



CONSULTING AND TECHNICAL SERVICES (CATS)

TASK ORDER REQUEST FOR PROPOSALS (TORFP)

CUSTOMER TRAFFIC MANAGEMENT 2

CATS TORFP PROJECT J00P6200014

MARYLAND MOTOR VEHICLE ADMINISTRATION

ISSUE DATE: NOVEMBER 21, 2006

CONTENTS

SECTION 1 - ADMINISTRATIVE INFORMATION	6
1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT	6
1.2 TO AGREEMENT	6
1.3 TO PROPOSAL SUBMISSIONS.....	6
1.4 MINORITY BUSINESS ENTERPRISE (MBE)	6
1.5 EMARYLANDMARKETPLACE FEE	6
1.6 CONFLICT OF INTEREST	7
1.7 NON-DISCLOSURE AGREEMENT	7
1.8 LIMITATION OF LIABILITY CEILING.....	7
1.9 ACRONYMS.....	7
1.10 DEFINITIONS.....	8
SECTION 2 - SCOPE OF WORK	10
2.1 PURPOSE AND BACKGROUND	10
2.2 TO CONTRACTOR REQUIREMENTS.....	12
2.3 DELIVERABLES.....	29
2.4 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES	32
2.5 CONTRACTOR EXPERTISE REQUIRED	32
2.6 CONTRACTOR MINIMUM QUALIFICATIONS	33
2.7 RETAINAGE.....	34
2.8 INVOICING	34
2.9 REPORTING.....	34
2.10 CHANGE ORDERS	35
SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS.....	36
3.1 REQUIRED RESPONSE	36
3.2 FORMAT.....	36
SECTION 4 - PROCEDURE FOR AWARDING A TASK ORDER AGREEMENT	39
4.1 EVALUATION CRITERIA	39
4.2 TECHNICAL CRITERIA.....	39
4.3 SELECTION PROCEDURES.....	39
4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT	39
ATTACHMENT 1 - PRICE PROPOSAL FORM.....	40
ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS.....	44
ATTACHMENT 3 – TASK ORDER AGREEMENT	54
ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE	56
ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY	57
ATTACHMENT 6 – DIRECTIONS	59
ATTACHMENT 7 – NOTICE TO PROCEED.....	60
ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM	61

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM62

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)63

ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR).....64

ATTACHMENT 12 – MDOT PRIVACY PROTECTION POLICY67

ATTACHMENT 13 – MVA OFFICE LOCATIONS69

ATTACHMENT 14 – VEIP STATION LOCATIONS70

ATTACHMENT 15 – MVA DAILY BRANCH ACTIVITY.....71

ATTACHMENT 16 – TORFP J00P6200014 PROJECT PLAN COMPONENTS.....72

ATTACHMENT 17 - INSTRUCTIONS FOR ACCESSING THE MDOT SECURE FTP SERVER73

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.

Although information from the Contractors must be sent to concurrent individuals as stated in this Key Information Summary sheet, all correspondence from MDOT to the Contractors shall be sent only by the MDOT Contracts Manager or designee. Also, all original proposals submitted by the Contractors shall be emailed to the MDOT Contracts Administrator and copies emailed to all other individuals listed in this Key Information Summary Sheet.

TORFP Title:	Customer Traffic Management System 2
Functional Area:	Functional Area 5 – Software Engineering
TORFP Issue Date:	November 21, 2006
Closing Date and Time:	December 20, 2006 at 12:00 PM
TORFP Issuing Agency:	Maryland Department of Transportation (MDOT) Motor Vehicle Administration (MVA) Office of Planning & Finance (OPF) Planning & Programming Division (PPD)
Send Questions and Proposals to: Questions should be submitted no later than 10 working days prior to TORFP Closing Date!	Motor Vehicle Administration (MVA) OIR Building, Room 309 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062 Attention: Walter Bayne Email: wbayne@marylandmva.com MDOT Contracts Manager – Peter Arrey Email: parrey@mdot.state.md.us MDOT Contracts Administrator – Carl Stein Email: cstein@mdot.state.md.us
TO Procurement Officer:	Walter Bayne Office Phone Number: 410-768-7354 Office FAX Number: 410-768-7090 Email: wbayne@marylandmva.com
TO Manager:	Veronica Jones Office Phone Number: 410-768-7329 Office FAX Number: 410-768-7159

	Email: vjones@marylandmva.com
TO Project Number:	ADPICS No. J00P6200014
TO Type:	Fixed Price & Time and Materials
Period of Performance:	Base Period: 18-24 months for Project Initiation & Planning through System Implementation O & M Period: Conclusion of base period through 12/31/2010 for ongoing operations and maintenance.
MBE Goal:	30 percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	Motor Vehicle Administration Room 223 6601 Ritchie Highway Glen Burnie, MD 21062
TO Pre-proposal Conference:	Maryland Department of Transportation 7601 Corporate Center Drive Hanover, MD 21076 December 4, 2006 at 2:00 PM. 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 2.10 for information on change orders.

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

1.2 TO AGREEMENT

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

1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the stated date and exact time. The time will be local time as determined by the MVA'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 #J00P6200014. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP # J00P6200014 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP # J00P6200014 Financial". The proposal documents that must be submitted with a signature, Attachment 2 - MBE Forms D-1 and D-2 and Attachment 4 - Conflict of Interest and Disclosure Affidavit, must be submitted as .PDF files with signatures clearly visible.

