



**CONSULTING AND TECHNICAL SERVICES (CATS)  
TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**ENTERPRISE ADDRESS REDESIGN AND TECHNOLOGY  
INTEGRATION III (EARTI3)**

**OTHS/OTHS-07-007S**

**CATS TORFP PROJECT NUMBER: N00P72001191**

**MARYLAND DEPARTMENT OF HUMAN RESOURCES (DHR)  
OFFICE OF TECHNOLOGY FOR HUMAN SERVICES (OTHS)**

**ISSUE DATE: AUGUST 22, 2006**

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## 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. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. 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.

<b>TORFP Title:</b>	Enterprise Address Redesign and Technology Integration III (EARTI3)
<b>Functional Area:</b>	<u>Functional Area 2 - Web and Internet Systems</u>
<b>TORFP Issue Date:</b>	August 22, 2006
<b>Closing Date and Time:</b>	<b>October 3, 2006</b> At 2:00 p.m.
<b>TORFP Issuing Agency:</b>	Department of Human Resources Office of Technology for Human Services
<b>Send Questions and Proposals to:</b>	Hattie Crosby, Agency Procurement Specialist 311 W. Saratoga Street Baltimore, MD 21201 Office Phone Number: 410-767-7145 Office Fax Number: 410-333-0433
<b>TO Procurement Officer:</b>	Hattie Crosby Office Phone Number: 410-767-7145 Office Fax Number: 410-333-0433
<b>TO Manager:</b>	John Gallagher, Deputy CIO Office Phone Number: 410-767-7214 Office Fax Number: (410) 333-0433
<b>TO Project Number:</b>	Purchase Order#N00P72001191 Agency Control No. OTHS/OTHS-07-007S
<b>TO Type:</b>	Fixed Price
<b>Period of Performance:</b>	November 1, 2006 - October 31, 2007 With 2 one year renewal options
<b>MBE Goal:</b>	30 percent
<b>Small Business Reserve (SBR):</b>	No

<b>Primary Place of Performance:</b>	Saratoga Center 311 W. Saratoga St. Baltimore, Maryland 21210
<b>TO Pre-proposal Conference:</b>	Department of Human Resources DHRIS Center  1100 Eastern Blvd  Baltimore, Maryland 21221  <b>September 7, 2006 at 10:00 A.M.</b>

# NOTICE TO MASTER CONTRACTORS

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. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. If you have chosen not to propose to this TORFP, you must complete and email this notice to [Hcrosby@dhr.state.md.us](mailto:Hcrosby@dhr.state.md.us). If you are submitting a TO Proposal, we also ask that you take a few minutes and provide comments and suggestions regarding the enclosed TORFP.

**TORFP Title: ENTERPRISE ADDRESS RE-DESIGN AND TECHNOLOGY INTEGRATION**

**TORFP P.O.#N00P72001191, Agency Control Number: OTHS/OTHS-07-007S**

1. If you have responded with a "not submitting Task Order Proposal", please indicate the reason(s) below:

- Other commitments preclude our participation at this time.
- The subject of the TORFP is not something we ordinarily provide.
- We are inexperienced in the services required.
- Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
- The scope of work is beyond our present capacity.
- Doing business with the State of Maryland is too complicated. (Explain in REMARKS section.)
- We cannot be competitive. (Explain in REMARKS section.)
- Time allotted for completion of a Task Order Proposal is insufficient.
- Start-up time is insufficient.
- Bonding/Insurance requirements are too restrictive. (Explain in REMARKS section.)
- TORFP requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)
- MBE requirements. (Explain in REMARKS section.)
- Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
- Payment schedule too slow.
- 

Other: \_\_\_\_\_  
\_\_\_\_\_.

2. If you have submitted a Task Order Proposal, but wish to offer suggestions or express concerns, please use the Remarks section below.

Remarks: \_\_\_\_\_  
\_\_\_\_\_

Master Contractor

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone \_\_\_\_ - \_\_\_\_ -

email \_\_\_\_\_

## **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 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 the Department of Human Resources 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 P.O.#N00P72001191, Agency Control# OTHS/OTHS-07-007S. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP P.O.#N00P72001191 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP P.O.#N00P72001191 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 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.**

### **1.5 eMARYLANDMARKETPLACE FEE**

COMAR 21.02.03.06 requires that each Master Contractor that wins a TO Agreement under this TORFP pay a fee to support the operation of eMarylandMarketplace. The fee will be due on each TO Agreement that exceeds \$25,000. The applicable fee will be based on TO value, including any options. Contractors shall pay the fee as provided by COMAR 21.02.03.06 and in accordance with guidelines issued by the Maryland Department of General

Services. A copy of COMAR 21.02.03.06 and the guidelines issued by the Maryland Department of General Services can be found on the eMarylandMarketplace web site at [www.eMarylandMarketplace.com](http://www.eMarylandMarketplace.com).

The rate(s) or price(s) of the proposal/bid shall include the appropriate fee as per the COMAR 21.02.06.03 fee schedule. Fees may not be quoted as a separate add-on price. A total TO Agreement value that is other than an even dollar amount will be rounded to the nearest whole dollar to determine the appropriate fee level. For example, a total TO Agreement value of \$50,000.49 will be rounded to \$50,000 and a Level 1 fee will apply. A total TO Agreement value of \$50,000.50 will be rounded to \$50,001 and a Level 2 fee will apply.

#### **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 the Department of Human Resources, Saratoga Center, 311 W. Saratoga St., Baltimore, Maryland, 21210. 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 two (2) times the total TO Agreement amount established.

## **SECTION 2 - SCOPE OF WORK**

### **2.1 PURPOSE AND BACKGROUND**

#### **2.1.1 PURPOSE**

The Department of Human Resources (DHR), Office of Technology for Human Services (OTHS) is issuing the CATS TORFP for a TO Contractor to obtain qualified personnel to assist in the Enterprise Address Redesign and Technology Integration III (EARTI3). This project is a continuation of DHR's efforts to upgrade and improve its network infrastructure. The tasks included in this project will enhance the current level/degree of network security, improve the networks efficiency and level of performance through increased speed, improve application response time, and move the DHR to a more reliable and cost efficient network backbone. The information provided will describe the necessary expertise and labor required by the TO Contractor to complete this TORFP.

#### **2.1.2 REQUESTING AGENCY BACKGROUND**

DHR is a human services agency that supports the citizens of the State of Maryland. DHR's projects and programs are delivered through local departments of social services (LDSS') in Baltimore City and twenty-three counties, associated public agencies, and roughly 200 non-profit/community-based organizations.

The OTHS is DHR's technology arm that oversees the Department's management information systems (MIS) and IT infrastructure. This includes complex computer applications and systems, mainframe and communications equipment, desktop computers, and IT budgets and supplies. OTHS supports DHR locations in every jurisdiction by way of local area networking (LAN) and wide area networking (WAN).

#### **2.1.3 PROJECT BACKGROUND**

DHR's network foundation consists of switched and routed technologies that provide a platform to deliver client-server and Web based application services. DHR's network topology consists of an Ethernet backbone in OTHS' Data Center at DHR headquarters in Baltimore, Maryland. Branch offices across the state are connected via Virtual Private Network (VPN), Integrated Services Digital Network (ISDN), Dial-Up Networking (DUN), and Asynchronous Transfer Mode (ATM) connections at speeds varying from 56 Kilobits per second (Kbps) to 44.7 Megabits per second (Mbps).

