CONSULTING AND TECHNICAL SERVICES (CATS)

TASK ORDER REQUEST FOR PROPOSALS (TORFP)

ENTERPRISE PROGRAM MANAGEMENT, QUALITY ASSURANCE, AND ENTERPRISE ARCHITECTURE SUPPORT

OTHS/OTHS-07-008-S

CATS TORFP PROJECT N00P8200002

DEPARTMENT OF HUMAN RESOURCES

OFFICE OF TECHNOLOGY FOR HUMAN SERVICES

ISSUE DATE: MAY 8, 2007

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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. All Master Contractors must complete and submit a Master Contractor Feedback form via the CATS web site regardless of whether a TO Proposal is submitted or not. The form is accessible via, your CATS Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS RFP issued by the Maryland Department of Budget and Management (DBM), Office of Information Technology (OIT) and subsequent Master Contract Project Number 050R5800338, including any amendments.

TORFP NAME:	Enterprise Program Management, Quality Assurance, and Enterprise Architecture Support
FUNCTIONAL AREA:	Functional Area 10 - IT Management Consulting Services
TORFP ISSUE DATE:	5/8/2007
Closing Date and Time:	5/30/2007 at 2:00 PM
TORFP Issuing Office:	Department of Human Resources Office of Technology for Human Services 1100 Eastern Blvd Essex, MD 21221
Questions and Proposals are to be sent to:	Marilyn Evans 1100 Eastern Blvd Essex, MD 21221 Office Phone Number: 410-238-1256 Office FAX Number: 410-238-1260 mevans@OTHS.state.md.us
TO Procurement Officer	Marilyn Evans Same as above
TO Manager:	Nekeria Jenkins 1100 Eastern Blvd Essex, MD 21221 Office Phone: 410-238-1356 Fax: 410-238-1260

Project Number:	**OTHS/OTHS -07-008-S** **N00P8200002**
TO Type:	Time and Materials with a Not to Exceed Cap
Period of Performance:	July 24, 2007 through July 23, 2008 Two(2) - one year option periods
MBE Goal:	40 percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	Department of Human Resources (DHR) / Office of Technology for Human Services (OTHS) 1100 Eastern Blvd Essex, MD 21221 Contractor personnel may be assigned temporarily or permanently to OTHS central office at: 311 W Saratoga Baltimore, MD 21201 Contractors will be expected to attend off-site meetings as needed.
TO Pre-Proposal Conference:	Department of Human Resources/Office of Technology for Human Services 1100 Eastern Blvd, Essex, MD. 21221 To Be Determined See Attachment 6 for Directions

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 OTHS's 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 #N00P8200002. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP #N00P8200002 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP #N00P8200002 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.

The Master Contractor will also submit four bound hard copies of the technical and financial proposal and one original of the technical and financial proposal. Financial proposals shall be submitted in a separate, sealed box that is clearly marked as the financial proposal.

1.4 ORAL PRESENTATIONS/INTERVIEWS

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

1.5 MINORITY BUSINESS ENTERPRISE (MBE)

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

1.6 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.

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.

1.7 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.

1.8 NON-DISCLOSURE AGREEMENT

Certain system documentation may be available for potential Offerors to review at a reading room at OTHS’s location at 1100 Eastern Blvd, Baltimore, MD 21221. TO Contractors 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.

1.9 LIMITATION OF LIABILITY CEILING

Pursuant to Section 28(C) of the CATS Master Contract, the limitation of liability per claim under this TORFP shall not exceed the two 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 (OTHS) Office of Technology for Human Services (OTHS) is seeking a TO Contractor to provide services and sources related to three major department initiatives:

A) Enterprise Project Management Office

TO Contractor tasks will include fully implementing the enterprise Project Management Office (ePMO), institutionalize the processes, and expand the offerings of the ePMO to standardize testing, training, and documentation, carries out the day-to-day oversight responsibilities of the ePMO and development of business requirements.

B) Enterprise Quality Assurance (QA) and Independent Verification and Validation (IV&V)

QA and IV&V task will include review of deliverables for completeness, accuracy, adherence to standards all new development efforts and major system enhancements for Client Information System (CIS), Client Automated Resource and Eligibility System (CARES), Child Support Enforcement System (CSES), Children's Electronic Social Services Information Exchange (CHESSIE), Service Access Information Link (SAIL), WORKS and other key system tasks or deliverables that are over 1000 hours. A description of each of these systems is contained in Appendix I.

C) Enterprise Architecture Planning

Enterprise architecture task will include the updating and executing the Department's technology plan, architecture planning activities, resource planning recommendations, application planning, analysis, and design as appropriate to ensure that existing applications and new initiatives conform to State standards, industry practices, and OTHS guidelines, and support in the implementation, maintenance and use of OTHS' enterprise architecture tools.

The work completed by the TO Contractor under this task order are the following:

A) Provide OTHS with management-consulting services for CIS under the direction of OTHS.

B) Provide OTHS with management-consulting and monitoring services for CHESSIE under the direction of OTHS.

C) Provide OTHS with management-consulting services for other OTHS systems under the direction of OTHS.

D) Provide management-consulting support for enterprise IT planning under the direction of OTHS

E) Provide QA and IV&V services

F) Support the day-to-day operations of OTHS' ePMO

The primary purpose of this contract is to establish a source for OTHS' technology expertise:

A) Enterprise technology planning: Aiding OTHS in ensuring that its technology capability meets the needs of the agency and align with the organizational mission.

B) Quality assurance/quality control: To objectively monitor, control, and gain visibility into the development or maintenance process to ensure delivered products satisfy contractual terms, meet or exceed quality standards, and comply with OTHS' approved system development process.

C) Monitoring: Independent validation and verification services, and ensuring contractor staff perform according to Federal, State and OTHS standards.

D) Management consulting: Provide subject matter expertise to aid the staff in executing information technology initiatives that meet the goals of OTHS. Required expertise includes large transaction systems deployment, network support, technology infrastructure management, application hosting, and EBT.

This will aid OTHS in the successful operation, maintenance, and enhancement of the CIS system, CHESSIE, other OTHS applications, and the larger OTHS information technology enterprise. In summary, OTHS is seeking consulting services support to meet the following needs:

A) Responsive and reliable State-wide operations

B) Maintain Federal certification and compliance with all Federal reporting requirements

C) Improved information access, integration, and reporting capabilities

D) Functional system improvements

E) System documentation

F) Application specific planning activities

G) Enterprise technology planning activities

H) Improved project management and oversight

The TO Contractor will work with the State and various application development contractors to collectively meet and support needs of OTHS. The State understands that in some instances, enhanced coordination among all parties will be necessary to effectively support OTHS applications. This coordination will be directed by the State and facilitated by all parties.

Specific tasks are defined in Section 2.2.

2.1.2 REQUESTING AGENCY BACKGROUND

The Department of Human Resources is Maryland's fourth largest State department. The Department was established to administer the State's public assistance, social services, child support enforcement, and community based programs. Headquarters for OTHS Executive Staff is located in the Saratoga State Center at 311 West Saratoga Street, Baltimore, Maryland 21201. The Department has five major operating administrations: the Family Investment Administration (FIA), the Child Support Enforcement Administration (CSEA), the Social Services Administration (SSA), the Child Care Administration (CCA), and the Community Services Administration (CSA).

The Department of Human Resources has a critical mission: It works to safeguard and provide services to some of Maryland's most vulnerable citizens. OTHS touches the lives of thousands of children and families every year, working hard to ensure that Maryland's most disadvantaged residents receive the services they are eligible for and protection from abuse and neglect. More than 7,000 full-time employees rely on OTHS' Office of Technology for Human Services (OTHS) to develop, enhance, and maintain mission-critical systems that support the delivery of social services, track activities, and manage outcomes.

OTHS maintains and enhances approximately 47 mainframe, client server, and web-based applications that support the health and human service programs that the Department administers and supports over 7,000 employees in 140 locations across the state. OTHS oversees the Department's information technology (IT) infrastructure. This includes personal computers, hardware and software, office applications and network upgrades, OTHS Internet and Intranet, and telephone systems and equipment.

Within OTHS, three divisions provide the various functions of the office:

A) Systems Development - The Systems Development Division (SDD) supports the OTHS program and administrative support administrations business needs and the customers they serve through software application development, implementation, operations and maintenance of the Departments IT systems.