1.4 MINORITY BUSINESS ENTERPRISE (MBE)

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

1.5 eMARYLANDMARKETPLACE FEE

COMAR 21.02.03.06 requires that each Master Contractor that wins a TO Agreement under this TORFP pay a fee to support the operation of eMarylandMarketplace. The fee will be due on each TO Agreement that exceeds \$25,000. The applicable fee will be based on TO value, including any options. Contractors shall pay the fee as provided by COMAR 21.02.03.06 and in accordance with guidelines issued by the Maryland Department of General Services. A copy of COMAR 21.02.03.06 and the guidelines issued by the Maryland Department of General Services can be found on the eMarylandMarketplace web site at www.eMarylandMarketplace.com. The rate(s) or price(s) of the proposal/bid shall include the appropriate fee as per the COMAR 21.02.06.03 fee schedule. Fees may not be quoted as a separate add-on price. A total TO Agreement value that is other than an even dollar amount will be rounded to the nearest whole dollar to determine the appropriate fee level. For example, a total TO Agreement value of \$50,000.49 will be rounded to \$50,000 and a Level 1 fee will apply. A total TO Agreement value of \$50,000.50 will be rounded to \$50,001 and a Level 2 fee will apply.

1.6 CONFLICT OF INTEREST

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

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

1.7 NON-DISCLOSURE AGREEMENT

Certain system documentation may be available for potential Offerors to review at a reading room at DBM, 45 Calvert Street, Annapolis, MD 21401. Offerors who review such documentation will be required to sign a Non-Disclosure Agreement (Offeror) in the form of Attachment 10. Please contact the TO Procurement Officer of this TORFP to schedule an appointment.

In addition, certain documentation may be required by the TO Contractor awarded the TO Agreement in order to fulfill the requirements of the TO Agreement. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 11 and an MDOT Privacy Protection Policy in the form of Attachment 12.

1.8 LIMITATION OF LIABILITY CEILING

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

1.9 ACRONYMS

For purposes of this TORFP, the following abbreviations or terms have the meanings indicated below:

ACIS	Automated Compulsary Insurance System
CA	Customer Agent
COMAR	Code of Maryland Regulations
COTR	Contracting Officer's Technical Representative
CTM	Customer Traffic Management System
DBM	Maryland Department of Budget and Management
DBMS	Database Management System
DL	Driver License
DLS	Driver License System
IP	Internet Protocol
IPX	Internetwork Packet Exchange
IT	Information Technology
LAN	Local Area Network
MBE	Minority Business Enterprise
MDOT	Maryland Department Of Transportation
MdTA	Maryland Transportation Authority
MVA	Motor Vehicle Administration
N/A	Not Applicable
OIR	Office of Information Resources a.k.a MDOT Data Center
OTTS (MDOT HQ)	Office of Transportation Technology Services

PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
TO	Task Order
TORFP	Task Order Request for Proposals
SDLC	System Development Life Cycle
SQL	Structured Query Language
TCP	Transmission Control Protocol
TSO	The Secretary's Office
VEIP	Vehicle Emission Inspection Program
WAN	Wide Area Network

1.10 DEFINITIONS

The definitions below shall apply in every instance when the defined terms are used in this document.

Agency - See Modal

Contract Officer's Technical Representative (COTR) - The MVA representative who serves as the technical manager for the resulting contract. The Contract Officer's Technical Representative monitors the daily activities of the contract and provides technical guidance to the TO Contractor. The State's COTR is:

Ms. Veronica Jones, MVA Project Manager
Maryland Department of Transportation, Motor Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062
410-768-7329
Fax: 410-768-7159
E-mail: vjones@marylandmva.com

However, MDOT/MVA may change the COTR at any time by written notice to the TO Contractor.

Groups – These are related groups of users with the same level and requirements for access.

Mainframe database – the primary data store for MVA customer data.

Management – The individual(s) assigned this role are authorized to perform a variety of read-only tasks, including running standard reports and querying the system's database.

Modal - Agency; One of MDOT's seven entities. For the purpose of this document this shall include the MdTA and TSO.

Modal Manager (IT) - The Modal Manager is the term used to describe the Director of Information Technology at each modal.

Contract Manager – The MDOT representative for the resulting contract. The Contract Manager is responsible for the contract, issuing notices to proceed, determining scope issues, and is the only State representative that can authorize changes to the contract. The State's Contract Manager is:

Mr. Walter Bayne, Procurement Manager
Maryland Department of Transportation, Motor Vehicle Administration
6601 Ritchie Highway, N.E.

Glen Burnie, Maryland 21062
410-768-7354
Fax: 410-768-7090
E-mail: wbayne@marylandmva.com

MDOT/MVA may change the Contract Manager at any time by written notice to the TO Contractor.

Stored Procedure - a SQL program stored in the mainframe database that is executed by calling it directly from the client program (in this case, CTM)

System administrator – This individual has overall responsibility for the operation and maintenance of the CTM system

Time and Materials – An agreed basis for payment for materials supplied and labor performed.

TORFP – This Task Order Request for Proposals for the Maryland Department of Transportation, Motor Vehicle Administration, Project Number V-HQ-05030-IP, including any amendments.

User-defined field – a field in which the codes to be used are developed and defined by the user(s)

Website – a destination on the World Wide Web through which Internet users can obtain services and information.

Wizard - Instructional help in an application environment that guides the user through a series of simple steps to accomplish a task

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE AND BACKGROUND

2.1.1 PURPOSE

The MVA is issuing this CATS TORFP to obtain a software system from a TO Contractor that will enable the agency employees to automatically manage the flow of customers that visit our branch offices for service. The CTM 2 system will enable authorized MVA employees to route, track and prioritize each customer transaction. The system will also allow managers to monitor and balance employee workloads to accommodate customer service needs. In addition, the general public will be able to access the system via the Internet to verify wait-times prior to visiting a branch office.

