.

Questions: Contact the GED Office at 410-767-0558.

PAYMENT ENCLOSED (See GED Brochure for fee information)

Mail application, with the required copy of identification, and scheduling fee to: The GED Office, 200 W. Baltimore St., Baltimore, Maryland 21201
Make all checks and/or money orders payable to the GED OFFICE (Please do not send Cash). You will not be scheduled until all documents and fees are received by the GED Office.

IF YOU ARE 16, 17 OR 18 YEARS OLD, YOU MUST HAVE THIS SECTION COMPLETED

SCHOOL WITHDRAWAL/ HOME SCHOOL INFORMATION

CHECK ONE: WITHDREW FROM REGULAR HIGH SCHOOL _____ HOME SCHOOLED _____

- If you are enrolled in high school, you must officially withdraw. If you are 16, 17, or 18, an official of the last regular full-time public or private school you attended must complete the section below.
- Home school students registered with the local public school system must have this section completed by the Coordinator of Home Instruction (Contact county Board of Education) and include the school stamp or embossed seal.

Date: ____/____/____

Our records indicate that

Name: First _____ MI _____ Maiden _____ Last _____

whose birthday is _____ withdrew from this school or registered with home instruction on _____
Month Day Year Month Day Year

after completing grade _____. There is no indication of transfer of records to any other secondary school.

SCHOOL

SCHOOL STAMP OR EMBOSSED SEAL

SIGNATURE AND TITLE OF SCHOOL OFFICIAL

SCHOOL ADDRESS

RELEASE STATEMENT

If you attended or are attending classes in preparation for the GED Tests, consult your adult education program in regards to their program release number.

Release Statement - I authorize MDEC to release my initial test scores and all subsequent test scores to the GED Instructional program listed below.

Program Name _____ Program Code # _____

Applicant's Signature: _____

OR

I do not wish to have my test scores released to the GED Instructional Program.

Applicant's Signature: _____

Confidential Personal Information: In accordance with the Privacy Act 1974, personal information, including social security numbers, requested from applicants is only used to coordinate the identity of applicants with test scores. Applicants have the right to inspect, amend and correct personal information on applications. Test scores of GED examinees and personal information collected from applicants is confidential, and is not generally available to the public. With the exception of court-ordered disclosures, written permission is required before testing information may be released. Test information may be disclosed on a confidential basis to state and national agencies for accountability purposes in accordance with the Family Educational Rights and Privacy Act.

IMPORTANT INFORMATION
PLEASE READ THIS PRIOR TO SUBMITTING YOUR APPLICATION

A candidate with disabilities may request appropriate accommodations. A qualified professional must verify and document the disability on the appropriate form. Please contact the GED Office at (410) 767-0538 for the required form or download from:

The MSDE Website:

http://www.marylandpublicschools.org/MSDE/programs/GED/special_accommodations/apply.htm

GED Website:

<http://www.gogedgo.org/GED/Text/GEDacc.html>

Questions: Contact the GED Office 8:30a.m. - 4:30p.m., Mon.-Fri. at (410) 767-0538.

PLEASE NOTE: IN ORDER TO BE ADMITTED TO THE TEST CENTER YOU MUST PRESENT ONE OF THE FOLLOWING:

- a. A current official Maryland Driver's License; **OR**
- b. A current official Maryland Learner's Permit; **OR**
- c. A current official Maryland ID Card issued by the Motor Vehicle Administration; **OR**
- d. A current Active Duty Military ID Card.

NO EXCEPTIONS WILL BE MADE

The applicant will need to reschedule the test date:

- 1) If scores earned on a previous test are not passing scores,
- 2) Because of failure to appear for testing **for any reason**,
- 3) If turned away by examiner for not having proper ID (SEE ABOVE).

Rescheduling for any reason will require a waiting period of approximately 2 months and payment of the scheduling fee.

Fee covers scheduling for one two-day test session only.