B) Systems Management - Systems Management supports OTHS customers by developing and maintaining OTHS's IT hardware, network, infrastructure and security.

C) Enterprise IT Policy and Planning and IT Procurement - IT Policy and Planning division develops OTHS' IT Master plan and sets the strategic direction of OTHS, ensuring compliance with the Department's overall goals and mission. This division supports OTHS customers by planning and managing OTHS's inventory of IT projects, ensuring compliance with statewide policies and strategic plans, monitoring OTHS's strategic information asset base, managing the relationship with federal partners, IT project management, and ensuring the efficient and effective use of IT contracts.

2.1.3 PROJECT BACKGROUND

Historically, OTHS has faced a number of organizational challenges including:

A) Informal and outdated IT project management methodologies, best practices, and standards

B) Limited insight into key IT project risks, issues and action items

C) Inadequate IT project measurements

D) Limited IT project prioritization capabilities

E) Lack of Standardization

   1) Forty-seven applications on seven divergent technology platforms

   2) Lack of interoperability

   3) Outdated technology

   4) No enterprise architecture standards

   5) No method by which to evaluate new projects for interoperability and strategic value

   6) Divergent tools and methods for budgeting, collaboration, planning mechanisms for new projects

To address these challenges, OTHS developed and implemented a plan of action to address, quality, planning and standardization. The outcome of the plan of action included:

A) Implementation of an enterprise project management office (ePMO)

B) Implementation of an enterprise quality assurance (QA) group

C) Implementation of an enterprise architecture planning initiative and architectural review board (ARB)

2.1.3.1 EPMO

Starting in September 2005 OTHS undertook an initiative to define and implement an enterprise Project Management Office (ePMO). The objective of this initiative was to implement formal project management processes and disciplines to facilitate the delivery of work initiatives on time, within budget and to an agreed upon level of quality. An organization's ability to execute better, faster and more efficiently comes from ability to implement common processes and practices across the entire organization and ensure everyone in the organization is familiar with the ways that projects are planned and managed. The goals of the ePMO are:

A) Manage delivery costs

B) Improve quality of project deliverables

C) Identify and proactively manage project issues and risks

D) Manage project scope

E) Reuse knowledge of knowledge and artifacts

F) Continuous process and project management improvement

G) Improve accuracy of estimates

H) Better communication with stakeholders

I) Improve resource management

J) Reduce time to get up to speed on new projects

K) Improve project management skills and training opportunities

L) Define and enforce standard tools, templates and metrics

M) Gather and report on project metrics to allow better visibility across the enterprise

N) Coach project managers and users on use of tools and templates

O) OTHS has completed the following initial set-up activities:

OTHS has completed the following initial set-up activities:

A) Reviewing current IT methods and organizational capability

B) Identifying primary process gaps

C) Identifying stakeholders

D) Establishing a shared vision of effective ePMO

E) Establishing the ePMO governance model

F) Identifying key project management process areas requiring capability improvement

G) Introducing a model for improving organizational project management capability

H) Evaluating supporting tools

I) Defining an organizational change management strategy

J) Developing core project templates

OTHS is seeking assistance from a business partner to fully implement the ePMO, institutionalize the processes, and expand the offerings of the ePMO to standardize testing, training, documentation, and development of business requirements.

2.1.3.2 ENTERPRISE QUALITY ASSURANCE (QA) AND INDEPENDENT VERIFICATION AND VALIDATION (IVV)

OTHS has created an enterprise quality assurance group. The objective of quality assurance is to provide confidence that OTHS' implementation plans are quality driven and adequately describe and address the approach that will be used to deliver the intended system successfully. Enterprise QA activities are focused on providing proactive and timely evaluations of the implementation plans for key initiatives before they are executed so that the organization can take advantage of standards and opportunities for improvement. This has allowed OTHS to successfully address QA/QC critical factors such as identified implementation activities, procedures, tools, schedules, resources, roles, relationships, and federal and state regulatory compliance. IV&V activities provide independent third party verification that the system is working as defined, and meets contractual and regulatory mandates.

OTHS is seeking assistance from a business partner to provide QA and IV&V services for our key system initiatives. QA and IV&V services will include all new development efforts and major system enhancements for CIS, CARES, CSES, CHESSIE, SAIL, WORKS and other key systems that are over 1000 hours. Detailed technical descriptions of each of these information systems can be found in Appendix I.

OTHS anticipates that major enhancements in the base year of the contract will include, but may not be limited to, the following initiatives:

A) Interface between SAIL and CIS

B) Completion of six major enhancements to the CHESSIE system

C) Enhancements to the WORKS system

D) Enhancements to the Child Support Enforcement (CSE) system

E) Enhancement of the CARES system

F) Replacement of the Work Request System with a portfolio management tool

2.1.3.3 ENTERPRISE ARCHITECTURE

OTHS is implementing an effort to design, develop and implement a solution-based enterprise architecture framework. OTHS is a complex organization with a host of business processes that need to be supported by the capabilities of information technology. OTHS has defined enterprise architecture, as an operating discipline comprised of frameworks, methodologies, and delivery processes that can be leveraged to manage the IT investment of the Department. Enterprise architecture can ultimately guide investments in business and technology solutions ensuring these solutions are appropriately aligned with business needs. OTHS has implemented an Architectural Review Board that sets and enforces development standards, policies, processes and procedures to ensure compatibility and enterprise-wide integration. This framework adopts a Service Oriented Architecture (SOA), standardizes on .Net as a development platform and focuses on standardization, reuse and interoperability. Specific benefits of the new framework include:

A) Reduced software and data redundancy

B) Better alignment of business strategy and system development

C) Target architecture that has identified economies of scale for common programmatic processes and systems

D) Architecturally-based rationale/criteria for a future systems development strategy

E) Greater flexibility of staff deployment and mitigation of the effect of skills loss

F) The overall goal of the new Enterprise Architecture Framework is to reduce the average time to develop and deploy a new application by at least 10% and increase quality, consistency and ability for reuse

The net result has been better management of IT change, improved IT investment decisions, improved communication and collaboration, reduced system diversity, improved interoperability, improved utilization of resources, accelerated application development, and clear tie-ins to the ePMO.

2.2 TECHNICAL REQUIREMENTS

2.2.1 PROJECT MANAGEMENT

A) The TO Contractor shall provide a comprehensive project workplan within twenty calendar days of the receipt of the notice to proceed. The project work plan will, at a minimum, include fields to track the task, resource, planned start date, revised start date, actual start date, planned end date, revised end date, actual end date, percent complete, and task dependencies. The project workplan should include all major tasks that will be required to complete the project. The project workplan should be developed using MS Project 2000. OTHS will review and approve the project plan. The contractor will update its project workplan on a weekly basis. A copy of the updated project workplan will be provided to OTHS at a weekly status meeting and with the contractor's monthly report.

B) The TO Contractor shall deliver an initial Staffing Plan with this response. The Staffing Plan must include an organization chart showing how the contractor proposes to staff the project. The Staffing Plan must name key contractor personnel and clearly describe all resource requirements (all personnel including, but not limited to, title, function, etc.) and roles, and responsibilities. The TO contractor shall deliver a final Staffing Plan within fifteen calendar days from the notice to proceed. Review and updates to this plan are expected periodically, within a maximum of six (6) month intervals.

C) The TO Contractor shall be responsible for developing and maintaining a Communication Plan that serves as the guideline to manage communications across the enterprise including status reporting and other key communications. The contractor shall complete the Communication Plan within 45 calendar days of the notice to proceed. The contractor will develop an outline of the proposed content of the Communication Plan for OTHS review and comment within 15 days of the notice to proceed. The Communication Plan will be issued in draft form for review. The final Communication Plan will be issued within five business days of the receipt of OTHS comments.

D) The TO Contractor must include a detailed description of its project management methodology in this task order response. In addition, the contractor shall develop a Project Management Plan within 60 days of the notice to proceed. The Project Management Plan will define how the contractor will apply its project management methodology to OTHS to achieve maximum benefit for the State. The methodology and Project Management plan must address, at a minimum, the following:

1. Issue management and resolution
2. Risk management and mitigation
3. Resource management and deployment approach
4. Automated tools, including application of software solutions
5. Project management--work breakdowns, schedules, milestones, and resources
6. Document repository and control
7. Calendar of events and deadlines
8. Decision support and prioritization
9. Project deliverable review procedures
10. Customer/stakeholder relationship management

11. Reporting of status and other regular communications with GOC, including a description of the contractor's proposed method for ensuring adequate and timely reporting of information to GOC project personnel and executive management.