The CTM 2 system envisioned by the MVA will be accessible to all users via a web browser program and a connection to the Internet/Intranet. As part of MDOT's open-source philosophy for information system solutions, **commercial off-the-shelf (COTS) products are preferred when possible**. The COTS product must have an open architecture and inter-operability that allows for interfaces to multiple platforms and subcomponents with as little customization as possible that would be required for business case and platforms. Further, MDOT strives to lower and control information technology costs, while improving effectiveness and efficiency through resource optimization, consolidation and standardization where it makes sound business sense.

2.1.2 MDOT / MVA OVERVIEW

MDOT is an agency of the Executive Branch of Maryland State government. The MVA is a modal administration of MDOT, and is responsible for the issuance of driver licenses, identification cards, and vehicle titles, tags and registrations. The MVA is continuing a transition in its approach to effective and efficient delivery of government services through the implementation of Managing For Results, which focuses on results as well as processes. The MVA's central office operations are located in Glen Burnie, Maryland. There are 23 MVA branch offices and 19 Vehicle Emissions Inspection stations (VEIP) spread throughout Maryland.

2.1.3 PROJECT BACKGROUND

The Customer Traffic Management system (CTM) is the MVA's current system, and is used in MVA's full service offices to control walk-in customer traffic and collect customer wait-time and transaction time data. CTM also collects service counter information regarding operator utilization and staffing patterns. Frisco Bay Industries, Ltd manufactured the current CTM system, which is also referred to as the Priority Service System (PSS).

The current system is approximately ten (10) years old and the hardware has become almost obsolete and difficult to service and replace. Black & Decker® purchased Frisco Bay Industries, Ltd who has gradually transitioned out of the customer traffic management industry. An independent contractor currently provides on-going system support. In addition, the CTM system cannot be integrated into the current ACIS and TARIS user interface systems.

The CTM software operates in a Windows 2000/XP operating system environment and is connected to the MVA LAN. DLS and a web (Intranet and Internet) reporting system access data from each of the CTM branch servers (MS Access Database) for use in wait time calculations for DLS and real time reporting of various customer traffic and service statistics for the web reporting system.

The CTM 2 system will interface with DLS. Hewlett Packard developed the DLS application. The CTM web reporting application was developed by RESI, a research foundation of Towson University. CTM has a number of daily and monthly, standardized reports and graphs that can be accessed by each branch.

MVA full service offices use the CTM to track up to six customer services:

- Driver Licensing – Learners Permits
- Driver Licensing - Renewals
- Vehicle Registration Renewal
- Vehicle Titling
- Vehicle Insurance Compliance Transactions
- Miscellaneous – Branch Assignable Transactions

Customer wait-time and service times are tracked through the issuance of tickets produced on demand by CTM controlled ticket dispensers. When a ticket is issued, CTM logs the time as the beginning of the customer's wait or session time. When the customer is called to an appropriate workstation, the wait-time is categorized as ended, and the service time begins. When the customer service operator calls the next customer (or shuts the operator's CTM keypad off) the customer's service time is ended. The customer session time is the sum of the wait time and service time. The system tracks any additional time expended by the operator in completing the customer transaction once the customer has left the service area.

The ticket issued by the dispenser also identifies the type of transaction requested by the customer through a service letter designator (transaction type A - F) along with a number showing the customer's place in the system queue. (The queue is reset each day at each Branch to 001) The ticket also contains a brief text description of the service requested, the branch name and location, as well as the date and time the ticket was issued.

The MVA services offered can be assigned to any counter, based on three priority levels (High-Medium-Low). Assignments may be based on equipment necessary to complete a transaction or the duties and abilities of a specific operator.

While an MVA operational goal is to reduce walk-in traffic through increased self-service and third party transactions, CTM 2 will be required to better manage the expected increase in traffic associated with the REAL ID Act. CTM 2 will be deployed in all full-service and express offices and may also be deployed to the VEIP stations.

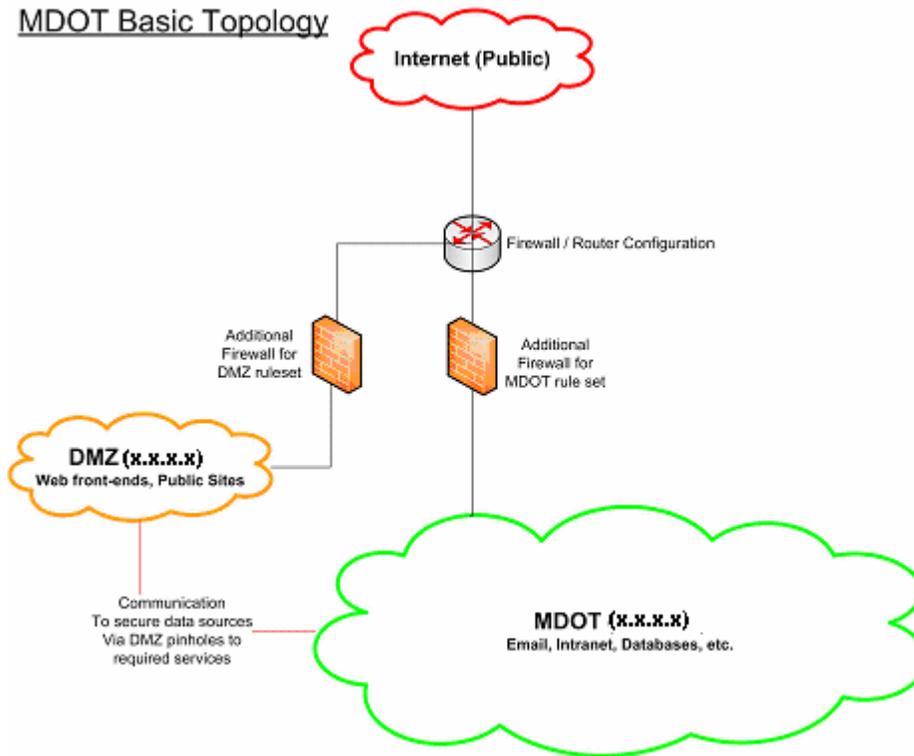
Customer Service. A major objective of CTM 2 is to improve the wait time, orderliness and customer environment for walk-in customer service at MVA offices by improving the timeliness and accuracy of information used for management decisions.