There are no refunds.

**IF YOU DO NOT RECEIVE AN ADMIT CARD PRIOR TO YOUR
REQUESTED TEST DATE, YOU MUST CALL THE GED OFFICE AT (410) 767-0538**

You may not bring any calculators, portable music players, hand-held electronic games, cameras, or any other electronic devices capable of taking pictures, transmitting or recording information or performing any mathematical functions. Only test booklets, answer sheets, and scrap paper provided during testing may be on your desk. All cell phones, pagers, or other electronic devices must remain off during testing and cannot be used until you have completed your tests and have left the testing area. If any of these items are found in use your test materials will be collected and your tests will not be scored.

NO EXCEPTIONS WILL BE MADE

GED TESTING CENTERS AND CODES

An applicant may request to test at any of the test centers listed below by writing the name of the test center and code on line 11 of page 1 of this application. If a center is not requested your application will be returned. Tests are completed over two days. See days and times below. Times listed for testing include: check-in, instructions, as well as testing time.

SATURDAYS ONLY 8 a.m.-2 p.m.		FRIDAY AND SATURDAY	
CODE	CENTER	CODE	CENTER
<u>01</u>	BCCC-Liberty Campus (Baltimore City) 2901 Liberty Heights Ave -Life Science Bldg	<u>22</u>	WORKFORCE TECHNOLOGY CTR (Baltimore City) 2301 Argonne Dr Friday: 12-6pm Saturday: 8am-2pm
<u>21</u>	BCCC-Harbor Campus (Baltimore City) 600 E Lombard St - Bard Bldg.	<u>03</u>	UPPER SHORE Chesapeake College-Economic Dev. Ctr RT 50 at 213 Friday: 5-10pm Saturday: 9am-3pm
<u>06</u>	ROCKVILLE Montgomery College South Campus Instructional Building 51 Manakee Street, 2nd floor	<u>04</u>	NORTH EAST Cecil Community College One Seahawk Drive, Tech Center Friday: 5-10pm Saturday: 8am-2pm
<u>09</u>	ESSEX CCBC-Essex Campus-Social Sciences Bldg. L 7201 Rossville Blvd	<u>05</u>	HAGERSTOWN Hagerstown Comm. College-Learning Resource Ctr 11400 Robinwood Dr Friday: 5-10pm Saturday: 8am-3pm
<u>12</u>	CATONSVILLE CCBC-Catonsville Campus-Bldg E 800 S Rolling Rd	<u>07</u>	SALISBURY Salisbury University-Henson Hall 1101 Camden Ave Friday: 5-10pm Saturday: 9am-3pm
<u>17</u>	WALDORF Lifelong Learning Center 12300 Vivian Adams Drive	<u>10</u>	BELAIR Harford Community College-Belair Hall 401 Thomas Run Rd Friday: 5-10pm Saturday: 8am-2pm
THURSDAY AND SATURDAY		<u>11</u>	SEVERN Center of Applied Technology-North 800 Stevenson Rd. Cafeteria Friday: 4:30-9:30 Saturday: 8am-2pm
<u>02</u>	CUMBERLAND Allegany College of Maryland 12401 Willowbrook Rd, SE Center of Continuing Education Thursday 4:30-9:30 p.m. Saturday: 8am-2pm	<u>14</u>	FREDERICK Frederick County Adult Education Bldg 44 Frederick St Friday: 4:30-9:30 Saturday: 8am-2pm
<u>20</u>	WESTMINSTER Westminster Sr. High School 1225 Washington Rd Thursday: 5-10pm Saturday: 8am-2pm	<u>16</u>	DUNDALK CCBC-Dundalk Campus-Ctr for Business & Industry 7200 Sollers Point Rd Friday: 4:30-9:30 Saturday: 8am-2pm
<u>13</u>	ST MARY'S COUNTY Southern MD Higher Education Ctr. 44219 Airport Rd Thursday: 4:30-9:30pm Saturday: 8am-12pm	THURSDAY AND WEDNESDAY (EVENINGS ONLY)	
		<u>08</u>	PG COUNTY - RIVERDALE Parkdale High School 6001 Good Luck Rd Tuesday: 5-9:30pm Wednesday: 5-9:30pm