Significant network performance improvements and cost saving measures have been achieved with the implementation of Frame Relay to ATM Service Interworking (FRASI) technology. DHR is committed to support the improvement of applications that support the Social Services and their customers, like CHESSIE (Children's Electronic Social Service Information Exchange), which requires adequate bandwidth to run properly. Currently, network slow down's and outages are on the rise because of increased activity by virus developers and computer hackers. DHR is committed to reducing and eliminating network outages. The TO Contractor will provide staff and services as defined in the

deliverables in Section 2.2.2, which will result in achieving a more resilient and secure network.

## **2.2 TECHNICAL REQUIREMENTS**

The following are the technical requirements to be performed by the TO Contractor:

- a) Remote Access Enhancements (Section 2.2.2.1).
- b) URL Filtering Implementation (Section 2.2.2.2).
- c) ACL Uniformity (Section 2.2.2.3).
- d) Network Intrusion Detection System and Intrusion Prevention System Implementation (Section 2.2.2.4).
- e) Network Maryland Migration (Section 2.2.2.5).
- f) Baltimore City Host Integration Conversion (Section 2.2.2.6).
- g) Host Integration Support and Maintenance (Section 2.2.2.7).
- h) Desktop and Server Image Development (Section 2.2.2.8).

### **2.2.1 PROJECT APPROACH**

The blocking of inappropriate network traffic and the restriction of unnecessary data flow will improve network latency and improve Server and System response times. The TO Contractor will be responsible for upgrading OTHS's existing Terminal Access Controller Access Control System (TACACS), implementing Uniform Resource Locator (URL) filtering, deploying an Intrusion Detection System (IDS), and creating Universal Access Control Lists (ACL).

In an effort to provide improved response time to local jurisdictions, OTHS shall migrate the Wide Area Network (WAN) to Network Maryland. This migration will provide the increased bandwidth needed to support the Maryland CHESSIE initiative along with additional cutting-edge technologies, while still allowing for network expansion.

OTHS supports nearly 10,000 personal computers (PC), laptops, network printers, and servers. As hardware is upgraded and/or replaced, the need for server management, system backup/recovery, PC diagnostic, repair, and imaging increases.

DHR's uses network controllers to access mainframe applications and services currently hosted by IBM Global Services. This requires OTHS to remotely administer a number of controllers, which have become obsolete and the technology to support these controllers is no longer available. There are controllers located at remote sites in all twenty three (23) counties and City sites. The conversion to Host Integration Servers will provide the ability to consolidate network infrastructure, decommission antiquated equipment, and support the same level of SNA-compatible applications and services. All counties across the state, with the exception of Baltimore City, have been converted from Novell SAA Gateways to Host Integration Server

(HIS). There are approximately forty (40) sites in Baltimore City remaining to be converted to HIS.

The following detailed requirements shall be performed by the TO Contractor:

- a) Service Guarantee: The TO Contractor shall perform all work in accordance with current professional standards and best practices.
- b) Right to Replace or Reject Contractor Personnel: DHR/OTHS reserves the right to replace or reject contractor personnel that is viewed as unqualified or unprofessional in its duties and/or conduct at a DHR/OTHS facility.
- c) Business Hours: The TO Contractor shall perform work during DHR business hours, which is Monday through Friday from 7:00am to 5:00pm.
- d) Coverage Hours: The TO Contractor shall report to the agreed-upon DHR facility location for 8 ½ hours, which includes a 30-minute lunch break. A typical workday is from 8:30am to 5:00pm. Modifications to work hours must be approved by the TO Manager or their designee.
- e) Holiday Coverage: DHR recognizes the State of Maryland employee holiday list. When a State holiday occurs on a Saturday or Sunday, the holiday is observed on the Friday before or the Monday after the actual holiday, respectively. The TO Contractor will be paid for 8 hours of work on an approved holiday. The following are the State of Maryland observed holidays: New Years Day, Dr. Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving Day (Thursday and Friday), and Christmas Day.

### **2.2.2 DELIVERABLES**

For each written deliverable, draft and final, the TO Contractor shall submit to the TO Manager one hard copy and one electronic copy compatible with Microsoft Office 2000, including Microsoft Project and Microsoft Visio.

Drafts of all final deliverables are required at least two weeks in advance of when all final deliverables are due. Written deliverables defined as draft documents must demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors such as poor grammar, misspellings or incorrect punctuation, but the deliverable document 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 be known at the time of submittal.
- d) Present information in the proper section of the deliverable.
- e) Represent a significant level of completeness towards the associated final written deliverable that supports a concise final deliverable acceptance process.

Upon completion of a deliverable, the TO Contractor shall document each deliverable in its final form to the TO Manager for acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 8). The TO Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting stated requirements. Upon completion, the TO Manager shall issue the TO Contractor a 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 Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the DHR's issues have been addressed and resolutions are accepted by the TO Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Reference 2.6 Invoicing).

The TO Contractor shall present for acceptance, a written document defined as a final deliverable and must satisfy the scope and requirements of this TORFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings, and incorrect punctuation. Also, the document 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 information.
- c) Represent factual information reasonably expected to be known at the time of submittal.
- d) Present information in the proper section of the deliverable.

The DHR required deliverables are listed below. Within each task, the TO Contractor has the right to suggest subtasks and/or deliverables to increase the likelihood of a successful project.

#### **2.2.2.1 REMOTE ACCESS ENHANCEMENTS**

DHR/OTHS uses TACACS to manage, limit, and control the following systems: dial-up access and Cisco Routers and Switches. Currently, the software version in use for TACACS is version 2.3 and it will require the TO Contractor to update to version 3.3 and placing the application on a new Dell 2850 server. Following the upgrade, the TO Contractor will be responsible for completing the following deliverables:

- a) The To Contractor shall Migrate existing TACACS database and configuration to the new Dell server.
- b) The TO Contractor will Properly configure the TACACS Server to meet the following DHR requirements: Router and Switch control, dial-up access and VPN authentication.
- c) The TO Contractor shall Create (when approved by the TO Manager or designee) a password expiring policy for remote users. When created,

the policy will be enforced for all users authenticating on the DHR network for dial-up, VPN and remote router and switch management.

- d) The TO Contractor shall Migrate existing VPN users from NT domain authentication to Cisco TACACS for authentication to the DHR network. There are approximately 200 VPN users.
- e) Documentation of progress and completion: The TO Contractor shall create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with TO manager and Staff to review the project and documentation contained in the binder. Following the meeting, the TO Manager will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).
- f) Training of State Employees: The TO Contractor will conduct a basic and advanced training class for OTHS staff, which provides an overview summary of the project and explains how to administer, maintain, and support it. The basic training class should equip and prepare the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The TO Manager or designee shall approve the training material prior to the distribution date.