Productivity Enhancement. CTM 2 shall provide the necessary features to formulate, monitor and gauge productivity, including timely deployment of staff among different service areas per office.

2.1.3.1 OPERATING ENVIRONMENT

The MVA envisions that the CTM 2 system will be a fully redundant system that utilizes a non-proprietary, open architecture to facilitate interconnections with other systems. The system will need to interface with other MVA systems at certain times as described and illustrated below.

MDOT Basic Topology



The current CTM system operates independently at all full service branch offices and consists of a branch server, supervisor control work stations, ticket dispensers, customer call displays / chimes and control keypads at customer counters. All branch systems can be monitored centrally via a web application that queries the branch servers and consolidates all branch data for display and reports.

2.1.3.2 INFORMATIONAL DOCUMENTS

A complete list of Branch Office locations and hours is provided in Attachment 14.

A complete list of VEIP Station locations and hours is provided in Attachment 15.

A table of the Branch Office daily transaction activity by location is provided in Attachment 16.

2.2 TO CONTRACTOR REQUIREMENTS

2.2.1 PROJECT INITIATION & PLANNING

2.2.1.1 The TO Contractor shall develop the Task Charter that identifies the delineation of responsible parties and the anticipated action each will be accountable for.

2.2.1.2 The TO Contractor shall develop the Initial Task Project Plan which clearly defines the strategy to execute the management aspects of the project. (See Attachment 17 for Project Plan Components)

2.2.1.3 The TO Contractor shall develop an Updated Task Project Plan to reflect current conditions at the conclusion of each of the following Sections:

- 1) 2.2.2 Requirements Analysis

- 2) 2.2.3 System Design
- 3) 2.2.4 System Development
- 4) 2.2.5 Integration and Testing
- 5) 2.2.6 System Implementation

2.2.1.4 The TO Contractor shall conduct the Kick-off meeting to present charter, project plan and overall approach to completing the tasks.

2.2.2 REQUIREMENTS ANALYSIS

2.2.2.1 The TO Contractor shall develop the approach for requirements analysis.

2.2.2.2 The TO Contractor shall perform requirements analysis to validate and verify CTM 2 existing requirements listed below and to identify all new technical, organizational and business functional requirements.

2.2.2.2.1 TO Contractor Requirements

2.2.2.2.1.1 The TO Contractor shall provide documentation as described in The Department of Budget & Management, Office of Information Technology, System Development Life Cycle (SDLC) located at www.dbm.maryland.gov keyword search "sdlc". Documentation shall be in hard copy and electronic copy on CD in MSWord format unless otherwise directed by the State.

2.2.2.2.1.2 The TO Contractor shall adhere to all applicable State of Maryland and Maryland Department of Transportation (MDOT) software and network standards (located at www.dbm.maryland.gov - keyword: Security Policy), as well as the following requirements:

- a) TCP/IP shall be the primary WAN and LAN communications protocol.
- b) The system shall be Open Database Connectivity (ODBC) compliant
- c) The latest version of Microsoft SQL Server shall be used
- d) The system shall be compatible with Windows 2000/XP desktops
- e) The server operating system shall be Windows 2003

2.2.2.2.1.3 The TO Contractor shall adhere to the MVA Office of Information Resources (OIR) standards that are current at the time of deployment. Any deviation from a standard is subject to approval in accordance with OIR Standard 11.2.5, Technical Standards Exemptions. Access to specific standards will be made available upon request.

2.2.2.2.1.4 The TO Contractor shall provide system hardware and software licensing agreements that are perpetual and non-revocable except where COTS and third party components are used. The TO Contractor shall provide all original software licenses that the TO Contractor may enter into on behalf of the MVA as they are acquired throughout the contract.

2.2.2.2.1.5 The TO Contractor personnel may be required to work after hours and/or weekends to perform system development, testing, maintenance or other activities. The need to provide after hours / weekend labor shall be considered and priced into this proposal – MVA shall incur no additional cost beyond the proposed cost for after hours / weekend work.

2.2.2.2.2 System Requirements - General

- 2.2.2.2.2.1 The system proposed by the TO Contractor shall have a system architecture that is scalable and designed to accommodate changes in the MVA business rules and workflows (See Section 2.4).
- 2.2.2.2.2.2 The system proposed by the TO Contractor shall utilize equipment that is compatible with the MVA's operating environment at the time of deployment.
- 2.2.2.2.2.3 The system proposed by the TO Contractor shall provide estimates of local area network and wide area network traffic generation and network bandwidth requirements for each location where CTM 2 is installed.
- 2.2.2.2.2.4 The system proposed by the TO Contractor shall be web-based and accessible to users twenty-four hours a day, seven days a week, excluding scheduled downtime.
- 2.2.2.2.2.5 The system proposed by the TO Contractor shall support the following browsers at a minimum:
 - a) Internet Explorer 5.0 or higher
 - b) America Online, latest version
 - c) Mozilla-based browsers
- 2.2.2.2.2.6 The system proposed by the TO Contractor shall be capable of permitting the customer to check wait times using a web browser and an intuitive interface.
- 2.2.2.2.2.7 The system proposed by the TO Contractor shall be capable of retaining at least three (3) years worth of system performance data for all MVA locations. The database shall allow real time querying. The system shall be capable of producing real-time ad hoc queries and subsequent reports during normal business hours, without affecting the system's performance.
- 2.2.2.2.2.8 The system proposed by the TO Contractor shall be capable of detecting logical errors in the data entered by authorized users, or in their failure to enter required data.
- 2.2.2.2.2.9 The TO Contractor shall warranty all software, hardware, equipment and components being proposed throughout the entire contract period of performance.