The Maryland State Department of Education does not discriminate on the basis of race, color, sex, age, national origin, religion, or disability in matters affecting employment or in providing access to programs. For inquiries related to Department policy, please contact: Equity Assurance and Compliance Branch, Office of the State Superintendent for Administration, Maryland State Department of Education, 200 West Baltimore Street- 6th floor, Baltimore Maryland, 21201, Voice (410) 767-0433, Fax (410) 767-0433, TTY/TTD (410) 333-6442.

Exhibit C: Test Scoring Process

This exhibit outlines the current activities associated to the Test Scoring process. When the new system is implemented, the goal is to automate as much of the manual intervention\processing as possible.

Scoring and Scanning Process:

Scanning HW: Pearson Scanner

Scanning SW: Pearson MCS Scan Tool Plus

Scanning Vendor: currently outsourced

Interface: via web and FTP

File Transmission: Secure FTP

Scoring Vendor

Document Types (5)

- Demographics (4 pages, back and front)
- Writing Test + Essay (2 pages, back and front including essay page)
- Mathematics Test (1 page, back and front)
- Test for Science, Social Studies, and Reading (1 page, back and front)

All scanning is performed for both front and back of each page

Process Flow:

Steps 1 – 5 below are performed throughout the month by Test Centers, MSDE, and Scoring Vendor. Steps 6 and 7 are performed once at the end of each month based on approval from the MSDE GED staff.

1. Test Center: Fed Ex's Answer Sheets to MSDE
2. MSDE Review, Collation, Prep for Scanning
 - Review for errors (bubbled incorrectly for name, ssn, ...)
 - Separate and group (pull off serration for demographics doc) into the following groups\batches:
 - (a) Demographics
 - (b) Writing Test + Essay
 - (c) Math and Science... Tests
 - Count the # of sheets in each batch group (capture totals per batch)
3. Scan
 - Assign the batch a # (7-digit code): z[###][ddTC] where
 - z = z (simply the starting character)
 - ### = # of sheets in the batch
 - dd = day of the month

TC = Test Center code

- Scan the pages for a batch. Scanning halts when an error is detected on demographics and tracking data. Errors can result from bubbles not darkened or multiple bubbles darkened on a line. A pop up box appears and the information is typed into the box. The answer sheet is not corrected. Scanning resumes. Error checking is not performed for the test answer sections.
4. Transfer Scanned materials to Scoring Vendor
 - Secure FTP (performed through tools from Pearson) using VPN account
 - Confirm the file transfer was completed successful – manually check the Scoring Vendor's website
 5. Check online to see if the scoring is completed – manual (can only see MD info)
 - Need to go through each individual test center – assigned new # by Scoring Vendor (batch # is no longer used) – slightly tricky to reconcile
 - Clear errors if they occur – Scoring Vendor sends spreadsheet of errors (SSN, address, - can not fix test scores (email to Scoring Vendor to fix)) – fix on the Scoring Vendor's website (go to the examinee's file (usually demographic information))
 6. File is imported from Scoring Vendor (secure FTP) of all examinees for that month.
 - Save locally (own PC)
 - HP3000: Run "Monthly A" process which compares the Scoring Vendor file to the data in Reflections – done in Reflections (comparing what was scheduled to what was scored) – errors are reported (25 pages) – errors SSN, person swapped to a different month, warnings if person did not take test or person did not do better than previous time or other issues which may require updates at Scoring Vendor site - 2 -3 iterations (every time change Scoring Vendor site, need a new file)
 7. Update and Print (processing Date is manually calculated to last business day of month)
 - HP3000: Run "monthly B" – dumps results into system and kicks off job to run diplomas and failures
 - Manually set the starting diploma # for the month (look at last diploma # printed) – will overwrite existing diploma # with new examinee information if diploma # is duplicated.
 - Print on continuous feed paper (and separated)
 - Reconciliation - manually count # printed, check diploma #, stuff the envelopes

13

WHAT IS YOUR PRIMARY LANGUAGE?