#### **2.2.2.2 URL FILTERING IMPLEMENTATION**

The TO Contractor will research and implement a URL Web filtering tool. After careful consideration and planning, a Web filtering tool will be implemented to prevent DHR Internet users from accessing malicious Web sites and ones that decrease worker productivity. The TO contractor will prepare and submit a plan to the TO Manager that shall include the recommended software and hardware platform. After the hardware and software is procured by OTHS, the TO Contractor will implement the Web filtering tool. The TO Contractor will also be responsible for completing the following deliverables:

- a) Review existing URL filtering tools on the commercial market and recommend a cost effective and efficient solution to the DHR Director.
- b) Build a URL filtering tool and place the hardware to align with PIX Firewall to reduce network latency.
- c) Turn up the URL filtering tool. Evaluate efficiency and resolve any technical issues that may arise.
- d) Documentation of progress and completion: Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting

procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with TO Manager and staff to review the project and documentation contained in the binder. Following the meeting, the TO Manager will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).

- e) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The OTHS Director or designee shall approve the training material prior to the distribution date.

### **2.2.2.3 ACL UNIFORMITY**

Currently DHR/OTHS has assessed the need to implement a standard Access Control List (ACL) for use on interfaces on our Cisco Routers. ACL's will be determined by assessing the risk factor of known ports that spread computer viruses and increase the vulnerability of the internal DHR network. The TO Contractor shall implement a Standard ACL for all remote sites including but not limited to the Local Department of Social Services (LDSS'). All developed ACL's will be described and well documented on their intended purpose. The actual configuration of the ACL will be described in the router configuration as to it's intention of what traffic it is intending to block or permit. DHR also has third party connections to various agencies. Various routers on the DHR network connect third party affiliates. They include but are not limited to the following agencies: JP Morgan (EBT), ACS, JIS, FMIS, MVA, DHMH, IBM Global Services, Deloitte Consulting, Spherix, Howard County, Prince Georges County and Baltimore County. The connection to these agencies will need strict ACL's to prevent network intrusion. The TO Contractor will also be responsible for completing the following deliverables:

- a) Develop a template for ACL's on site routers.
- b) Test the template on a site router at a small, medium, and large site. The sites will be determined at a later date.
- c) Develop an implementation plan for installing uniform ACL's. The implementation plan will be approved by TO Manager or designee.
- d) Deploy ACL's in a low impact manner during DHR's maintenance window period of 4:00am-7:00am Monday through Friday or when specified by the TO Manager.
- e) Documentation of progress and completion: The TO Contractor shall Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with OTHS staff to review the project and

documentation contained in the binder. Following the meeting, OTHS will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).

- f) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip and prepare the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The TO Manager or designee shall approve the training material prior to the distribution date.

#### **2.2.2.4 NETWORK INTRUSION DETECTION SYSTEM AND INTRUSION PREVENTION SYSTEM IMPLEMENTATION**

Currently, DHR has no Intrusion Detection System (IDS) in place. The TO Contractor will be responsible for implementing a network IDS and Intrusion Prevention System. The TO Contractor will be responsible for setting up and maintaining the Central repository for IDS information in the form of a Cisco Mitigation and Response System (MARS) server. The Cisco MARS Server interprets information from Cisco IDS, PIX Firewall logs, Router logs, and 2800 ISR router Intrusion Prevention System (IPS) logs and then formulates attack origins and destination. The TO contractor will be responsible for configuring Cisco MARS, Cisco PIX, Cisco IDS and Cisco ISR routers with a security bundle to accomplish an effective IDS and IPS. The TO Contractor will also be responsible for completing the following deliverables:

- a) Evaluate available hardware for the project and recommend the necessary hardware to complete the project. This will be done in a cost effective manner and will be approved by the TO Manager or designee.
- b) Develop a deployment strategy and receive approval of the deployment strategy by the TO manager or designee.
- c) Install and configure Cisco MARS.
- d) Configure ISR routers at DHR sites to report to CISCO MARS. Twenty five (25) Department of Social Services Offices branch offices will need these routers. A listing of the branch offices can be found in Attachment 14.
- e) Configure Cisco IDS to run and report to CISCO MARS.
- f) Configure the current DHR Cisco PIX firewall to report to CISCO MARS.
- g) Evaluate Cisco MARS data on a daily basis and report all Network intrusions to the DHR Director or designee.
- h) Troubleshoot and resolve network intrusions.
- i) Documentation of progress and completion: the TO Contractor shall create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further,

facilitate a meeting with OTHS staff to review the project and documentation contained in the binder. Following the meeting, the TO Manager will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).

- j) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip and prepare the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The TO Manager or designee shall approve the training material prior to the distribution date.

#### **2.2.2.5 NETWORK MARYLAND MIGRATION**

Currently, Network Maryland has set an initiative with the State of Maryland to provide Wide Area Networking (WAN) for many state agencies. DHR provides the following Network Maryland Services: Wide Area ATM backbone, Baltimore Metropolitan Area Network (BMAN) that provides Layer 2 Services, and Statewide Government Intranet (SwGI). The TO Contractor will coordinate with the TO Manager for the DHR Network Maryland initiative to move DHR's regional offices from the Verizon ATM network to the Network Maryland ATM network. This will require the installation and removal of new and old network equipment. Additionally, with the implementation of CHESSIE (Childrens Electronic Social Service Information Exchange), DHR has doubled the bandwidth supporting these sites and the TO Contractor will bring up and configure appropriate routing to reduce latency to all DHR applications such as DHR's Mainframe, CHESSIE, and Child Support Enforcement Service (CSES). The TO Contractor will also be responsible for completing the following deliverables:

- a) Install and configure routers at DHR's regional offices. There are thirty seven (37) regional sites that will require a bandwidth upgrade and need to be moved to the Network Maryland backbone. A listing of the branch offices can be found in Attachment 14.
- b) Configure new routing over SwGI and ensure connectivity of new and current hosted applications. The current hosted applications over SwGI are: JIS Mainframe, CHESSIE, MVA Mainframe, and the ADC phone management system.
- c) Install and configure routers at regional offices where Network Maryland offers the BMAN service. Currently, there are four (4) sites scheduled for this type of service. The sites are located in Frederick, Prince Georges, Baltimore and Dorceshester Counties.
- d) Documentation of progress and completion: Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with OTHS staff to

review the project and documentation contained in the binder. Following the meeting, OTHS will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).

- e) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip and prepare the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The TO Manager or designee shall approve the training material prior to the distribution date.

#### **2.2.2.6 BALTIMORE CITY HOST INTEGRATION CONVERSION**

DHR uses 3270 terminal emulation software to connect to DHR's Mainframe. Counties in the State of Maryland have been converted to Host Integration Server(HIS)for their Mainframe Access. Baltimore City remains to be converted. They use the Novell SAA Gateway for connection to the Mainframe. The level of effort for the Baltimore City conversion is equal to moving all of the Counties in the State of Maryland to HIS. This high level of effort is due to the large concentration of Social Services and supporting units in Baltimore City.