2.2.2.2.3 Hardware, Equipment And Components

- 2.2.2.2.3.1 All hardware, equipment and components proposed shall be compatible with the MVA's operating environment at the time of deployment.
- 2.2.2.2.3.2 For all hardware, equipment and components being proposed, the TO Contractor shall provide a listing with complete description, manufacturer, model number, version number, technical specifications, user documentation and quantities.
- 2.2.2.2.3.3 The TO Contractor shall warranty all hardware, equipment and components being proposed for a period of (2) two years from final system acceptance.
- 2.2.2.2.3.4 All servers and server components being proposed by the TO Contractor shall be manufactured by Hewlett-Packard (HP) to comply with the Maryland Department of Transportation HP standard.
- 2.2.2.2.3.5 All hardware, equipment and components shall be non-proprietary.

2.2.2.2.3.6 The TO contractor shall provide all hardware, equipment and components for a fully functional system. While the actual hardware, equipment and components required will depend upon the solution/configuration proposed by the contractor, MVA expects that any solution shall include, but not be limited to, the following:

Hardware / Equipment / Component Description	Quantity	Installation Type	Location
Redundant Central Web Server and Storage Network	1	Rack Mount	Glen Burnie Data Center
Branch Controller Workstation	Dependent on configuration proposed	Rack Mount	All branches / Server Room
Ticket Dispenser Kiosk	Dependent on configuration proposed and service volume / lobby configuration.	Free Standing Floor Mounted	All branches
Ticket Dispenser - Desktop	Dependent on configuration proposed	Desktop	All branches
Counter Display Unit	1 per service counter or service location	Ceiling / Wall / Panel Mounted	All branches
Lobby Customer Call Display Unit	Required for full service branches. Quantity dependent on configuration proposed and on lobby configuration	Ceiling / Wall / Panel Mounted	All branches
Customer Call Chime	Dependent on configuration proposed	Dependent on configuration proposed	All branches
Network Connectivity Supply for equipment including but not limited to: Network Switches – Power over Ethernet, Network Patch Panels, Network Cabling, conduit, junction boxes, RJ-45 Terminal Units	Dependent on configuration proposed	As required	All branches and Glen Burnie Data Center
Electrical Supply for equipment including but not limited to: circuit breakers, conduit, conductors, junction boxes, surge arrestor receptacles, low voltage power supplies, low voltage signal cabling	Dependent on configuration proposed	As required	All branches and Glen Burnie Data Center

2.2.2.2.4 System Performance

2.2.2.2.4.1 System Response Time

Response time refers to the amount of elapsed time between pressing of enter or other command requesting a transaction at an input device and the receipt and display or printing of the response at the appropriate output device. The system shall be capable of logging all dates and times needed to calculate the system's average response time.

2.2.2.2.4.1.1 Transaction request with display response

- a) 98% of these transactions shall produce a response to display in 3 seconds or less.
- b) 99% of these transactions shall produce a response to display in 5 seconds or less.

2.2.2.2.4.1.2 Transaction request with ticket printing response

- a) 98% of these transactions shall produce a response to initiate printing in 3 seconds or less and be complete printing in 2 seconds or less.
- b) 99% of these transactions shall produce a response to initiate printing in 5 seconds or less and be complete printing in 2 seconds or less.

2.2.2.2.4.2 System Availability

The system shall be designed and implemented in such a way that all system components defined by the MVA as “critical” are available on-line and fully functional for unrestricted use on an average effectiveness level of 99 percent or more for any 30 consecutive business day period. The 99 percent effectiveness level is computed using the following formula: (Total Available Hours) / (Total Possible Hours – Scheduled Maintenance Hours). Note: Time periods when the system is unavailable because of power outages or other events that are beyond the control of the TO Contractor shall be subtracted from the number of Possible Hours, at the determination and discretion of the State.

2.2.2.2.4.3 Transaction Volume Changes

The MVA expects transaction volumes to increase 5% per year over the six (6) year lifecycle of this system. The contractor shall propose a system that can accommodate such growth without degradation of performance. The contractor’s proposal shall document the transaction volumes for its proposed system and document the expected excess capacity of the system that will accommodate projected growth.

2.2.2.2.5 System Requirements – Functional

- 2.2.2.2.5.1** The proposed system shall have the ability to service walk-up customers and provide each customer with an estimate of their expected wait time.
- 2.2.2.2.5.2** The proposed system shall capture the wait time of each customer (i.e., the time after the customer has arrived in the office, but before the customer is actually served).
- 2.2.2.2.5.3** If there are multiple transactions (steps) associated with the visit the proposed system shall capture the actual wait time and transaction time to service each customer for each step.
- 2.2.2.2.5.4** The proposed system shall be able to differentiate between types of service performed per office and shall be able to assign different priorities to different services and/or stations.
- 2.2.2.2.5.5** The proposed system shall prioritize, assign, monitor, and balance operator workloads.
- 2.2.2.2.5.6** The proposed system shall permit establishment of levels or ranges (pre-set) of tolerable customer wait times and transaction times per service.
- 2.2.2.2.5.7** The proposed system shall have audible alarms, email messages and wireless access (e.g. Internet, Blackberry, Palm Pilot, pager, etc.) with an ongoing, daily message screen on each location's master PC, for recording warning notifications, audible alarm situations, operator assistance calls, and other electronic warnings relative to that location, including (but not be limited to) items or situations such as: ticket dispenser malfunction, management need to address/adjust wait time/service time goals and/or need to establish or clarify system service priorities.
- 2.2.2.2.5.8** The proposed system shall be able to display real time data throughout the day per service on but not limited to: number of customers waiting; average wait time; average service time; number of open stations; current customer service time; total customers served; current or last ticket number served and station utilization percentage.