- English (go to 15)
- French
- Spanish
- Other

14

MARK EACH YEAR OF SCHOOLING WHERE YOUR INSTRUCTION WAS IN YOUR PRIMARY LANGUAGE.
(Mark all that apply)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 12+

15

RACE AND ETHNIC BACKGROUND
(Mark one)

- Hispanic Origin or Descent
- American Indian or Alaska Native
- Asian
- Black, African American, African Descent
- Native Hawaiian or Pacific Islander
- White

16

DID YOU TAKE THE OFFICIAL GED PRACTICE TESTS?

- Yes
- No

17

WHAT YEAR DID YOU LAST ATTEND TRADITIONAL K-12 SCHOOL?

	0	1	2
1	3	4	5
2	6	7	8
	9	10	11
	12	13	14
	15	16	17
	18	19	20
	21	22	23
	24	25	26
	27	28	29
	30	31	32

18

HIGHEST LEVEL OF EDUCATION COMPLETED

- None
- K-3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 12+

19

REASON(S) FOR TESTING
(Mark all that apply)

- Enroll in Technical or Trade Program
- Enter 2-Year College
- Enter 4-Year College/University
- Skills Certification
- Job Training
- Get First Job
- Keep Current Job
- Get a Better Job
- Employer Requirement
- Military Entrance
- Military Career
- Early Release
- Court Order
- Public Assistance Requirement
- Role Model for Family
- Personal Satisfaction
- Other

20

YOUR CURRENT STATUS
(Mark all that apply)

- Employed Part-time (20 or fewer hours per week)
- Employed Full-time
- Unemployed (seeking employment)
- Permanent Disability
- Not in the Labor Force (unemployed by choice)
- Not in the Labor Force (homemaker, family caregiver)
- Retired
- Full-time Student
- Part-time Student

21

WHAT WAS THE TOTAL AMOUNT YOU EARNED LAST YEAR?

- \$0
- \$1 to \$3,000
- \$3,001 to \$5,000
- \$5,001 to \$7,500
- \$7,501 to \$10,000
- \$10,001 to \$15,000
- \$15,001 to \$20,000
- \$20,001 to \$25,000
- \$25,001 to \$30,000
- \$30,001 to \$40,000
- More than \$40,000

22

INDICATE ALL THAT APPLY AT THE TIME OF TESTING.

- Status**
- Correctional Facility
 - Health Facility
 - Receiving Public Assistance
 - Single Parent
 - Emancipated Minor

23

HOW FAR DID YOU TRAVEL IN ONE DIRECTION TO TAKE THE GED TESTS?

- 1 to 10 miles
- 11 to 25 miles
- 26 to 50 miles
- 51 to 100 miles
- More than 100 miles

24

WERE YOU ABLE TO TAKE THE GED TESTS WHEN YOU CHOSE?

- Yes
- Waited 1 week
- Waited 1 week to 1 month
- Waited longer than 1 month

26

HOW DID YOU FIRST LEARN ABOUT THE GED TESTS?
(Mark all that apply)

- Friend, neighbor, or family member
- Classmate
- School guidance counselor or teacher
- Television
- Radio
- Magazine
- Newspaper
- Brochure, pamphlet, or poster
- Employer
- Employment counselor
- Education agency
- Jail or prison official
- Probation or parole officer
- Military recruiting officer
- Social worker
- Other

27

HOW MANY HOURS DID YOU SPEND PREPARING FOR THE GED TESTS?