E) The TO Contractor shall produce a monthly status report of activities by the fifteenth day following the close of the period. If the fifteenth day falls on a weekend or holiday the report must be delivered the last workday before the fifteenth day.

F) The TO Contractor shall hold weekly status meetings with OTHS and provide a brief written status update including activities completed, upcoming activities, issues, and risks to the project management office on a weekly basis. OTHS and the contractor will determine the recurring day and time for this meeting. Weekly status meetings must begin within 30 days of the notice to proceed. .

G) The TO Contractor shall produce a long-range Transition Plan that outlines the transition of the powers, duties, and functions of the EPMO, EA and QA tasks and tools to OTHS or another vendor within 180 calendar days of the notice to proceed. The TO contractor shall develop an outline of the proposed content of the Transition Plan for OTHS review and comment. The Transition Plan will be issued in draft form for review. The final Transition Plan will be issued within five business days of the receipt of OTHS comments.

H) The TO Contractor shall NOT use any proprietary, exclusive-use, or limited-license software without previous written approval from the State Project Manager.

I) The TO Contractor shall provide written documentation of the deliverable sign-off procedures. The contractor shall produce sign-off templates. Both the procedures and templates must be approved by the state. Deliverable sign-off procedures and template(s) are due within 5 days of the notice to proceed.

J) The TO Contractor shall maintain a project library. At a minimum the library will contain copies of the TORFP, contractor proposal, contract, and all final work products. This library will be delivered to the state upon conclusion of this contract.

2.2.2 EPMO

An ePMO needs to support business processes at both the portfolio management and project management levels, and the ePMO will not function effectively unless it addresses the needs of both audiences. Enterprise and project management needs a smooth process for making decisions about the overall portfolio including resource allocation; identifying issues and risks, taking corrective actions, and assuring outcomes that translate into results for OTHS's mission, and its stakeholders. At the same time, project managers and teams need a process that streamlines their business process, reduces paperwork and overhead burden, and provides practical management tools. The successful To Contractor will define an approach that meets the following requirements:

A) The TO Contractor shall clearly define how work to date and existing artifacts will be incorporated into its overall methodology and project plan for the ePMO. OTHS will make available upon contract award access to deliverables and templates created to date.

B) The ePMO establishes and deploys a common set of project management processes and templates, which saves each project manager from having to create these on their own. These reusable project management components help projects start-up quickly and with less effort. The contractor shall be responsible for monitoring the use of existing templates, suggesting improvements, and creating new templates to address business needs. All templates will be produced in draft format for OTHS review and input as well as final versions.

C) The ePMO builds the methodology and updates it as needed to account for improvements and best practices. Therefore, as new or revised processes and templates are made available, the contractor shall be responsible for consistently deploying them to the organization. The contractor shall be responsible for ensuring adoption of the new templates and processes and will assist project teams in filling out templates as needed. The contractor should clearly define in its response how it will ensure the adoption of templates and processes and what metrics and processes it will use to monitor the adoption and satisfaction of the project teams.

D) The ePMO facilitates improved project team communication by having common processes, deliverables, and terminology. The ePMO contractor shall be responsible for assisting project teams in developing communication plans and monitoring the use and effectiveness of the communication plans.

E) The TO Contractor shall set up common repositories, both electronic as well as project libraries. The repositories shall be established in a manner that facilitates ease of use through the use of a directory. The repositories will be kept up-to-date and easily accessible by the project teams.

F) The TO Contractor shall be responsible for providing training or coordinating training classes through an external vendor to build core project management competencies as well as soft skills such as communication and conflict resolution.

G) The ePMO will track the current status of all projects and provide concise status information to OTHS management on a monthly basis. The contractor shall attend project status meetings and management meetings.

H) The TO Contractor shall track enterprise-wide metrics on the state of project management, project delivery and the value being provided to the business by project management in general, and the PMO specifically. The ePMO shall report on the effectiveness on a quarterly basis and provide suggestions for continuous improvement and information on emerging best practices in project management.

I) The TO Contractor shall provide assistance to project teams in developing project estimates, project charters, requirements, issue management, scope management and risk management. The ePMO shall provide project management coaching to help keep projects from getting into trouble. The ePMO in conjunction with the QA/QC resources will closely monitor projects and identify projects that are at risk. Key issues and risks will be immediately elevated to agency executive management.

J) The TO Contractor shall develop and keep an up-to-date integrated enterprise project plan and associated resource allocation for projects across OTHS. The enterprise project plan and resource allocation will be updated no less than once per month. The contractor shall participate with OTHS management in prioritization meetings.

K) The TO Contractor shall work with OTHS' enterprise architecture and enterprise-planning group to integrate EA planning activities within an ePMO framework to support the development of short and long-term enterprise IT strategies, goals and objectives.

L) The TO Contractor shall assist OTHS with the development of policies and procedures to support the submission and approval of new Agency IT project requests. The contractor shall assist program administrations and other requesting entities with the completion of project initiation forms, including high-level requirements.

M) OTHS is in the process of standardizing and centralizing its training, testing, and documentation functions under its ePMO to achieve consistency and efficiency. The TO contractor shall assist OTHS developing and implementing standards and reviewing deliverables for adherence to the defined standards.

N) The TO Contractor shall support the agency in the collection of requirements for new project requests and assist the agency documenting and tracking agency priorities.

O) The TO Contractor will support the development of statements of work or proposals as directed by OTHS.

P) OTHS currently utilizes a MS Access database to record and report on issues, action items, risks, and scope change requests. At the direction of the agency, the contractor shall be responsible for extending the functionality of the database to address additional needs. The contractor must provide updated training materials and user training for any changes made to the ePMO database.

Q) OTHS is in the process of rolling out Clarity, a Portfolio Management tool. The TO contractor shall provide technical and business support in rollout and maintenance of the Portfolio management tool. The TO contractor shall update the tool, create new projects, and extend the functionality of the tool as directed by OTHS. The contractor shall monitor the compliance of other contractors in the use of the tool.

R) The TO Contractor shall have access to industry research such as Gartner or Forrester that it may access on OTHS' behalf to research specific topics as assigned by OTHS.

2.2.3 Quality Assurance and Independent Verification and Validation

A) The TO Contractor shall participate as a non-voting member, in the technical review of submitted proposals for the implementation contracts, after having previously signed and executed a Statement of Confidentiality.

B) The TO Contractor shall monitor the Implementation Contractor's performances without directly causing or affecting any changes to the Implementation Contractor's contract.

C) The TO Contractor shall oversee the compliance of Implementation Contract provisions

D) The TO Contractor shall provide Quality Assurance / Quality Control (QA/QC) support in the transfer and/or development (including re-engineering to the OTHS technical environment), modification, implementation, pilot operation, enhancement, documentation, conversion, training, and turnover of any new development over 1000 hours.

E) The TO Contractor shall ensure compliance with all federal and state requirements for the development efforts that it monitors.

F) The TO Contractor shall prepare or assist OTHS in the preparation of appropriate documentation to achieve maximum federal financial participation in each step of the process.

G) The TO Contractor shall provide technical expertise sufficient to oversee all technical aspects of the OTHS's mainframe and .NET development including the Independent Verification and Validation (IV&V) of all contract deliverables prior to user acceptance testing.

H) Monitoring activities of the TO Contractor shall include quality (including, but not limited to, deliverables and outcomes), budget, and schedule, project workplan, resource allocation, risks, issues, communications, and action items will be continually tracked and evaluated.

I) The TO Contractor will report to, and receive direction from, the EPMO Director. OTHS expects ongoing daily contact with the contractor and, at least, weekly strategy sessions to discuss problems or potential issues, solution options, and the contractor's recommendations.

J) The TO Contractor personnel will serve as ex officio members on committees and workgroups. Contractor personnel will work closely and cooperatively with the Implementation Contractor, the Project Management Team, and State and County OTHS staff, and monitor their activities.

K) The TO Contractor shall conduct itself such that a status report can be rapidly developed within 4 hours of request on any task, and at any time, if it is required to do so. OTHS expects the contractor to immediately report to the Project Director any situation, from any area that needs immediate attention to prevent an adverse effect on the quality, schedule, or budget of the project.