- 2.2.2.2.5.9** The proposed system shall allow each station to be continually categorized relative to its daily operating status (i.e., busy, waiting for a customer, closed, idle, uninstalled).
- 2.2.2.2.5.10** The proposed system shall have a projection-making feature that can enable management at each location to examine contingency scenario information such as but not limited to: operator staffing estimates based on various wait time projections and wait time estimates based on various staffing projections.
- 2.2.2.2.5.11** The proposed system shall have a quick reference screen to enable individual office management (and statewide operations management) to see information such as but not limited to: overall customer volume per service and for all services; average wait time and service trends per service and for all services; average customer throughput and queue size per service per 15-minute increments.
- 2.2.2.2.5.12** The proposed system shall assign a unique customer number to each service transaction and store the transaction history.
- 2.2.2.2.5.13** The proposed system shall attach scanned customer identification (ID), 2D PDF417 barcode information to the ticket number and throughout the transaction.
- 2.2.2.2.5.14** The proposed system shall provide system access through DLS workstations without use of stand-alone keypads and be capable of scanning and printing tickets from the DLS workstation.

2.2.2.2.6 Workflow/Queue Management

- 2.2.2.2.6.1** The proposed system shall be able to manage customer queues for multiple services per location.
- 2.2.2.2.6.2** The proposed system shall allow the development of unlimited workflow routines and customer traffic queues, including sub-queues.
- 2.2.2.2.6.3** The proposed system shall maintain a rules-based engine for workflow routing. The system shall allow designated users to create, modify, and remove rules for existing tasks or queues. The rules-based engine shall support the routing of work based on data that was captured and stored in the system.
- 2.2.2.2.6.4** The proposed system shall provide a queue maintenance utility that allows designated operators the ability to create, modify, and remove queues.
- 2.2.2.2.6.5** The proposed system shall provide authorized users with the ability to add, delete and edit customer assignments to queues or workflows.
- 2.2.2.2.6.6** The proposed system shall provide designated managers or supervisors the ability to prioritize a waiting customer (e.g. make someone next in line) by re-routing them to any position in the waiting line.
- 2.2.2.2.6.7** The proposed system shall contain a calendar module maintained by management to track operator leave times, which shall automatically adjust workstation availability by branch location.
- 2.2.2.2.6.8** The proposed system shall enable each operator (Customer Agent or Manager) to re-route a waiting customer to another service and/or another station.
- 2.2.2.2.6.9** The proposed system shall provide each service operator the ability through their workstation web browser to open and close her or his station within the system; indicate the arrival of each customer; signal the operator as being open and ready to service the next customer and indicate that the operator is on work mode or on break.

- 2.2.2.2.6.10** The proposed system shall allow each operator to be able to reverse or undo any feature that the operator is able to directly activate or establish.
- 2.2.2.2.6.11** The proposed system shall be able to provide overrides to a normal process of serving the next-in-line ticketed customer (e.g., shall be able to override in favor of a customer with excessive wait time).
- 2.2.2.2.6.12** The proposed system shall permit a workstation(s) to operate in a non-system mode such that the workstation can operate independently of the rules governing selection of the next customer for service at that station(s).
- 2.2.2.2.6.13** The proposed system shall allow each individual operator to call for supervisory help if needed.

2.2.2.2.7 Ticket Issuance Capabilities

2.2.2.2.7.1 The proposed ticket printers shall have:

- a) Multi-line print capability
- b) A service-specific barcode
- c) Numbered tickets per arriving customer.
- d) Capability to print the following kinds of information on each ticket:
 - 1) Date and time of customer arrival for service named at office named
 - 2) MVA-designated text
 - 3) Expected wait time
 - 4) Ticket number

2.2.2.2.7.2 The proposed system shall be able to accommodate multiple ticket dispensers per office and dispense tickets from:

- a) Self-service web kiosks with touch screen interface and a connected printer
- b) Web-connected workstation PCs with a connected printer
- c) Other web-connected appliances with a connected printer

2.2.2.2.7.3 The proposed ticket printers shall dispense tickets from self-service kiosks and/or ticket dispensing appliance when the host server is not available.

2.2.2.2.7.4 The proposed ticket printers shall be able to issue an unlimited number of tickets for an unlimited number of distinct and different services.

2.2.2.2.7.5 The proposed ticket printers shall provide a warning when:

- a) Print paper or blank ticket capacity is low; and
- b) Print paper or blank tickets have run out.

2.2.2.2.7.6 The proposed ticket printers shall issue customer tickets per type of service in an unbroken sequence of consecutive numbers.

- 2.2.2.2.7.7 The proposed system shall be capable of printing to the existing receipt printers; plain paper laser printers and other printers connected to the web-connected workstation PCs.
- 2.2.2.2.7.8 The proposed ticket printers shall be furnished by the TO Contractor and shall accommodate industry standard, non-proprietary paper and other required consumables (i.e. ink cartridges, toner, etc.).
- 2.2.2.2.7.9 The proposed ticket printers shall include self-service Kiosk stations with 1D and 2D barcode readers and touch screens.