The Novell SAA method is antiquated and needs to be upgraded to the Centralized concept of Host Integration. The TO Contractor will be responsible for bringing up the necessary Server to support the PU's for Baltimore City on the Windows 2003 Server Platform. Cutovers to Host Integration will need to be scheduled and upgraded in a manner to minimize end user impact. The Site Administrator will keep a record of the logical unit (LU) assignments. The TO Contractor will assist the Site Administrator on to ensure the LU assignments are completed. Furthermore, the TO Contractor will devise monthly status reports and for the DHR/OTHS Director and underlying management. Mainframe printers with the proper connectivity will be moved to HIS and configured to print a properly formatted report. This shall be done on an as needed basis. Not all printers have the proper connectivity to be moved to HIS. The TO Contractor will also be responsible for completing the following deliverables:

- a) Build the necessary hardware and software for each PU migration on the on the Microsoft Server 2003 and the Host Integration Server Platform.
- b) Communicate with each site's Local LAN Administrator on the conversion strategy and data.
- c) Ensure a LU listing document is distributed to each site's Local LAN Administrator in a maintainable format such as Microsoft Excel.
- d) Assist in converting desktops to new settings. The desktops will need to be configured to reach the Host Integration Server for Mainframe Access.
- e) Convert mainframe printers to HIS platform on an as needed basis.
- f) Documentation of progress and completion: Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing

results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with OTHS staff to review the project and documentation contained in the binder. Following the meeting, OTHS will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).

#### **2.2.2.7 HOST INTEGRATION SUPPORT AND MAINTENANCE**

Host Integration requires support and maintenance. The TO Contractor will be responsible for Server software patches, hardware failure troubleshooting, and resolution. The TO Contractor will assist the OTHS Help Desk in quickly resolving trouble tickets on Host Integration PU/LU connections. Additionally, the TO Contractor will conduct training sessions for DHR/OTHS staff on how to properly support and maintain the Host Integration Server Platform. The TO manager will approve all training session content. The training sessions will occur at DHR headquarters at 311 W. Saratoga Street, Baltimore, Maryland. They should be incremental, understandable and concise. About fifteen (15) State of Maryland employees will participate in the training sessions. The TO Contractor will also be responsible for completing the following deliverables:

- a) Support and maintain software and hardware of roughly 11 current and new HIS Servers that run on the Windows 2003 Server platform.
- b) Develop a training plan for State of Maryland employees and receive approval of the training plan by OTHS Director or designee.
- c) Develop, print, and organize Host Integration Support (HIS) server support training material.
- d) Schedule and conduct HIS server support training sessions for State of Maryland employees. Ensure the training sessions accommodate each participant's work schedule.
- e) Documentation of progress and completion: Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with OTHS staff to review the project and documentation contained in the binder. Following the meeting, The TO Manger will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).
- f) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain, and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The OTHS

Director or designee shall approve the training material prior to the distribution date.

#### **2.2.2.8 DESKTOP AND IMAGE SERVER DEVELOPMENT**

DHR/OTHS continuously upgrading its PCs. However, DHR/OTHS is lagging in up-to-date desktop technology. Because of this, PCs are not well equipped to handle current DHR/OTHS job duties and responsibilities. PCs being used do not support the end user adequately. Therefore, new PCs are being distributed at a rapid rate. As a result, new PCs are given to users with a wide span of requirements. Therefore, a computer image is generated with the following: PC type, agency, location (DSS), remote requirements, and software requirements. PC imaging will be managed by TO Contractor and all images will be stored and accessible to DHR/OTHS staff. There are 30 images on storage at this time and DHR/OTHS projects another 30 images will be made and maintained in the next calendar year. It will be necessary for the TO Contractor to be able to troubleshoot issues with images on various platforms including but not limited to: Windows NT, Windows 2000, Windows XP, and Windows 2003 Server. Image development is an ongoing process and will require the TO Contractor to communicate with OTHS management about necessary changes. The TO Contractor may need to support Windows based servers due to the fact that several network related tools are on a Windows platform and require specialized support. The TO Contractor will be asked for assistance by DHR/OTHS when required for Windows NT, Windows 2000 and Windows 2003 Server problems. The following services are on Windows platform and will require support as needed: WINS, Domain Services, SolarWinds, File Storage, MIME Sweeper and FTP. The TO Contractor will also be responsible for completing the following deliverables:

- a) Develop a scalable image production and storage plan.
- b) Recommend necessary hardware to complete hardware-related tasks as necessary.
- c) Test new images and ensure new devices work after the imaging process is complete.
- d) Troubleshoot and repair image problems on an as needed basis.
- e) Recommend and ensure software licensing on newly distributed images on an as needed basis.
- f) Documentation of progress and completion: Create a binder containing the full life cycle of the project. The binder should include a project plan created in Microsoft Project, testing procedures, testing results, configuration process, back up configuration, network diagrams created in Microsoft Visio, and straightforward troubleshooting procedures. It should also include the Agency Receipt of Deliverable Form (Attachment 8). Further, facilitate a meeting with OTHS staff to review the project and documentation contained in the binder. Following the meeting, the TO Manager will fully review the project and complete the Agency Acceptance of Deliverable Form (Attachment 9).
- g) Training of State Employees: Conduct a basic and advanced training class for OTHS staff, which provides an overview of the project and explains how to administer, maintain, and support it. The basic training class should equip the attendees with the skills necessary to support the completed deliverable. The advanced training class will prepare the attendees with the skills needed to administer, maintain,

and troubleshoot the completed deliverable. All training materials must be distributed at least five (5) business days prior to the class and can be developed in the Microsoft Office suite of tools. The TO Contractor or designee shall approve the training material prior to the distribution date.

### 2.2.3 DELIVERABLE / DELIVERY SCHEDULE

ID	Deliverables	Expected Completion
2.2.2.1	Remote Access Enhancements	NTP + 120 Calendar Days
2.2.2.2	URL Filtering Implementation	NTP + 120 Calendar Days
2.2.2.3	ACL Uniformity	NTP + 120 Calendar Days
2.2.2.4	Network Intrusion Detection System and Intrusion Prevention System Implementation	NTP + 240 Calendar Days
2.2.2.5	Network Maryland Migration	NTP + 360 Calendar Days
2.2.2.6	Baltimore City Host Integration Conversion	NTP + 360 Calendar Days
2.2.2.7	Host Integration Support and Maintenance	NTP + 360 Calendar Days
2.2.2.8	Desktop and Server Image Development	NTP + 360 Calendar Days

### 2.2.4 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards, and guidelines affecting information technology (IT) projects, which may be modified on a periodic basis. 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](http://www.dbm.maryland.gov) - Keyword: SDLC.
- b) The State Information Technology Security Policy and Standards at: [www.dbm.maryland.gov](http://www.dbm.maryland.gov) - Keyword: Security Policy.
- c) The State Information Technology Project Oversight at: [www.dbm.maryland.gov](http://www.dbm.maryland.gov) - Keyword: IT Project Oversight.
- d) The State of Maryland Enterprise Architecture at: [www.dbm.maryland.gov](http://www.dbm.maryland.gov) - Keyword: MTAF Guiding Principles.
- e) The TO Contractor shall follow project management methodologies consistent with the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) Guide. This also applies to the TO Contractor's staff and subcontractors.

### 2.3 CONTRACTOR EXPERTISE REQUIRED

The TO Contractor must demonstrate a high level of expertise in the following areas:

- a) Cisco TACACS 3.3.
- b) Cisco IGX 8500.
- c) Cisco MARS.
- d) IBM Mainframe technology.
- e) Clearswift Minesweeper for SMTP.
- f) Windows Host Integration & Novell SAA Gateway.
- g) Maintaining Intel based Personal Computer (PC) hardware, Windows (NT, Windows 2000 and XP), remote access software/systems, configuring clients for Novell environment.
- h) Advanced experience using Microsoft Visio 2000/2003, Microsoft Project 2000/2003, and the Action Remedy Ticketing System.