L) The TO Contractor staff, assigned will work onsite and will be available at during the project's normal working day (8:30am to 5:00pm, Monday through Friday). The contractor may also be required to work on holidays, evenings, and weekends as defined by OTHS.

M) The TO Contractor shall support User Acceptance Testing (UAT) activities. Activities shall include:

1. Monitoring and documenting daily UAT testing and gathering UAT findings
2. Serve as back-up support to UAT manager
3. Build knowledge around assigned testing area
4. Develop or revise standards and processes
5. Assist UAT manager in identifying, recording and documenting defects
6. Enter and update defect information in the defect tracking tool
7. Coordinate and develop the testing assignments for each application area
8. Assist with the development and execution of test scripts procedures
9. Review implementation contractor test plans for accuracy and adherence to standards and industry practices

N) Throughout the contract period, after each meeting, walk-through or document review, the contractor shall provide the Project Director a written assessment of the process and any product. This assessment shall cover areas of strengths and weaknesses that might affect the successful completion of the project(s) being monitored. The areas of monitoring and evaluation will include an on-going assessment of the effectiveness of the Implementation Contractor and OTHS:

1. Organizational structure - Have constraints, possible reconfigurations, and potential impacts on organizational structure been identified?
2. Communication of information - Is it channeled effectively? Is feedback processed appropriately?
3. Participation - Is there adequate involvement of all vested interests?
4. Commitment - Has there been a quantitative assessment of staffing levels as to appropriate level of involvement? Are individuals participating at the expected level?
5. Sequencing of tasks - Is a formalized critical path in place? Is it inclusive? Are directional changes incorporated at the point of occurrence?
6. Timeliness - What is the pro-active methodology for ensuring that time frames are met and potential delays are identified?
7. Decisions - Are determinations made at the appropriate juncture, at the appropriate level, and do they produce the appropriate resolution?
8. Resources - Are there sufficient and appropriate people, money and equipment?
9. Milestones - Are the milestones valid? Will they be achieved based on the existing detailed work plans?
10. Controls - Are the appropriate techniques and procedures being utilized for change controls and problem resolution?
11. Risk and Issues – Are risks and issues being identified, defined, and mitigated or resolved?

O) The TO Contractor will meet with the Management Team weekly, or more frequently if needed. The purpose of these meetings will be to provide the Management Team with an independent verbal and written assessment of the implementation project status that the contractor(s) is monitoring and to make recommendations on any corrective action to keep the projects on schedule and within budget. The contractor will include in its report an assessment of:

1. Quality of the work being performed
2. Appropriateness of the level of work

3. Adequacy of priorities
4. Effectiveness of communications
5. Issues, risk, or action items that need resolution

P) The TO Contractor shall make presentations regarding project status as required. Presentations will be made using MS PowerPoint or other format as specified by OTHS. Copies of the presentation will be provided in both electronic and hard copy to meeting participants.

Q) The TO Contractor's monitoring activities will be coordinated with the ePMO requirements, documentation, and other related project management and reporting requirements.

R) The TO Contractor will regularly review the current project situation and plan against the latest Advance Planning Document Update (APDU) as appropriate. The contractor will assist OTHS in determining what should be provided, obtain the information needed, and assist OTHS with the development of the APDUs. At a minimum, the contractor will complete federally required APDUs annually for CARES, CSES, and CHESSIE. The contractor will do any revisions necessary to obtain Federal approval.

S) The TO Contractor shall assist the Project Management Team in preparing the any required reports to the Secretary, Department of Budget Management or to the Maryland State Legislature.

T) The TO Contractor shall assure the technical quality of all design, development, and other life cycle stage tasks in accordance with accepted-proactive quality standards. Controlling the quality of Implementation Contractor-produced products and services is the responsibility of the monitoring contractor's technical and management personnel. The TO Contractors must define how quality will be built into products and service and how ongoing quality assurance/quality control and continuous improvement will be sustained and supported throughout the life of this contract. The Offeror must also detail its QA Methodology.

U) The TO Contractor shall develop a QA/QC Plan within 60 days of the notice to proceed. The QA/QC Plan will detail how the contractor's methodology will be tailored to address the needs of OTHS. The plan will include, at a minimum:

1. Methodology
2. Approach
3. Resources
4. Tools
5. Templates

2.2.4 Enterprise Architecture

A) The TO Contractor shall provide enterprise IT planning services for the State. This will include updating OTHS information technology plan, architecture planning activities, staffing recommendations, application planning, analysis, and design as appropriate to ensure that existing applications and new initiatives conform to State standards and industry practices.

B) The TO Contractor shall maintain OTHS' enterprise architecture tool, Telelogic. The TO contractor will provide personnel that have expertise in the use and modification of the Telelogic tool.

C) The TO Contractor shall work with OTHS to obtain on quarterly updated information from the OTHS owners to update the Maryland Technology Architecture Framework (MTAF).

D) The Contractor shall conduct research and present strategies on OTHS defined initiatives. Initiatives may include the following, but will not be limited to these initiatives:

1. Virtualization

2. Remote management
3. Seat management
4. Server consolidations
5. Migration to the Annapolis Data Center
6. Establishment of an internal web hosting environment
7. Data Warehousing
8. Document management

E) The TO Contractor shall also support OTHS in researching industry best practices, tools, and applications.

2.3 PROJECT APPROACH

It is up to the TO Contractor to propose the mix of staff and their approach to meet the needs of the State in supporting this effort and to crosswalk these skills to relevant position descriptions outlined in the Master Contract. The TO Contractor's project team shall possess extensive experience and technical expertise in all areas defined in the task order. The project technical staff shall have advanced information technology (IT) skills and hands-on experience with system re-engineering projects, and relational database Web applications. Excellent project management skills are required to lead the project and ensure work to be delivered to the user's satisfaction. Contractor's project and technical staff qualifications and skills shall be submitted to and approved OTHS senior management prior to project engagement. Any changes to the Contractor's project or technical staff during the project's term shall require OTHS senior management written approval.

The TO Contractor should clearly and concisely describe how they will meet each task outlined in the technical requirements section. The contractor's technical proposal, excluding resumes of key personnel, project plan, and required forms, is limited to 75 pages.

Due to the nature of the tasks performed by the TO Contractor, the Contractor will be precluded from development, implementation, or hosting projects for the Maryland Department of Human Resources. The TO contractor will be precluded both as the prime and as a subcontractor. In addition, certain other opportunities may result in a conflict of interest and the TO contractor should consult with the agency and request an opinion.

2.3.1 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, Microsoft Project 2000 and/or Visio 2000.

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 must:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) Present information that is relevant to the Section of the deliverable being discussed.

E) Represent a significant level of completeness towards the associated final written deliverable t hat supports a concise final deliverable acceptance process.

Upon completion of a deliverable, the TO Contractor shall document each deliverable in 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 requirements. Upon completion of validation, the TO Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 9). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO 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).

When presented for acceptance, a written deliverable defined as a final document 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 or incorrect punctuation, and must:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) Present information that is relevant to the Section of the deliverable being discussed.

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

2.3.2 DELIVERABLE/ DELIVERY SCHEDULE

ID	Deliverables for 2.2.3	Expected Completion:
2.2.1.A	Project Workplan	NTP + 20 Calendar Days
2.2.1.B	Staffing Plan	NTP + 15 Calendar Days
2.2.1.C	Communication Plan	NTP + 45 Calendar Days
2.2.1.D	Project Management Plan	NTP + 60 Calendar Days
2.2.1.E	Monthly Status Report	15th Business day following the close of the reporting period
2.2.1.G	Transition Plan	NTP + 180 Calendar Days
2.2.1.I	Deliverable sign-off procedures and templates	NTP + 5 Calendar Days
2.2.2.H	EPMO Effectiveness Report	Quarterly
2.2.3.T	QA Deliverable Assessment	Within 3 days of deliverable issuance
2.2.3.U	QA/QC Plan	NTP + 60 Calendar Days

2.3.3 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 projects, which may be created or changed periodically. The TO

Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. These may include, but are not limited to:

A) The State's System Development Life Cycle (SDLC) methodology at: www.dbm.maryland.gov - keyword: SDLC.

B) The State Information Technology Security Policy and Standards at: www.dbm.maryland.gov - keyword: Security Policy.

C) The State Information Technology Project Oversight at: www.dbm.maryland.gov - keyword: IT Project Oversight.