2.2.2.2.8 Lobby Management

- 2.2.2.2.8.1 The proposed system shall be designed to accommodate customers who will be seated as they wait for service, standing in line for self-service transactions or standing in line for service at an Express Office.
- 2.2.2.2.8.2 The proposed system shall have the option of connectivity to or provision of large screens or monitors for television, video, news, etc. feeds for viewing by waiting customers.
- 2.2.2.2.8.3 The proposed system shall provide signage that can be easily and effectively installed, clearly and easily visible throughout the customer waiting area and will fully function as intended, in any MVA service location.
- 2.2.2.2.8.4 The proposed system shall utilize electronic display signage that can direct a customer to the proper waiting area, as well as a particular workstation including those serving special needs (signage must comply with MD statute on limited English proficiency (SB 265)).
- 2.2.2.2.8.5 The proposed system shall call customers using chime or audio voice features that can interface with the existing Public Address (PA) systems.
- 2.2.2.2.8.6 The proposed system shall have the capability to call a customer for service by:
 - a) Manual selection/display/voicing of an operator-chosen customer ticket number;
 - b) Automatic selection/display/voicing of a system-chosen ticket number (e.g., next-in-line customer);
 - c) Operator-decision selection/display/voicing of a ticket number chosen by either manual or automatic selection.

2.2.2.2.9 Reporting

- 2.2.2.2.9.1 The proposed system shall create customized performance reports available for printing on demand, and shall show (but not limited to): data per request, per daily, weekly, monthly and year-to-date totals.
- 2.2.2.2.9.2 The proposed system shall capture and store necessary information to be used to easily generate per operator, per station, per service, and per office (global) reports (for various frequencies, such as daily, weekly, monthly, yearly) concerning, but not limited to:
 - a) Average customer wait time
 - b) Maximum wait time
 - c) Wait time per hour,
 - d) Per service and total traffic volumes per designated time periods

- e) Actual and average transaction time per service per customer
- f) Per customer arrival and departure time
- g) Customers served per station
- h) Operator productivity
- i) Batch reporting (daily, monthly)

2.2.2.2.9.3 The proposed system shall easily format and produce post-implementation reports that are supplementary to those identified in this Statement of Work (but which will make use of the same system-collected data).

2.2.2.2.9.4 The proposed system shall contain an internet-deployed reporting system to display data collected. Data shall be displayable in report, table and graph formats. The Internet reporting system shall also contain a functionality that enables users to query data files and create ad-hoc reports concerning MVA office-to-office as well as region-to-region CTM 2 performance. Large report queries shall be scheduled to run after business hours.

2.2.2.2.9.5 The proposed system shall contain an internet-deployed reporting system available to the general public using a web browser and an easy-to-use interface. Information displayed shall include wait-times and queue lengths by MVA location.

2.2.2.2.10 Security Requirements

2.2.2.2.10.1 The TO Contractor shall adhere to the State of Maryland Information Technology Security Policy & Standards (see Section 2.4). This policy covers such common technologies as computers, data and voice networks, wireless systems, web systems, and many other more specialized resources. The policy is necessitated by the State government's use of information technology to help carry out nearly all of its public services and internal operations. The State's delivery of critical public services depends upon availability, reliability and integrity of its information technology systems.

2.2.2.2.10.2 The TO Contractor shall adhere to MDOT Security Plan 2005 (see Section 2.4). The purpose of this security plan is to provide an overview of the security requirements for the MDOT tangible and intangible assets. This attached document provides security guidance for security controls that are in place or are planned in order to strengthen the MDOT overall security posture. This system security plan also delineates responsibilities and expected behavior of all individuals who access MDOT IT resources.

2.2.2.2.10.3 The proposed system shall administer user access, including the granting of specified levels of access, to authorized users and/or classes of users.

2.2.2.2.10.4 The proposed system shall provide multiple security profiles. These profiles include, but are not limited to:

- a) System administrator – This individual has overall responsibility for the operation and maintenance of the CTM system.
- b) Business administrator – This individual monitors the use of the system by MVA units and assists authorized users, if needed.
- c) Customer Agent (CA) – This individual is responsible for completing the desired customer service transactions and will usually be the customer point-of-contact. Each activity must have only one assigned CA.

- d) Management – The individual(s) assigned this role are authorized to perform a variety of tasks, including managing the customer traffic queues, re-allocating staff to meet customer needs, running standard reports and querying the system’s database.
- e) Customer – This is a member of the general public who needs to complete a driver’s license, vehicle registration or vehicle inspection transaction. The customer can use the Internet to verify wait times at the desired.
- f) Groups – These are related groups of users with the same level and requirements for access.

2.2.2.2.10.5 The proposed system shall provide supervisory override capability so that a user’s access can be re-established if he forgets his password, or some other anomaly prevents the user from logging on.

2.2.2.2.10.6 The proposed system shall provide field-level and document-level security for all data under its control, such that any data in fields defined as secure, or documents or reports containing such data, will not be released or otherwise made available to unauthorized entities.

2.2.2.2.10.7 Before any server is placed on the MDOT network, it must be patched with the latest security updates and virus definitions (depending on the operating system) and then scanned by MDOT Network Contractor.

2.2.2.2.10.8 The proposed system shall be designed such that all network connections to external systems and clients outside the MVA firewall are controlled in accordance with the State security standards.

2.2.2.2.11 Interfaces With External Systems

2.2.2.2.11.1 The proposed system shall be capable of interfacing with the existing DLS system in real time to make inquiries to its database to acquire start and wait times for customers.

2.2.2.2.11.2 The proposed system shall be capable of interfacing with the MVA e-mail application – the Exchange 2003 system in real time used by the MVA employees to communicate via e-mail. The system runs on HP hardware in a Cluster SAN configuration.

2.2.2.2.11.3 The TO Contractor shall build open interfaces and assure interoperability with other MVA systems including those identified above or, if applicable, provide an overview as to how the interface would work.