0	0	0	0
0	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

25

DID YOU PAY FOR YOUR TEST PREPARATION YOURSELF?

- Yes
- No

HOW DID YOU PREPARE FOR THE GED TESTS?
(Mark all that apply)

- | | |
|---|--|
| <input type="radio"/> Public School Adult Education Class | <input type="radio"/> Community Based Organization |
| <input type="radio"/> Community College Adult Education Class | <input type="radio"/> Army "GED Plus" |
| <input type="radio"/> Television | <input type="radio"/> Project Challenge |
| <input type="radio"/> Internet/Computer | <input type="radio"/> GED Option |
| <input type="radio"/> Distance Learning | <input type="radio"/> Homeless Program |
| <input type="radio"/> Correspondence School | <input type="radio"/> Military Installation |
| <input type="radio"/> Charter School | <input type="radio"/> Church Program (Faith-based) |
| <input type="radio"/> Home Study | <input type="radio"/> Migrant Worker/HEP Program |
| <input type="radio"/> Homeschooling Instead of K-12 | <input type="radio"/> Job Corps |
| <input type="radio"/> Official Practice Tests | <input type="radio"/> Private Tutor |
| <input type="radio"/> Correctional Facility | <input type="radio"/> Literacy Volunteer Program |
| <input type="radio"/> Family Literacy | <input type="radio"/> Employment and/or Training Program |
| <input type="radio"/> Library | <input type="radio"/> Self-Taught |
| <input type="radio"/> Workplace Literacy Program | <input type="radio"/> NONE |

For each of the following subject areas (A-E), darken the circle indicating the total years (or equivalent) of study you have completed from the 9th grade until you completed your schooling. Do not count a repeated year of the same course as an additional year of study. Then, for each subject area, darken the circle that BEST describes the grades you received in that subject. If your grades were mostly A (90-100) darken A, if your grades were mostly B (80-89) darken circle B, if your grades were mostly C (70-79) darken circle C, if your grades were mostly D (60-69) darken circle D, and if your grades were mostly below D (less than 60) darken circle E. If you did not take a course in one of the subject areas, leave the grade for that area blank.

<p>A-ENGLISH/LITERATURE</p> <p><input type="radio"/> One year or less <input type="radio"/> Two years <input type="radio"/> Three years <input type="radio"/> Four years or more</p> <p style="text-align: center;">GRADES <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E</p>	<p>B-COMPOSITION</p> <p><input type="radio"/> One year or less <input type="radio"/> Two years <input type="radio"/> Three years <input type="radio"/> Four years or more</p> <p style="text-align: center;">GRADES <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E</p>	<p>C-SOCIAL STUDIES</p> <p><input type="radio"/> One year or less <input type="radio"/> Two years <input type="radio"/> Three years <input type="radio"/> Four years or more</p> <p style="text-align: center;">GRADES <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E</p>
<p>D-SCIENCE</p> <p><input type="radio"/> One year or less <input type="radio"/> Two years <input type="radio"/> Three years <input type="radio"/> Four years or more</p> <p style="text-align: center;">GRADES <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E</p>	<p>E-MATHEMATICS</p> <p><input type="radio"/> One year or less <input type="radio"/> Two years <input type="radio"/> Three years <input type="radio"/> Four years or more</p> <p style="text-align: center;">GRADES <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E</p>	<p>MARK ONLY ONE GRADE IN EACH SUBJECT AREA</p>



PLEASE DO NOT WRITE IN THIS AREA

5984431

For each of the following subject areas, darken the circles indicating each of the courses you have taken, from the 9th grade until you completed your schooling.