D) The State of Maryland Enterprise Architecture at www.dbm.maryland.gov - keyword: MTAF Guiding Principles.

E) The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute's Project Management Body of Knowledge Guide. TO Contractor's staff and subcontractors are to follow a consistent methodology for all TO activities.

2.4 CONTRACTOR EDUCATION/EXPERIENCE/SKILLS REQUIRED

Role	Education/Experience/ Skills
Project Manager	• Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related disciplines. • PMI PMP Certification is required. • At least (5) five years experience in Task Order based contracts • At least (3) years of experience having developed and successfully implemented, and operated a large-scale enterprise-wide project management office for governmental entities • At least (5) years experience and expertise in project management, transition management, administration and reporting for large-scale system development/ replacement projects for governmental entities • At least (5) five years experience and expertise providing ongoing operation phase consultation and project management for large-scale system development/ replacement projects for Federal or State government agencies. • Demonstrable knowledge of health and human services is desired, but not required
EPMO	• Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related disciplines. Relevant

	experience may be substituted for education on a year for year basis. • PMI PMP Certification is required • At least (2) two years of experience with the implementation and operation of a large-scale enterprise-wide project management office • At least (3) three years of experience and expertise in project management, administration and reporting for large-scale system development/ replacement projects for governmental entities • At least (2) two years of experience and expertise providing ongoing operation phase consultation and project management for large-scale system development/ replacement projects for governmental entities • At least (1) year of experience reviewing Project Deliverables such as APD's, timelines, Project Plans (work plans), Logical and Physical Application Designs, System Development Documentation • At least (2) two years of expertise and experience in planning Joint Application Design (JAD) sessions, preparing JAD materials, training JAD participants, conducting JAD sessions, and documenting JAD sessions • At least (2) two years of experience with defining large complex systems (+3,000 users)
Enterprise Architecture	• Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related disciplines. Relevant experience may be substituted for education on a year for year basis. • At least (3) three years experience leading a team of 4 or more resources in which strong leadership, communication & coordination were employed • At least (3) three years experience with architecture planning activities, resource planning, application planning, analysis and enterprise architecture design. • At least (3) years experience in the support and implementation and maintenance of enterprise architecture tools. • Prefer experience with health and human

	services programs

2.4.1 SUBSTITUTION OF EDUCATION FOR EXPERIENCE

A Bachelor's Degree or higher may be substituted for the general and specialized experience for those labor categories requiring a High School Diploma. A Master's Degree may be substituted for two years of the general and specialized experience for those labor categories requiring a Bachelor's Degree. Substitution shall be reviewed and approved by DHR.

2.4.2 SUBSTITUTION OF EXPERIENCE FOR EDUCATION

Substitution of experience for education may be permitted at the discretion of DHR.

2.5 CONTRACTOR QUALIFICATIONS

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

A) Demonstrable knowledge of industry best practices in project management

B) Experience planning and implementing an enterprise program management office responsible for overseeing multiple IT projects for governmental entities, preferably health and human services agencies

C) Capability of providing Project Management Institute (PMI) PMP certified professionals to staff the engagement.

D) Familiarity with the State of Maryland's IT Master Plan and the eight strategic initiatives designed to provide a sustainable direction for information technology across all State agencies.

E) Successfully integrated EA planning activities within an ePMO framework to support the development of short and long-term enterprise IT strategies, goals and objectives

F) Experience developing policies and procedures to support the submission and approval of new Agency IT project requests

G) Experience with project management tools routinely available to government agencies—e.g., project management software

H) Staffing the project with key personnel with direct knowledge and experience in service provision, state or local government

I) Employing the project management framework method that it teaches in its own organization

J) Employing a repeatable Quality Assurance and IV&V methodology that it has used on previous projects including standard templates, tools, and procedures.

K) Experience using automated testing and requirements gathering tools

L) Expertise and experience in planning Joint Application Design (JAD) sessions, preparing JAD materials, training JAD participants, conducting JAD sessions, and documenting JAD sessions

M) Experience and expertise in project management, administration and reporting for large-scale system development/ replacement projects for governmental entities

N) Experience and expertise providing ongoing operation phase consultation and project management for large-scale system development/ replacement projects for governmental entities

O) Demonstrable knowledge of health and human services

P) Having documented successful experiences (references) in projects for state governmental entities of a similar nature. The contractor shall supply a minimum of three (3) and a maximum of five (5) projects of similar size and nature. Information shall include a brief description of the project, dates of the project and whom the project was for. The information shall clearly state how the experience is of similar size and nature.

Q) The contractor shall supply two (2) references to support the proposal. The references shall be current and identify the name of each reference, point of contact, and telephone number. OTHS will have the right to contact any reference of its choosing as part of the evaluation process, including references not provided by the contractor but otherwise known by the Department.

2.6 INVOICING

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

The TO Contractor shall submit invoices for payment upon acceptance of separately priced deliverables, on or before the 15th day of the month following receipt of the approved notice(s) of acceptance from the TO Manager. A copy of the notice(s) of acceptance shall accompany all invoices submitted for payment.

2.6.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

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

B) 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 OTHS at the following address:

Nekeria Jenkins 1100 Eastern Blvd, Essex, Maryland 21221.

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

2.6.2 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS Master Contract by the 15th day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to ASM at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to DBED. DBED will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Procurement Officer and TO Manager

2.7 REPORTING

The TO Contractor and the TO Requesting Agency shall conduct weekly progress meetings. A monthly project progress report shall be submitted by the 15th working day following the close of the period:

- 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.
- Work accomplished during the month.
- Deliverable progress, as a percentage of completion.
- Problem areas, including scope creep or deviation from the work plan.
- Planned activities for the next reporting period.
- Gantt chart updated from the original to show actual progress; as applicable, explanations for variances and plan for completion on schedule.
- An accounting report for the current reporting period and a cumulative summary of the totals for both the current and previous reporting periods. The accounting report shall include amounts invoiced-to-date and paid-to-date.

2.8 CHANGE ORDERS

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

2.9 STATE FURNISH WORK SITE AND/OR ACCESS TO EQUIPMENT, FACILITIES OR PERSONNEL

At the Department's Information Systems Center (ISC) building, a secure facility located at 1100 Eastern Boulevard, Baltimore, Maryland, 21221, the Department shall make available the following items as needed for the staff proposed by the offeror:

- Photo identification badges
- Office space and/or cubicles
- Office furniture (desk and chair)
- Telephone and fax equipment (local use only)

- Networked printer(s)
- Hardware, software and security privileges to connect to appropriate applications and system resources
- Access to meeting rooms with whiteboards and supplies for conducting facilitated sessions
- Parking is available on the OTHS's Center's lot; there is no charge for this parking
- Email and Internet services
- Contractors should be prepared to furnish their own personal computers.

SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

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

3.2 FORMAT

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

3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE

A) Proposed Services – Work Plan

1. Requirements: A detailed discussion of the Master Contractor's understanding of the work and the Master Contractor's capabilities, approach and solution to address the requirements outlined in Section 2.
2. Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.
3. Risk Assessment: An assessment of any risks inherent in the work requirements and actions to mitigate these risks.
4. Proposed Solution: A description of the Master Contractor's proposed solution to accomplish the specified work requirements.
5. Proposed Tools: A description of all proposed tools that will be used to facilitate the work.
6. Tasks and Deliverables: A description of and the schedule for each task and deliverable, illustrated by a Gantt chart. Start and completion dates for each task, milestone, and deliverable shall be indicated. The Gantt chart will form the baseline for task order monitoring, and will be updated bi-weekly as part of progress reporting (see Section 2.7.1).
7. Work Breakdown Structure: A detailed work breakdown structure and staffing schedule, with labor hours by skill category that will be applied to meet each milestone and deliverable, and to accomplish all specified work requirements.
8. Acceptance Criteria: A statement acknowledging the Master Contractor's understanding of the acceptance criteria.

B) Proposed Personnel

1. Identify and provide resumes for all proposed personnel by labor category. The resume should highlight the proposed personnel's applicable responsibilities and accomplishments as they relate to the requirements of this TORFP
2. Certification that all proposed personnel meet the minimum required qualifications and possess the required certifications in accordance to Section 2.8

a. Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.

b. Complete and provide, at the interview, Attachment 5 – Labor Classification Personnel Resume Summary.