### 2.4 CONTRACTOR QUALIFICATIONS

DHR/OTHS considers the following contractor qualifications to be mandatory. The TO Contractor needs to be capable of furnishing services to successfully complete all tasks and, in turn, produce high quality deliverables. Below are the minimum qualifications for each deliverable. In the proposal phase, the TO Contractor will need to demonstrate that that it possesses the right level of expertise in-house and/or with its partners.

- a) Deliverables: **All Deliverables**. A minimum of 3 years experience supporting client-server and mainframe systems, GroupWise 5.5 or 6.5, the Microsoft Office Application Suite, Sophos anti-virus software, DNS, NTP, DHCP, SMTP, SNMP, and other common protocols.
- b) Deliverables: **Remote Access enhancements, URL filtering implementation, ACL uniformity, Network Intrusion Detection System and Prevention Implementation**. A minimum of 4 years experience installing and configuring Cisco routers and switches, NAT configuration, VPN, proxy servers, PIX firewall, EIGRP, DLSw, Access-Lists, Frame Relay, ATM configuration, and troubleshooting.
- c) Deliverables: **Baltimore City Host Integration Conversion, Host Integration Support and Maintenance, Desktop and Server image development**. A minimum of 2 years experience implementing Microsoft Host Integration products with demonstrated experience using Novell Directory Structure and contexts.
- d) Deliverables: **Desktop and Server Image Development**. Microsoft Certified Engineer (MCSE) certification or a minimum of 2 years experience configuring and administering a Microsoft Host Integration Server

### 2.5 RETAINAGE

There will be no retainage associated with this contract.

## **2.6 INVOICING**

Payment will only be made upon completion and acceptance of the deliverables as defined in Section 2.2.3.

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. Also, it must be submitted to the TO Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form (Attachment 9) is not included.

The TO Contractor shall submit invoices for payment upon acceptance of the separately priced deliverables. This will occur on or before the 15<sup>th</sup> day of the month following receipt of the TO Manager's approved notice(s) of acceptance. A copy of the approved notice(s) of acceptance shall accompany all invoices submitted for payment.

### **2.6.1 INVOICE SUBMISSION PROCEDURE**

The following is the invoice submission procedure:

- a) Procedure step 1 of 3: The invoice shall identify the Department of Human Resources as the TO Requesting Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and TO Contractor point of contact with contact information.
- b) Procedure step 2 of 3: 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 Department of Human Resources at the following address:  
  
Hattie Crosby  
  
Procurement Officer  
  
Department of Human Resources  
  
311 W. Saratoga St., Rm. 453A  
  
Baltimore, Maryland 21210
- c) Procedure step 3 of 3: 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. Invoices submitted more than 60 calendar days from the TO Agreement termination date will not be accepted.

## **2.7 REPORTING**

The TO Contractor and the TO Manager shall conduct monthly progress meetings. A monthly project progress report shall be submitted at least 5 days in advance prior to the monthly progress meeting with the TO Manager and shall contain, at a minimum, the following information:

- a) TO Requesting Agency name, TO Agreement number, functional area name and number, reporting period and "Progress Report" to be included in the e-mail subject line.

- b) Work accomplished during the 30-day period.
- c) Deliverable progress, as a percentage of completion.
- d) Problem areas, including scope creep or deviation from the work plan.
- e) Planned activities for the next reporting, or 30-day period.
- f) MS Project Gantt Chart updated from the original version to show actual progress. If needed, explanations for variances and plan to get back on track.
- g) 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.

## **2.8 CHANGE ORDERS**

If the TO Contractor is required to perform additional work, or there is a work reduction due to a change of plans, the TO Contractor and TO 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. Scope of work modifications shall not be performed until the TO Procurement Officer fully executes a change order.

## **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 in Section 3.2.1:

#### **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).
- 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.

- 2) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
- 3) Complete and provide 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 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) As part of its offer, each Offeror is to provide a list of all contracts with any entity of the State of Maryland that it is currently performing or which have been completed within the last 5 years. For each identified contract the Offeror is to provide:
    1. The State contracting entity
    2. A brief description of the services/goods provided
    3. The dollar value of the contract
    4. The term of the contract
    5. The State employee contact person (name, title, telephone number and if possible(e-mail address))
    6. Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.

Information obtained regarding the offeror's level of performance on State contracts will be considered as part of the experience and past performance evaluation criteria of the RFP.

f) Proposed Facility

1) Saratoga Center, 311 W. Saratoga St., Baltimore, Maryland, 21201.

g) State Assistance

1) The State will provide the necessary assistance and oversight to the TO Contractor, including network connection, workspace, and other key logistical matters.

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) Completed Financial Proposal (Attachment 1).

## **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.

- a) Qualifications of the Master Contractor's proposed personnel in meeting the minimum qualifications set forth in the Master Contract in Section 2.3 and scope of work for this TORFP.
- b) Qualifications of the Master Contractor in meeting the minimum qualifications set forth in Section 2.4 and scope of work of this TORFP.
- c) Overall understanding of the work required, quality of the approach, schedule, and methodology for completing the requirements of this TORFP and proposed solutions.
- d) Experience, capability, and references of the Master Contractor and subcontractors.
- e) Reporting mechanism for ensuring that project schedules are met.

### **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, technical merit has a greater weight than price.

### **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 sample Attachment 7 - Notice to Proceed.

**ATTACHMENT 1**

**PRICE PROPOSAL FORM**

**FOR CATS TORFP P.O.# N00P72001191,**

**AGENCY CONTROL No. OTHS/OTHS-07-007S**

<b>Identification</b>	<b>Deliverable</b>	<b>Proposed Price</b>
2.2.2.1	Remote Access Enhancements	
2.2.2.2	URL Filtering Implementation	
2.2.2.3	ACL Uniformity	
2.2.2.4	Network Intrusion Detection System and Intrusion Prevention System Implementation	
2.2.2.5	Network Maryland Migration	
2.2.2.6	Baltimore City Host Integration Conversion	
2.2.2.7	Host Integration Support and Maintenance	
2.2.2.8	Desktop and Server Image Development	
<b>TOTAL (BASE Year) Proposed Fixed Price</b>		

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

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

\_\_\_\_\_  
Title

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

SUBMIT AS A .PDF FILE WITH THE FINANCIAL PROPOSAL

**ATTACHMENT 1**

**PRICE PROPOSAL FORM**

**SAMPLE PRICE PROPOSAL FOR CATS TORFP P.O.# N00P72001191,**

**AGENCY CONTROL No. OTHS/OTHS-07-007S**

<b>Identification</b>	<b>Deliverable</b>	<b>Proposed Price</b>
2.2.2.1	Remote Access Enhancements	
2.2.2.2	URL Filtering Implementation	
2.2.2.3	ACL Uniformity	
2.2.2.4	Network Intrusion Detection System and Intrusion Prevention System Implementation	
2.2.2.5	Network Maryland Migration	
2.2.2.6	Baltimore City Host Integration Conversion	
2.2.2.7	Host Integration Support and Maintenance	
2.2.2.8	Desktop and Server Image Development	
<b>TOTAL (Option Year 1) Proposed Fixed Price</b>		