ENGLISH/LITERATURE

- Literature (American, Canadian, Spanish, French or Other)
 English Literature
 World Literature
 Grammar/Composition

LANGUAGES

- Spanish
 French
 German
 Latin
 English
 Other

SCIENCE

- Biology
 Chemistry
 Earth Science
 General Science
 Genetics
 Physical Science
 Physics
 Zoology/Botany

SOCIAL STUDIES

- Behavioral Science (Soc., Psych., Anthro., etc.)
 Civics
 Economics
 Geography
 Political Science
 History (U.S., Canadian)
 World History

MATHEMATICS

- Algebra I
 Algebra II
 Business Math
 Calculus
 General Math
 Geometry
 Trigonometry

The following list of reasons for not completing high school are true for some people. Please darken the circles by the reasons that were true for you. (Mark all that apply)

FAMILY

1. Was needed at home to care for family members
2. Got a job
3. Needed money to help out at home
4. Job took too much time
5. Got married
6. Family moved too often
7. Personal/family illness
8. Got pregnant/made someone pregnant
9. Parents did not support my education
10. Lacked a good place to study at home
11. Didn't have enough money to go to school
12. Other family members did not complete high school

SOCIAL

13. Too old for my grade
14. Had emotional problems
15. Had problems with alcohol
16. Had problems with drugs
17. Did not feel part of the school
18. Did not feel safe at school
19. Did not get along with other students
20. Did not get along with teachers
21. Had problems with the law/police
22. Social life was more important than school work
23. School official told me to leave
24. Wasn't happy in school
25. Got suspended/expelled

ACADEMIC ENVIRONMENT

26. Couldn't work and study at the same time
27. Poor teaching
28. School did not offer the courses I wanted
29. Not enough vocational/technical courses
30. Teachers did not help me enough
31. School work was too easy
32. Could not adjust to school routine
33. Did not like school
34. Was bored

STUDENT PERFORMANCE

35. Had trouble with math
36. Had trouble with reading
37. Poor grades
38. Poor test scores
39. School work was too hard
40. Homework was too hard
41. Poor study habits
42. Had trouble understanding the English language
43. Was absent too many times

32 Y N M D 1 2 3 4 5 6 7 8 9

41 Y N M D 1 2 3 4 5 6 7 8 9

33 Y N M D 1 2 3 4 5 6 7 8 9

42 Y N M D 1 2 3 4 5 6 7 8 9

34 Y N M D 1 2 3 4 5 6 7 8 9

43 Y N M D 1 2 3 4 5 6 7 8 9

35 Y N M D 1 2 3 4 5 6 7 8 9

44 Y N M D 1 2 3 4 5 6 7 8 9

36 Y N M D 1 2 3 4 5 6 7 8 9

45 Y N M D 1 2 3 4 5 6 7 8 9

37 Y N M D 1 2 3 4 5 6 7 8 9

46 Y N M D 1 2 3 4 5 6 7 8 9

38 Y N M D 1 2 3 4 5 6 7 8 9

47 Y N M D 1 2 3 4 5 6 7 8 9

39 Y N M D 1 2 3 4 5 6 7 8 9

48 Y N M D 1 2 3 4 5 6 7 8 9

40 Y N M D 1 2 3 4 5 6 7 8 9

49 Y N M D 1 2 3 4 5 6 7 8 9

1

TESTING CENTER CODE

0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

2

INSTRUCTIONAL CENTER CODE

0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

I hereby certify that the GED Tests will be administered to this individual in accordance with the policies and procedures established by the GED Testing Service, Federal, State, and local governments, and this institution.

50

CANDIDATE VERIFICATION

I hereby verify that the information contained on this form is accurate and that I have met the eligibility requirements for the GED Tests.

The GED Testing Service may contact me for follow-up research.

The GED Testing Service may use the information collected on this form for research purposes as long as my identity is never revealed.