C) MBE Participation

1. Submit completed MBE documents Attachment 2 - Forms D-1 and D-2.

D) Subcontractors

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

E) Master Contractor and Subcontractor Experience and Capabilities

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

   a. Name of organization.

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

   c. Type and duration of contract(s) supporting the reference.

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

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

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

   a) The State contracting entity,

   b) A brief description of the services/goods provided,

   c) The dollar value of the contract,

   d) The term of the contract,

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

   f) Whether any available renewal option was not exercised,

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

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

F) Proposed Facility

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

G) State Assistance

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

H) Confidentiality

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

3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE

A) A description of any assumptions on which the Master Contractor's Financial Proposal is based;

B) Attachment 1 - Completed Financial Proposal, including:

1. Proposed labor category
2. Number of individuals in each proposed labor category
3. Number of hours per person
4. Rate proposed for each labor category
5. Total cost for each labor category
6. Total cost for each task, EPMO, QA, EA
7. Total proposed CATS TORFP price

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.

1. The overall understanding of the work required
2. The efficiency and effectiveness of the work plan, including the approach and methodology for completing the requirements of this task order, the reporting mechanism for ensuring project schedules are met, and change control and project management methodology
3. The efficiency and effectiveness of the QA/QC/IV&V methodology and approach
4. The expertise of the contractor meets or exceeds the expertise defined in the TORFP
5. The qualifications of the proposed personnel meet or exceed the minimum qualifications set forth in the Master Contract and meet or exceed the mandatory skills defined in the TORFP
6. Satisfactory past performance and similarity of work on engagements that the contractor has provided as references
7. Having documented successful experiences state governmental entities of a similar size, scope and nature

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 will be given greater weight.

4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

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

ATTACHMENT 1 – SAMPLE PRICE PROPOSAL

SAMPLE PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS TORFP # N00P8200002

LABOR CATEGORIES BASE YEAR

Labor Categories	A	B	C
	Hourly Labor Rate	Total Class Hours	Total Proposed CATS TORFP Price
Project Manager	$		$
EPMO	$		$
Enterprise Architecture	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
Total Evaluated Price			$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 1A

SAMPLE PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS TORFP # N00P8200002

LABOR CATEGORIES OPTION YEAR # 1

Labor Categories	A	B	C
	Hourly Labor Rate	Total Class Hours	Total Proposed CATS TORFP Price
Project Manager	$		$
EPMO	$		$
Enterprise Architecture	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
Total Evaluated Price			$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 1B

SAMPLE PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS TORFP # N00P8200002

LABOR CATEGORIES OPTION YEAR # 2

Labor Categories	A	B	C
	Hourly Labor Rate	Total Class Hours	Total Proposed CATS TORFP Price
Project Manager	$		$
EPMO	$		$
Enterprise Architecture	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
	$		$
Total Evaluated Price			$

Authorized Individual Name

Company Name

Title

Company Tax ID #

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS TORFP # N00P8200002

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 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO 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 15th of each month, regardless of whether there was any MBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form D-5. The TO 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. N00P8200002, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of 40 percent and, if specified in the TORFP, sub-goals of 0 percent for MBEs classified as African American-owned and 0 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 _______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 N00P8200002	
List Information For Each Certified MBE Subcontractor On This Project	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

USE ATTACHMENT D-2 CONTINUATION PAGE AS NEEDED

SUMMARY

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

Document Prepared By: (please print or type)

Name:________________________________ Title:____________________________

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE (CONTINUED)

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

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 3

OUTREACH EFFORTS COMPLIANCE STATEMENT

In conjunction with the bid or offer submitted in response to TORFP # N00P8200002, I state the following:

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

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

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

4. ☐ Offeror assisted MBEs to fulfill or to seek waiver of bonding requirements.

   (DESCRIBE EFFORTS)

   ☐ This project does not involve bonding requirements.

5. ☐ Offeror did/did not attend the pre-proposal conference

   ☐ No pre-proposal conference was held.

______________________	By:	______________________
Offeror Name		Name
______________________		______________________
Address		Title
		______________________
		Date

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

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 4

SUBCONTRACTOR PROJECT PARTICIPATION STATEMENT

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

Provided that ______________________________ is awarded the TO Agreement in
(Prime TO Contractor Name)
conjunction with TORFP No. N00P8200002, it and ______________________________,
(Subcontractor Name)
MDOT Certification No. ______, intend to enter into a contract by which the subcontractor shall:

(Describe work to be performed by MBE):

____

____

____

____

____

☐ No bonds are required of Subcontractor

☐ The following amount and type of bonds are required of Subcontractor:

By:	By:
______________________________	______________________________
Prime Contractor Signature	Subcontractor Signature
______________________________	______________________________
Name	Name
______________________________	______________________________
Title	Title
______________________________	______________________________
Date	Date

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

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 5

MINORITY BUSINESS ENTERPRISE PARTICIPATION TO CONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: ________ Reporting Period (Month/Year): _____________ **Report is due by the 15th of the following month.**	CATS TORFP # N00P8200002 Contracting Unit ___________________________________ Contract Amount___________________________________ MBE Sub Contract Amt______________________________ Contract Begin Date________________________________ Contract End Date_________________________________ Services Provided__________________________________

Prime TO Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX:		
Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			

List all unpaid invoices over 30 days old received from the MBE subcontractor named above:

1.

2.

3.

Total Dollars Unpaid: $_____________________________

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

Return one copy of this form to the following address:

(TO MANAGER OF APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)	Nekerkia Jenkins DHR/OTHS 1100 Eastern Blvd Essex, MD 21221 NJenkins@dhr.state.md.us

Signature:____ Date:_____________________

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 6

MINORITY BUSINESS ENTERPRISE PARTICIPATION SUBCONTRACTOR PAID/UNPAID INVOICE REPORT

<table>
<tr><td colspan="2">Report #: _____

Reporting Period (Month/Year): __/_____

Report Due By the 15th of the following Month.</td><td colspan="3">CATS TORFP # N00P8200002
Contracting Unit ______________________________________
Contract Amount______________________________________
MBE Sub Contract Amt_________________________________
Contract Begin Date____________________________________
Contract End Date_____________________________________
Services Provided_____________________________________</td></tr>
<tr><td colspan="5">MBE Subcontractor Name:</td></tr>
<tr><td colspan="5">MDOT Certification #:</td></tr>
<tr><td colspan="5">Contact Person:</td></tr>
<tr><td colspan="5">Address:</td></tr>
<tr><td colspan="3">City:</td><td>State:</td><td>ZIP:</td></tr>
<tr><td colspan="2">Phone:</td><td colspan="3">FAX:</td></tr>
<tr><td colspan="5">Subcontractor Services Provided:</td></tr>
<tr><td colspan="2">List all payments received from Prime TO Contractor during reporting period indicated above.

1.

2.

3.

Total Dollars Paid: $_________________________</td><td colspan="3">List dates and amounts of any unpaid invoices over 30 days old.

1.

2.

3.

Total Dollars Unpaid: $_________________________</td></tr>
<tr><td colspan="2">Prime TO Contractor:</td><td colspan="3">Contact Person:</td></tr>
</table>

Return one copy of this form to the following address:

(TO MANAGER OF APPLICABLE POC NAME, TITLE) (AGENCY NAME) (ADDRESS, ROOM NUMBER) (CITY, STATE ZIP) (EMAIL ADDRESS)	Nekerkia Jenkins DHR/OTHS 1100 Eastern Blvd Essex, MD 21221 NJenkins@dhr.state.md.us

Signature:____ Date:____________________

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS TORFP# N00P8200002 OF MASTER CONTRACT #050R5800338

This Task Order Agreement ("TO Agreement") is made this day of Month, 200X by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, DHR/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 TO Requesting Agency, as identified in the CATS TORFP # ADPICS PO.

   b. "CATS TORFP" means the Task Order Request for Proposals # ADPICS PO, dated MONTH DAY, YEAR, including any addenda.

   c. "Master Contract" means the CATS Master Contract between the Maryland Department of Budget and Management and TO Contractor dated December 19, 2005.

   d. "TO Procurement Officer" means TO Procurement Officer. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.

   e. "TO Agreement" means this signed TO Agreement between TO Requesting Agency and TO Contractor.

   f. "TO Contractor" means the CATS Master Contractor awarded this TO Agreement, whose principal business address is ________________________ and whose principal office in Maryland is _____________________.

   g. "TO Manager" means TO Manager of the Agency. 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 date of TO Proposal – Technical.

   i. "TO Proposal – Financial" means the TO Contractor's financial response to the CATS TORFP dated date of TO Proposal - Financial.

   j. "TO Proposal" collectively refers to the TO Proposal – Technical and TO Proposal – Financial.