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

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

\_\_\_\_\_  
Title

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

SUBMIT AS A .PDF FILE WITH THE FINANCIAL PROPOSAL

**ATTACHMENT 1**

**PRICE PROPOSAL FORM**

**CATS TORFP P.O.# N00P72001191,**

**AGENCY CONTROL No. OTHS/OTHS-07-007S**

<b>Identification</b>	<b>Deliverable</b>	<b>Proposed Price</b>
2.2.2.1	Remote Access Enhancements	
2.2.2.2	URL Filtering Implementation	
2.2.2.3	ACL Uniformity	
2.2.2.4	Network Intrusion Detection System and Intrusion Prevention System Implementation	
2.2.2.5	Network Maryland Migration	
2.2.2.6	Baltimore City Host Integration Conversion	
2.2.2.7	Host Integration Support and Maintenance	
2.2.2.8	Desktop and Server Image Development	
<b>TOTAL (Option Year 2) Proposed Fixed Price</b>		

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

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

\_\_\_\_\_  
Title

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

**SUBMIT AS A .PDF FILE WITH THE FINANCIAL PROPOSAL**

**ATTACHMENT 1A**

**PRICE PROPOSAL FORM**

**CATS TORFP P.O.# N00P72001191,**

**AGENCY CONTROL No. OTHS/OTHS-07-007S**

TOTAL CONTRACT PRICE

<b>Total Base Year Contract</b>	<b>Total Base year of Contract</b>	<b>Base year price</b> \$
Total Option Year 1	Total Option year one (1)	\$
Total Option year 2	Total Option Year (2)	\$
<b>Grand Total of Base Year + two (2) option Years</b> <b>Grand Total Proposed Fixed Price Contract</b>		\$

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

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

\_\_\_\_\_  
Title

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

SUBMIT AS A .PDF FILE WITH THE FINANCIAL PROPOSAL

## ATTACHMENT 2 - MINORITY BUSINESS ENTERPRISE FORMS

### TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS TORFP # N00P72001191, AGENCY CONTROL# OTHS/OTHS-07-007s

THESE INSTRUCTIONS ARE MEANT TO ACCOMPANY THE CUSTOMIZED REPORTING FORMS SENT TO YOU BY THE TO MANAGER. IF, AFTER READING THESE INSTRUCTIONS, YOU HAVE ADDITIONAL QUESTIONS OR NEED FURTHER CLARIFICATION, PLEASE CONTACT THE TO 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 15<sup>th</sup> of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15<sup>th</sup> of February. With the approval of the TO 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 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 15<sup>th</sup> 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 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 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. N00P72001191, Agency Control#OTHS/OTHS-07-007S, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of [REDACTED] 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

**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 N00P72001191, Agency Control# OTHS/OTHS-07-007S	
<b>List Information For Each Certified MBE Subcontractor On This Project</b>	
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: \_\_\_\_\_

**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	

SUBMIT AS A .PDF FILE WITH TO RESPONSE

**ATTACHMENT 2 - MINORITY BUSINESS ENTERPRISE FORMS**

**FORM D - 3**

**OUTREACH EFFORTS COMPLIANCE STATEMENT**

1. In conjunction with the bid or offer submitted in response to TORFP # N00P72001191, Agency Control# OTHS/OTHS-07-007S, I state the following:
2. Offeror identified opportunities to subcontract in these specific work categories:
3. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit certified MBEs for these subcontract opportunities.
4. Offeror made the following attempts to contact personally the solicited MBEs:
5.  Offeror assisted MBEs to fulfill or to seek waiver of bonding requirements.

(DESCRIBE EFFORTS)

This project does not involve bonding requirements.

6. 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 P.O.#N00P72001191, Agency Control# OTHS/OTHS-07-007S  
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): _____  <b>Report is due by the 15<sup>th</sup> of the following month.</b>	CATS TORFP P.O.#N00P72001191 Agency Control# OTHS/OTHS-07-007S 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:			
<b>List all unpaid invoices over 30 days old received from the MBE subcontractor named above:</b>			
1.			
2.			
3.			
<b>Total Dollars Unpaid: \$ _____</b>			

\*\*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:**

<p>TO Manager:</p> <p>John Gallagher, Deputy CIO, System Management/Department of Human Resources/Office of Technology for Human Services</p> <p>311 West Saratoga Street Baltimore, MD 21201 Office Phone (410) 767-7214 Fax (440) 333-0433 Email: <a href="mailto:Jgallaghe@dhr.state.md.us">Jgallaghe@dhr.state.md.us</a></p>	<p>TO Procurement Officer:</p> <p>Hattie M. Crosby, Procurement Specialist Office of Technology for Human Services</p> <p>311 West Saratoga Street Baltimore, MD 21201 Office Phone: (410) 767-7145 Fax (410) 333-0433 Email: <a href="mailto:Hcrosby@dhr.state.md.us">Hcrosby@dhr.state.md.us</a></p>
--	--

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): ___/_____  <b>Report Due By the 15<sup>th</sup> of the following Month.</b>	CATS TORFP P.O.#N00P72001191 Agency Control#OTHS/OTHS-07-007S 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.  <b>Total Dollars Paid:</b> \$ _____	List dates and amounts of any unpaid invoices over 30 days old.  1.  2.  3.  <b>Total Dollars Unpaid:</b> \$ _____
Prime TO Contractor: Contact Person:	

**Return one copy of this form to the following address:**

TO Manager: John Gallagher,	TO Procurement Officer:
-----------------------------	-------------------------

<p>Deputy CIO, Systems Management  Department of Human Resources/Office of Technology for Human Services  311 West Saratoga Street  Baltimore, MD 21201  Office Phone (410) 767-7214  Fax (440) 333-0433  Email : <a href="mailto:Jgallaghe@dhr.state.md.us">Jgallaghe@dhr.state.md.us</a></p>	<p>Hattie M. Crosby, Procurement Specialist  Office of Technology for Human Services  311 West Saratoga Street  Baltimore, MD 21201  Office Phone: (410) 767-7145  Fax (410) 333-0433  Email: <a href="mailto:Hcrosby@dhr.state.md.us">Hcrosby@dhr.state.md.us</a></p>
--	--

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

### ATTACHMENT 3 – TASK ORDER AGREEMENT

#### CATS TORFP# N00P72001191 Number OF MASTER CONTRACT #050R5800338

This Task Order Agreement ("TO Agreement") is made this 1 of November, 2006 by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, Department of Human Resources (DHR)/ Office of Technology for Human Services (OTHS).

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 Maryland Department of Human Resources (DHR)/ Office of Technology for Human Services (OTHS), as identified in the CATS TORFP#N00P72001191, Agency Control # OTHS/OTHS-07-007S.
  - b. "CATS TORFP" means the Task Order Request for Proposals # N00P72001191, Agency Control#OTHS/OTHS-07-007S, 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 Hattie Crosby, Procurement Officer, Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS). 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 Maryland Department of Human Resources (DHR)/Office of Technology for Human Services (OTHS) 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 Manager" means John Gallagher, Deputy CIO, Systems Management of the Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS). The Agency may change the TO 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 **XXX**.
  - i. "TO Proposal - Financial" means the TO Contractor's financial response to the CATS TORFP dated **XXX**.
  - 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 supercede 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 Manager. The term of this TO Agreement is for a period of November 1, 2006 to October 31, 2008, commencing on the date of Notice to Proceed and terminating on October 31, 2008.