CANDIDATE'S SIGNATURE

FOR EXAMINER USE

3

CODE OF LAST K-12 SCHOOL ATTENDED (NCES CODE)

0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

4

EXAMINER'S SIGNATURE

PRIVACY ACT STATEMENT (Military and Government)

- Authority: 5 USC 301
 - Purpose: To record the results of these examinations for later release to the examinee and other appropriate recipients as specified by the Department of Defense and published in the Federal Register.
 - I understand that signing this statement authorizes GED Testing Service to release to, and to discuss with, DANTES any information related to any scores resulting from this test, including possible reasons to question whether those scores were the result of any unfair or improper advantages. I also understand that my test scores must reflect my own efforts. Giving or receiving assistance during the test or receiving and/or providing secure test information prior to, during, or after the test is a serious breach of security and may result in cancellation of test scores and possible military action under UCMJ or related laws. Moreover, I understand that, in reviewing questioned scores and before taking action in connection with them, GED Testing Service may withhold those scores and await the results of both GED Testing Service and related military investigation or actions.
- I understand that DANTES requires me to accept all the conditions above in order to be eligible to participate in the DANTES examination program and that this authorization is mandatory.
- Signature of Candidate: _____



5984431

Maryland High School Diploma



This is to certify that NAME
has completed in a satisfactory manner the requirements of the State Board
of Education for graduation from High School and is therefore awarded this

Diploma

In Testimony whereof, the signatures of the President of the State Board
of Education and the State Superintendent of Schools are herunto affixed.
Given at Baltimore, Maryland, JANUARY 31, 2007

Edward L. Root

President State Board of Education

Nancy J. Kasmick

State Superintendent of Schools

REGISTRY NUMBER:

293931

Maryland State Department of Education

GED OFFICE • 200 W. BALTIMORE ST. • BALTIMORE, MD 21201

The attached High School Diploma has been awarded through your attainment of the following scores on the five General Educational Development Tests.

	WRITING SKILLS	SOCIAL STUDIES	SCIENCE	LITERATURE	MATHEMATICS	TOTAL OF SCORES
TEST SCORE	480	520	510	510	420	2440
PERCENTILE RANK	42%	58%	54%	54%	21%	
	1	2	3	4	5	

CERTIFIED		
MONTH	DAY	YEAR
01	31	07

293931

NAME
 ADDRESS
 BALTIMORE MD 21214

Congratulations on achieving the Maryland Diploma. Opportunities in both business and higher education are now open to you that were previously unobtainable. Your accomplishment should give you a feeling of satisfaction that is certainly shared by the GED Office.

ALWAYS INCLUDE YOUR SOCIAL SECURITY NUMBER IN COMMUNICATION WITH THIS OFFICE

OFFICIAL REPORT OF TEST RESULTS
TESTS OF GENERAL EDUCATIONAL DEVELOPMENT

REPORTED TO:

EXAMINEE:

SOCIAL SECURITY NO: ~~212-15-0000~~
NAME ON TEST RECORD:

	STANDARD SCORE	TEST FORM	PERCENTILE RANK FOR U. S.
TEST 1: WRITING SKILLS.....	600	ID	84%
TEST 2: SOCIAL STUDIES.....	530	ID	62%
TEST 3: SCIENCE.....	560	ID	73%
TEST 4: LITERATURE AND THE ARTS.....	620	ID	88%
TEST 5: MATHEMATICS.....	450	ID	31%

TOTAL STANDARD SCORE 2760

(EFFECTIVE JANUARY 1, 2002 NEW SCORE REPORTING FORMAT)

TO QUALIFY FOR THE MARYLAND HIGH SCHOOL DIPLOMA, A CANDIDATE MUST OBTAIN
A TOTAL STANDARD SCORE OF 2250 (AVERAGE STANDARD SCORE OF 450 ON EACH TEST)
OR HIGHER ON THE EXAMINATION WITH NO SCORE BELOW 410 ON ANY PART.

SCORES SATISFACTORY: DIPLOMA NO. 275489 ISSUED 09/03

TEST RESULTS AND/OR ISSUANCE OF DIPLOMA

DATE 02/22/07

VERIFIED BY _____