2. Scope of Work

2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or 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 one(1) year plus two (2) one year options, commencing on the date of Notice to Proceed and terminating on July 24, 2007.

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 Agency TO Manager unless otherwise specified herein.

4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

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

TO Contractor Name

____________________________________ ___________________________

By: Type or Print TO Contractor POC Date

Witness: _______________________

STATE OF MARYLAND, Department of Human Resources

Office of Technology for Human Services

___________________________________ ___________________________

By: Marilyn Evans, TO Procurement Officer Date

Witness: _______________________

ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

B. "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, Offeror, Contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

C. The bidder or Offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):

E. The bidder or Offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

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

Date:____________________ By:______________________________________

(Authorized Representative and Affiant)

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 050R5800338.

2. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS TORFP process.

3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements. This summary is required at the time of the interview.

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

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.

5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.

6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY (CONTINUED)

Proposed Individual's Name/Company:	How does the proposed individual meet each requirement?
LABOR CLASSIFICATION TITLE – (INSERT LABOR CATEGORY NAME)	
Education: (Insert the education description from the CATS RFP from Section 2.12 for the applicable labor category.)	
Experience: (Insert the experience description from the CATS RFP from Section 2.12 for the applicable labor category.)	
Duties: (Insert the duties description from the CATS RFP from Section 2.12 for the applicable labor category.)	

The information provided on this form for this labor class is true and correct to the best of my knowledge:

Contractor's Contract Administrator:

_______________________________________ _________________

Signature Date

Proposed Individual:

____________________________________ ________________

Signature Date

SUBMIT AT THE TIME OF THE INTERVIEW

ATTACHMENT 6 – DIRECTIONS

TO THE PRE-TO PROPOSAL CONFERENCE

1100 EASTERN BOULEVARD

BALTIMORE, MD 21221

From the South

- Take I-95 North (through the Fort McHenry Tunnel)
- Stay on I-95 until the intersection of I-95 and 695
- Take the exit for 695 toward Essex
- Get into the left lane
- Take exit 36 (Route 702 toward Essex)
- Stay on 702 for about 2 miles
- Take the Route 150 exit, Eastern Boulevard, East, toward Essex
- On Eastern Boulevard, stay in right lane
- Make a right at first light into Middlesex Shopping Center
- Make a left at stop sign, proceed past library
- Turn left into large parking lot at DHRIS Center

From the North

- Take I-95 south to intersection of I-95 and 695 (exit from left lane)
- Take 695 East toward Essex
- Get into the left lane
- Take exit 36 (Route 702 toward Essex)
- Stay on 702 for about 2 miles
- Take the Route 150 exit, Eastern Boulevard, West, toward Essex
- On Eastern Boulevard, stay in right lane
- Make a right at first light into Middlesex Shopping Center
- Make a left at stop sign, proceed past library
- Turn left into large parking lot at DHRIS Center

From the West

- Take I-70 East to intersection of I-70 and 695
- Take 695 toward Towson
- When you pass Bel Air exit get into left lane
- Take exit 36 (Route 702 toward Essex)
- Stay on 702 for about 2 miles
- Take the Route 150 exit, Eastern Boulevard, East, toward Essex
- On Eastern Boulevard, stay in right lane
- Make a right at first light into Middlesex Shopping Center
- Make a left at stop sign, proceed past library
- Turn left into large parking lot at DHRIS Center

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement #ADPICS PO

Dear TO Contractor Contact:

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

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

Sincerely,

TO Procurement Officer

Task Order Procurement Officer

Enclosures (2)

cc: TO Manager

Procurement Liaison Office, Office of Information Technology, DBM

Project Management Office, Office of Information Technology, DBM

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM

I acknowledge receipt of the following:

TORFP Title: Enterprise Program Management, Quality Assurance and Enterprise Architecture Support

TO Agreement Number: # N00P8200002

Title of Deliverable: ____

TORFP Reference Section # ________________________

Deliverable Reference ID # __________________________

Name of TO Manager: Nekeria Jenkins

_____________________________________ _____________________________________

TO Manager Signature Date Signed

Name of TO Contractor's Project Manager: _____________________________________

_____________________________________ _____________________________________

TO Contractor's Project Manager Signature Date Signed

SUBMIT AS REQUIRED IN SECTION 0 OF THE TORFP.

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: Department of Human Resources

TORFP Title: Enterprise Program Management, Quality Assurance and Enterprise Architecture Support

TO Manager: Nekeria Jenkins

410.238-1356

To:

The following deliverable, as required by TO Agreement # N00P8200002, 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 0 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 # N00P8200002 for Enterprise Program Management (ePMO). 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 Marilyn Evans/Procurement Officer - DHR/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 1.8 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 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 Program Management, Quality Assurance and Enterprise Architecture Support TORFP No. N00P8200002 dated May 8, 2007, (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 1.8 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 oitplo@dbm.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 Program Management, Quality Assurance and Enterprise Architecture Support

TORFP No.: N00P8200002

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________________________

Appendix I

Section III contains description and data with respect to the characteristics of the DHR systems, clients, and other matters pertinent to this RFP. Although the State believes that this information is factual, it makes no warranty that the information is either accurate or error-free. Where projections are provided, they are estimates prepared by the State for its own use but the State makes no warranty with respect to the data on which the projections are based or that future experience will conform to the projections.

Background

The Department of Human Resources is Maryland's fourth largest State department. The Department was established to administer the State's public assistance, social services, child support enforcement, and community based programs. Headquarters for DHR Executive Staff is located in the Saratoga State Center at 311 West Saratoga Street, Baltimore MD 21201. The Department has four major operating administrations: the Family Investment Administration (FIA), the Child Support Enforcement Administration (CSEA); the Social Services Administration (SSA); and the Community Services Administration (CSA).

Most services of the Department are provided through Local Departments of Social Services (LDSS) located in 23 counties and Baltimore City. In the larger sub-divisions, specifically, Baltimore City, Baltimore County, Prince George's County, Anne Arundel, Harford, Howard and Montgomery counties, multiple offices have been established to serve a specific region of the jurisdiction. Overall, the Department has over 140 offices with more than 7,000 full-time employees.

To facilitate the delivery of social services, track activities and manage outcome attainment, the Department of Human Resources operates and maintains a number of automated computer systems. The Office of Technology for Human Services (OTHS), within the DHR, is responsible for supporting systems to meet changing needs of the organization and fulfilling regulatory mandates.

- Client Information System (CIS)
- Maryland Children's Social Services Information Exchange (MD CHESSIE)
- Maryland Adoption Resource Information Exchange (MARE)
- Works System (WORKS)
- Services Access and Information Link (SAIL)
- CERTS (Community Emergency Relief Tracking)
- E-child
- Adoption Notification
- Work Request System (WRS)
- Datawatch
- DHR cottage applications

System Descriptions/Technical Platforms

Technical support requirements for all DHR applications span all phases of the Systems Development Life Cycle (SDLC) to include requirements analysis, design, development, testing, conversion, implementation, documentation, training, maintenance, production support, enhancement, and performance tuning. The selected Contractor under this effort will support a subset of these activities as directed by the State on a component task basis based on the need of the State.

Client Information System (CIS) is a mainframe**-** hosted system currently residing on an IBM mainframe located in a secure IBM GS facility in Gaithersburg, Md**.** The CIS is a set of complex, custom developed, automated processes that provides a centralized store of information on DHR customers and determines their eligibility for agency services.

CIS supports the business activities of many DHR's programs - the Federal Title IV-A (TANF, Formerly AFDC), Title XVI (Supplemental Security Income) and Title IV-D (CSE) of the Social Security Act. The Food Stamps (Title 7 USC) and Medical Assistance Programs (Primarily Titles XIV, XIX And XXI of the Social Security Act) are integrated with the previously listed benefits programs and a number of social services reporting requirements.