## 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 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 TO Manager, John Gallagher, Deputy CIO, Systems Management, Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS).
- 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, Department of Human Resources (DHR) /  
Office of Technology for Human Services (OTHS)

\_\_\_\_\_  
By: Hattie Crosby, TO Procurement Officer

\_\_\_\_\_  
Date

Witness: \_\_\_\_\_

**ATTACHMENT 4 - CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE**

- f) "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.
- g) "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.
- h) 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.
- i) 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):
- j) 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.

By: \_\_\_\_\_

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

(Authorized Representative and Affiant)

## **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.

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

#### Directions to 1100 Eastern Boulevard

##### From the South

Take I-95 North (through the Fort McHenry Tunnel)

Stay on I-95 until the intersection of I-95 & 695

Take the Exit for 695 (Towards Essex)

Get into the Left Lane

Take Exit 36 (Route 702 - towards Essex)

Take the Route 150 exit, Eastern Boulevard, West towards Essex.

At 25 mph stay in the ramp lane and take a right at the light.

Go into the Middlesex shopping center to the stop sign.

Turn left, go past the library

Continue into the large parking lot and the DHRIS Information Systems Center.

##### From the North

Take I-95 South to the intersection of I-95 & 695

Take 695 south towards Essex

Take Exit 36 (Route 702 - towards Essex)

Take the Route 150 exit, Eastern Boulevard, West towards Essex

At 25 mph stay in the ramp lane and take a right at the light.

Go into the Middlesex shopping center to the stop sign.

Turn left, go past the library

Continue into the large parking lot and the DHRIS Information Systems Center.

**ATTACHMENT 7 - NOTICE TO PROCEED**

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement P.O.#N00P72001191,  
Agency Control#OTHS/OTHS-07-007

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of November 1, 2006 for the above-referenced Task Order Agreement. John Gallagher, Deputy CIO, Systems Management of the State of Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS) will serve as your contact person on this Task Order. Mr. Gallagher can be reached at 410-767-7214 and Jgallaghe@dhr.state.md.us.

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

Sincerely,

Hattie Crosby  
Task Order Procurement Officer  
State of Maryland DHR / OTHS

Enclosures (2)

cc: John Gallagher, Deputy CIO, Systems Management, DHR/OTHS  
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: State of Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS)

TORFP Title: Enterprise Address Redesign and Technology Integration III (EARTI3)

TO Manager: John Gallagher, Deputy CIO, Systems Management, DHR/OTHS, 410-767-7214.

**To:**

The following deliverable, as required by TO Agreement P.O. #, Agency Control No. OTHS/OTHS-07-007, 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 Manager Signature

\_\_\_\_\_  
Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.2.2 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 P.O.#N00P72001191, Agency Control#OTHS/OTHS-07-007S for Enterprise Address Redesign and Technology Integration III (EARTI3). 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 John Gallagher, Deputy CIO, Systems Management, State of Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS) 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 State of Maryland Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS)(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 Enterprise Address Redesign and Technology Integration III (EARTI3) TORFP P.O.#N00P72001191 dated April 26, 2006, (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:**

**State of Maryland DHR / OTHS:**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

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

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

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

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

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

## ATTACHMENT 12 - NOTICE TO MASTER CONTRACTORS

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. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. If you have chosen not to propose to this TORFP, you must complete and email this notice to Hattie Crosby, TO Procurement Officer, at [hcrosby@dhr.state.md.us](mailto:hcrosby@dhr.state.md.us). If you are submitting a TO Proposal, we also ask that you take a few minutes and provide comments and suggestions regarding the enclosed TORFP.

TORFP Title:	Enterprise Address Redesign and Technology Integration III (EARTI3)
TORFP Project Number:	Purchase Order #N00P72001191, Agency Control#OTHS/OTHS-07-007S

If you have responded with a "not submitting Task Order Proposal", please indicate the reason(s) below:

- Other commitments preclude our participation at this time.
- The subject of the TORFP is not something we ordinarily provide.
- We are inexperienced in the services required.
- Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
- The scope of work is beyond our present capacity.
- Doing business with the State of Maryland is too complicated. (Explain in REMARKS section.)
- We cannot be competitive. (Explain in REMARKS section.)
- Time allotted for completion of a Task Order Proposal is insufficient.
- Start-up time is insufficient.
- Bonding/Insurance requirements are too restrictive. (Explain in REMARKS section.)
- TORFP requirements (other than specifications) are unreasonable or too risky.  
(Explain in REMARKS section.)
- MBE requirements. (Explain in REMARKS section.)
- Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
- Payment schedule too slow.
- Other: \_\_\_\_\_

2. If you have submitted a Task Order Proposal, but wish to offer suggestions or express concerns, please use the Remarks section below.  
Remarks: \_\_\_\_\_

Master Contractor  
Name: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone \_\_\_\_-\_\_\_\_  
Email \_\_\_\_\_

**EXHIBIT A**

**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

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## ATTACHMENT 12 - GLOSSARY

Term	Description
ACL	Short for access control list, a set of data that informs a computer's operating system which permissions, or access rights, that each user or group has to a specific system object, such as a directory or file.
ATM	Short for Asynchronous Transfer Mode, a network technology based on transferring data in cells or packets of a fixed size.
Bandwidth	The amount of data that can be transmitted in a fixed amount of time. For digital devices, the bandwidth is usually expressed in bits per second (bps) or bytes per second. For analog devices, the bandwidth is expressed in cycles per second, or Hertz (Hz).
DLSw	Short for Data-Link Switching. DLSw is a means of tunneling Systems Network Architecture (SNA) and NetBIOS traffic over an IP network. DLSw uses Switch-to-Switch protocol instead of SRB between routers to create DLSw peer connections, locate resources, forward data, and handle flow control and error recovery. The routers are called data link switches.
DNS	Domain Name System (or Service or Server), an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they're easier to remember. The Internet however, is really based on IP addresses. Every time you use a domain name, therefore, a DNS service must translate the name into the corresponding IP address.
DUN	Dial-Up Networking is a component in Windows 95 and higher that enables you to connect your computer to a network via a modem.
EIGRP	Abbreviation of Enhanced Interior Gateway Routing Protocol. <i>EIGRP</i> is an evolved version of IGRP that addresses the demands of large-scale internetworks and the changes in network technology that have been developed since the implementation of IGRP.
Ethernet	A local-area network (LAN) architecture developed by Xerox Corporation in cooperation with DEC and Intel in 1976. Ethernet uses a bus or star topology and supports data transfer rates of 10 Mbps. The Ethernet specification served as the basis for the IEEE 802.3 standard, which specifies the physical and lower software layers.
Firewall	System designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users