The CIS is composed of the following subsystems:

CARES

The Client Automated Resource and Eligibility System (CARES) component of the DHRIS is a mainframe application that maintains individual and case-level information. CARES determines technical and financial eligibility for public assistance programs, calculates and initiates benefits issuance, produces necessary management reports and interfaces with the Department of Health and Mental Hygiene's (DHMH) Medicaid Management Information System (MMIS II). CARES also identifies, tracks and provides timely notification to workers and supervisors for all actions required to complete case processing.

CSES

The Child Support Enforcement System (CSES) component of the DHRIS is a web-based application that maintains a database of information pertaining to child support cases registered in the State of Maryland. CSES also provides functionality for registering child support cases (Intake), locating parties to child support cases (Locate), establishment of paternity and child support (Establishment), enforcement of child support and medical support court orders (Enforcement), and collecting and disbursing payments (Financial). CSES interfaces with State, Federal and private agencies for the purpose of performing locations, maintaining current participant demographics, payment collection and disbursement, and enforcement of court orders.

SERVICES

The Services component of the CIS is basically a reporting system for the DHR Services programs tracking client registration and program participation.

Mainframe:	IBM z890 Model 2086-A04 Model 360 2 System Sysplex
Operating System:	z/OS V1.4 (Planned to be upgraded to z/OS V1.7 by End of April 2007)
Transaction Processing:	CICS Transaction Server V2.2 (Planning to upgrade to CICS Transaction Server V3.1 in the next 6-12 months)
Database Management:	DB2 V7.1 (Planning to upgrade to DB2 V8.1 in the next 12-18 months)
Programming Language:	Enterprise COBOL for z/OS V3.3
Other Software:	CA-Platinum Products R11 (Planning to upgrade to R11.5 in the next 2-3 months) Telon V4.1; File-Aid DB2 V4.8; File-Aid MVS V8.9.5; Abend Aid/FX V5.1; Abend-Aid/MVS V9.4 (Planning to upgrade to Abend-Aid/MVS V10.1 by the end of April); Xpediter/CICS V7.7 (Planning to upgrade to Xpediter/CICS V8.0 in the next 3-6 months); Xpediter/TSO V7.4; JobScan V6.2.5A; DBCheckpoint V3.1.1; ANET V4.3.5; ConnectDirect V4.3 (Planning to upgrade to ConnectDirect V4.5 by the end of April); MVS/QuickRef V6.4; Endevor V7 SP1; BMC SuperOptimizer V3006; VTAM Printer Support V8.0

eChlid Application (Runs on Public Web Site)

eChild	
Operating System:	Red Hat Enterprise Linux 3
Application Server:	Websphere 5.1.1.1
Database Management:	DB2 V7.1 (Uses DB2 on the main frame)
Other Software:	DB2 Connect V8.1 Fix Pack 12

Child Support Front End Application

Child Support Front End	
Operating System:	AIX 5.2 (Planning to upgrade to AIX 5.3 in the next 6-12 months)
Application Server:	Websphere 5.1.1.1 with Java, and IHS which runs on the Web servers
Database Management:	DB2 V7.1 (Uses DB2 on the main frame)
Other Software:	CICS Transaction Gateway 5.0.1 (Planning to upgrade to CICS Transaction Gateway 5.1 by the End of March) DB2 Connect V8.1 Fix Pack10 (Planning to upgrade to Fix Pack 12 in the next 6 months)

MD CHESSIE

The Maryland Children's Electronic Social Services Information Exchange (MD CHESSIE) provides DHR Social Services workers with a comprehensive, automated information system that utilizes advanced technology to meet current and projected operational requirements. The functionality of MD CHESSIE is divided into two components: the Functional modules and the System Foundation modules. The Functional modules consist of functionality required to support the child welfare staff and management throughout the lifecycle of a case, including: Intake, Investigation, Service Case Management, and Financial Management. The System Foundation modules serve as a framework to support the case management delivery, and they include: Workload Management, Administrative Functions, Provider Management, Staff Management, Document Management, and Interface Management. MD CHESSIE results in improved productivity through enhanced data accessibility, reduced paperwork for caseworkers, the elimination of redundant data entry, reduced data entry errors, and enhanced monitoring of service delivery and effectiveness.

CHESSIE – Application Servers	
Operating System:	Windows 2003 Enterprise Edition
Application Server:	Sybase (Ask Deloitte for version)
Database Management:	
Other Software:	PowerBuilder (Ask Deloitte for version); DB2 Connect (Ask Deloitte for version)

CHESSIE – Database Server	
Operating System:	AIX 5.3
Application Server:	
Database Management:	DB2 Enterprise Server Edition V8.1 Fix Pack 10 (Planning to upgrade to Fix Pack 12 in the next 2 months)
Other Software:	DB2 Connect V8.1 Fix Pack10 (Planning to upgrade to Fix Pack 12 in the next 2 months);

CHESSIE – Reports Server	
Operating System:	Windows 2003 Enterprise Edition
Application Server:	
Database Management:	
Other Software:	Crystal Reports (Ask Deloitte for version) DB2 Connect (Ask Deloitte for the version)

SAIL

SAIL is a web-based system that enables Maryland residents who have human service needs to apply, renew, change or learn about various social services programs administered by the State of Maryland. SAIL allows individuals or community representatives to access the web-based system to complete eligibility screening, on-line applications, report changes in household circumstances, and complete the renewal process to continue their benefits. In addition, SAIL contains information and links to community resources that may be beneficial to the individual.

SAIL	
Operating System:	Microsoft Windows 2003 Enterprise Edition
Application Server:	Microsoft Internet Information Server 6.0
Database Management:	SQL Server 2005
Other Software:	C#.NET, ASP.NET, Microsoft SQL Server Reporting Services
Hardware:	Dell PowerEdge 2850

WORKS

WORKS is a web-based system that enables the Family Investment Administration (FIA) to attain its goal of helping customers achieve self-sufficiency. The system provides two important functions. First, it provides a data-entry component used in tracking clients' activities and attendance. Secondly, it provides a reporting function to assist FIA in ensuring the federally defined work participation rates are being met. An increase or decrease in participation rates can mean millions of dollars of additional federal funding or the potential reduction of existing funding levels.

WORKS	
Operating System:	Microsoft Windows 2003 Enterprise Edition
Application Server:	Microsoft Internet Information Server 6.0
Database Management:	SQL Server 2005
Other Software:	C#.NET, ASP.NET, Microsoft SQL Server Reporting Services
Hardware:	Dell PowerEdge 2850

CERTS

CERTS tracks and reports the services and benefits provided to the citizens of Maryland during emergency situations.

CERTS	
Operating System:	Microsoft Windows 2003 Enterprise Edition
Application Server:	Microsoft Internet Information Server 6.0
Database Management:	SQL Server 2005
Other Software:	ColdFusion MX 7
Hardware:	Dell PowerEdge 2950

MARE

SSA's Child and Family Services/Out-of-Home Services' Adoption Unit operates the Maryland Adoptions Resource Exchange (MARE), a statewide registry, established in 1980, of children waiting for adoption and approved adoptive families. DHR caseworkers and adoptions staff and Maryland licensed public and private adoption agencies use MARE when children and families cannot be matched in their jurisdictions. Most families registered with MARE are Maryland residents; however, out-of-state registrations are accepted from licensed adoption agencies.

MARE	
Operating System:	Windows 2003 Server
Application Server:	Microsoft Internet Information Server 6.0
Database Management:	SQL Server 2005
Other Software:	C#.Net, ASP.NET

Adoption Notification

Adoption Notifications is a web-based system of posting adoption notices on DHR's Internet page for a specified period of time, 30 calendar days. The notices are time-stamped and retained for future retrieval. The system is a .NET based Front-End and a SQL Server 2005 for the DBMS. The posting is a link from DHR's home page.

Adoption Notification	
Operating System:	Windows 2003 Server
Application Server:	Microsoft IIS
Database Management:	SQL Server 2003
Other Software:	VB.NET, ASP.NET

Cottage Applications

DHR maintains approximately 40 applications that are not currently on the .Net technology product suite or part of the list of application that need to be hosted via the web hosting solution. The Department is maintaining these systems with the plan to migrate a certain number to the .Net platform for the purpose of standardization. No formal plan has been written for this project. Currently, the Department is migrating on an as need basis and considers any future migration to be evaluated on the sole system.

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
______________________________	______________________________	______________
______________________________	______________________________	______________
______________________________	______________________________	______________
______________________________	______________________________	______________
______________________________	______________________________	______________