	from accessing private networks connected to the Internet, especially intranets.
Frame-Relay	A packet-switching protocol for connecting devices on a Wide Area Network (WAN). Frame Relay networks in the U.S. support data transfer rates at T-1 (1.544 Mbps) and T-3 (45 Mbps) speeds. In fact, you can think of Frame Relay as a way of utilizing existing T-1 and T-3 lines owned by a service provider. Most telephone companies now provide Frame Relay service for customers who want connections at 56 Kbps to T-1 speeds. (In Europe, Frame Relay speeds vary from 64 Kbps to 2 Mbps.
Gigabit	When used to describe data storage, 1,024 megabits.
HIS	Host Integration Server helps you connect and integrate applications, data sources, messaging, and security systems on IBM mainframes with Microsoft Windows environments, enabling the re-use of host assets across distributed networks.
IBM	Short for International Business Machines, the largest computer company in the world.
IDS	An intrusion detection system (IDS) inspects all inbound and outbound network activity and identifies suspicious patterns that may indicate a network or system attack from someone attempting to break into or compromise a system.
IPX	Short for Internetwork Packet Exchange, a networking protocol used by the Novell NetWare operating systems. Like UDP/IP, IPX is a datagram protocol used for connectionless communications. Higher-level protocols, such as SPX and NCP, are used for additional error recovery services
ISDN	Abbreviation of integrated services digital network, an international communications standard for sending voice, video, and data over digital telephone lines or normal telephone wires. ISDN supports data transfer rates of 64 Kbps (64,000 bits per second). To describe data storage, 1,024 megabits.
Local-Area Network	A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance via telephone lines and radio waves. A system of LANs connected in this way is called a wide-area network (WAN).
Logical Unit	An individual unit that gains access to the Mainframe, usually a member of a particular PU (see glossary)

Mainframe	A very large and expensive computer capable of supporting hundreds, or even thousands, of users simultaneously. In the hierarchy that starts with a simple microprocessor (in watches, for example) at the bottom and moves to supercomputers at the top, mainframes are just below supercomputers. In some ways, mainframes are more powerful than supercomputers because they support more simultaneous programs. But supercomputers can execute a single program faster than a mainframe. The distinction between small mainframes and minicomputers is vague, depending really on how the manufacturer wants to market its machines.
MARS	A Cisco device that aggregates log information from routers, IDS (see glossary), and puts that information in to a usable content. The MARS can report what devices are the source of intrusion and how far it has spread. A MARS can help in mitigating a network attack by displaying the appropriate configuration changes to stop the attack.
NAT	Short for Network Address Translation, an Internet standard that enables a local-area network (LAN) to use one set of IP addresses for internal traffic and a second set of addresses for external traffic. A NAT box located where the LAN meets the Internet makes all necessary IP address translations.
PC	Stands for personal computer or IBM PC. The first personal computer produced by IBM was called the PC, and increasingly the term PC came to mean IBM or IBM-compatible personal computers, to the exclusion of other types of personal computers, such as Macintoshes.
Peripheral Device	A peripheral is any computer device that is not part of the essential computer (the processor, memory, and data paths) but is situated relatively close by. A near synonym is input/output (I/O) device. Some peripherals are mounted in the same case with the main part of the computer, as are the hard disk drive, CD-ROM drive, and NIC. Other peripherals are outside the computer case, such as the printer and image scanner, attached by a wired or wireless connection.
PIX Firewall	A security device manufactured by Cisco that allows can be configured to block or allow different types of network traffic.
Proxy Server	A server that sits between a client application, such as a Web browser, and a real server. It intercepts all requests to the real server to see if it can fulfill the requests itself. If not, it forwards the request to the real server.
PU	A Peripheral Unit is an associate unit with the IBM Mainframe and represents many other logical units that reside in the PU

SMTP	Short for Simple Mail Transfer Protocol, a protocol for sending e-mail messages between servers. Most e-mail systems that send mail over the Internet use SMTP to send messages from one server to another; the messages can then be retrieved with an e-mail client using either POP or IMAP.
SNA	Short for Systems Network Architecture, a set of network protocols developed by IBM. Originally designed in 1974 for IBM's mainframe computers, SNA has evolved over the years so that it now also supports peer-to-peer networks of workstations.
TACACS	Short for Terminal Access Controller Access Control System, an authentication protocol that was commonly used in UNIX networks. TACACS allows a remote access server to communicate with an authentication server in order to determine if the user has access to the network.
TCP/IP	Abbreviation of Transmission Control Protocol, and pronounced as separate letters. TCP is one of the main protocols in TCP/IP networks. Whereas the IP protocol deals only with packets, TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees delivery of data and also guarantees that packets will be delivered in the same order in which they were sent.
Token Ring	A type of computer network in which all the computers are arranged (schematically) in a circle. A token, which is a special bit pattern, travels around the circle. To send a message, a computer catches the token, attaches a message to it, and then lets it continue to travel around the network.
URL	Abbreviation of Uniform Resource Locator, the global address of documents and other resources on the World Wide Web. The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located.
VPN	Short for virtual private network, a network that is constructed by using public wires to connect nodes. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.
WAN	Wide Area Network is a computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local-area networks (LANs).

**ATTACHMENT 13-DHR LOCATIONS TO RECEIVE INCREASED BANDWIDTH**

<b>County</b>	<b>Address</b>	<b>City</b>
Allegany County	1 Frederick Street	Cumberland
Anne Arundel	7500 Ritchie Hwy	Glen Burnie
Anne Arundel	80 West Street	Annapolis
Anne Arundel	2666 Riva Road	Annapolis
Baltimore City	1920 North Broadway (Clifton)	Baltimore
Baltimore City	313 North Gay Street	Baltimore
Baltimore City	3007 East Biddle Street (Foster Care)	Baltimore
Baltimore City	1900 N. Howard Street	Baltimore
Baltimore City	5818 Reisterstown Road (NWRO)	Baltimore
Baltimore City	1510 Guilford Avenue	Baltimore
Baltimore City	1223 West Pratt Street (SWRO)	Baltimore
Baltimore City	2919 Biddle Street (Orangeville)	Baltimore
Baltimore City	2500 Pennsylvania Avenue	Baltimore
Baltimore City	2923 East Biddle Street	Baltimore
Baltimore County	6401 York Road (Drumcastle)	Baltimore
Calvert County	200 Duke Street	Prince Frederick
Caroline County	207 South 3rd Street	Denton
Carroll County	10 Distillery Drive	Westminster
Cecil County	170 E. Main Street	Elkton
Charles County	200 Kent Avenue	LaPlata
Dorchester County	627 Race Street	Cambridge
Frederick County	100 East All Saints	Frederick
Garrett County	12578 Garrett Highway	Oakland
Harford County	2 S. Bond Street	Bel Air

Howard County	7121 Columbia Gateway	Columbia
Kent County	350 High Street	Chestertown
Prince Georges	925 Brightseat Rd	Landover
Prince Georges	805 Brightseat Road	Landover
Prince Georges	425 Bright Seat	Landover
Queen Annes	125 Comet Drive	Centreville
Saint Mary's	21775 Great Mills Road	Lexington Park
Saint Mary's	23110 Leonard Hall	Leonardtwn
Somerset County	30397 Mount Vernon Road	Princess Anne
Talbot County	301 Bay Street	Easton
Washington County	122 N. Potomac Street	Hagerstown
Wicomico County	201 Baptist Street	Salisbury
Worcester County	299 Commerce Street	Snow Hill