2.2.2.2.12 Interfaces With Users

2.2.2.2.12.1 The proposed system shall interface with the following users:

- a) Customer – This is a member of the general public who needs to complete an MVA transaction. The customer can use the Internet to verify estimated wait times at the desired branch. The customer will interface with CTM 2 through the self-service CTM kiosks at MVA locations.
- b) CA – This individual is responsible for completing the desired customer service transactions and will usually be the customer point-of-contact. The CA will interface with CTM 2 through a web application on their workstation PC, through a web-enabled wireless device or other web enabled appliance. In locations where workstation PCs exist, the CA interface shall be limited to the system web application.
- c) Management – The individual(s) assigned this role are authorized to perform a variety of tasks, including managing the customer traffic queues, re-allocating staff to meet customer needs, running standard reports and querying the system’s database. Management will interface with

CTM 2 through a web application on their workstation PC, through a web-enabled wireless device or other web enabled appliance.

- d) System Administrator – This individual has overall responsibility for the operation and maintenance (O & M) of the CTM system. The System Administrator will interface with CTM 2 through a web application on their workstation PC, through a web-enabled wireless device or other web enabled appliance.
- e) Business administrator – This individual monitors the use of the system by MVA units and assists authorized users, if needed. The Business Administrator will interface with CTM 2 through a web application on their workstation PC, through a web-enabled wireless device or other web enabled appliance.

2.2.2.3 The TO Contractor shall develop a draft Acceptance Test Plan to include acceptance testing that will be performed in a test environment that duplicates the production environment.

2.2.3 SYSTEM DESIGN

2.2.3.1 The TO Contractor shall develop the System Design document describing all software, hardware, equipment and component system requirements, operating environment, system and subsystem architecture, files and database design, input formats, output layouts, human-machine interface, detailed design, processing logic, and external interfaces.

2.2.3.2 The TO Contractor shall conduct a Security Risk Assessment addressing the following components: assets, threats, vulnerabilities, likelihood, consequences and safeguards and provide a document reporting the findings of the assessment.

2.2.3.3 The TO Contractor shall develop a Disaster Recovery Plan to include post-disaster recovery procedures and responsibilities. The TO Contractor shall develop detailed procedures and responsibilities to be followed in the event of a disaster, catastrophe or other event(s) that result in complete or partial system failure and/or data loss

2.2.3.4 The TO Contractor shall develop the draft Implementation Plan that describes how the system will be deployed and installed into an operational system. The plan shall contain an overview of the system, a brief description of major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials, and personnel), and any site-specific implementation requirements.

2.2.3.5 The TO Contractor shall develop a draft O & M Plan. The TO Contractor shall produce a detailed O & M Plan providing specific procedures and actions that shall be taken by O & M personnel to resolve system related problems and issues that will need to be resolved in order to maintain the performance and operability of the CTM 2 system.

2.2.3.6 The TO Contractor shall develop a draft System Administration Manual that provides a detailed operational description of the information system and its associated environments including all administration operations and procedures.

2.2.3.7 The TO Contractor shall develop a draft Training Plan outlining the user training objectives, needs, strategies and curriculum and include the following:

2.2.3.7.1 The TO Contractor shall provide initial training of all MVA personnel who will utilize or otherwise interface with the system.

2.2.3.7.2 The TO Contractor shall provide training to MVA trainers (Train the Trainer) who will assume post-implementation employee training responsibilities.

- 2.2.3.7.3** The TO Contractor shall provide all appropriately skilled and experienced training personnel to perform all training as specified herein.
- 2.2.3.7.4** The number of students to be trained for each group will be approximately as follows:
- a) Customer & Driver License Agents – 800
 - b) Management – 50
 - c) System Administrator – 5
 - d) Business Administrator – 25
 - e) Train the Trainer – 10
- 2.2.3.7.5** Training for Customer Agents, Management and Business Administrators shall occur no more than 2 weeks prior to implementation of the system at their respective location. Training for System Administrators and Train the Trainers shall occur no less than 1 week prior to implementation at the first location. This requirement applies to the pilot location implementations as well as all other location implementations.
- 2.2.3.7.6** The training location for Customer Agents, Management and Business Administrators shall be at their respective branch locations. The training location for System Administrators and Train the Trainers shall be at Glen Burnie Headquarters.
- 2.2.3.7.7** The number of Customer Agents, Management and Business Administrators available for each training session shall be limited to no greater than 10% of the total number being trained at a particular location.
- 2.2.3.7.8** All training shall occur during normal MVA business hours unless otherwise agreed to in writing by the MVA.
- 2.2.3.7.9** The TO Contractor shall provide all draft training materials and programs (software applications) that will be provided to the groups being trained. The training materials and programs shall include manuals, videos, computer based instruction, competency tests, classroom presentation & teaching material, etc.

The contractor shall provide an outline-training plan with its proposal to include:

- a) Method of training
 - b) Length of training (estimated number of hours for each type of training)
 - c) List of all training materials and samples
 - d) Outline of each training session with scope and brief description of training
- 2.2.3.7.10** Separate training and materials shall be provided for each of the 4 user groups of the system in addition to the train the trainer group and shall be specific to the needs and uses of each group.
- 2.2.3.7.11** Computer based training utilizing the CTM 2 system shall be hosted in a training environment separate from the CTM 2 production environment.
- 2.2.3.8** The TO Contractor shall develop a draft User Manual for users to make full use of the system's functions and capabilities. The manual shall include at minimum a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

2.2.4 SYSTEM DEVELOPMENT

- 2.2.4.1** The TO Contractor shall develop and provide all System Software and / or provide COTS products meeting all requirements of the system design.

- 2.2.4.2 The TO Contractor shall provide all system hardware, equipment and components meeting all requirements of the system design.
- 2.2.4.3 The TO Contractor shall develop the System Integration Plan to explain how the software and hardware components are integrated to form a fully functional system.
- 2.2.4.4 The TO Contractor shall develop the final Acceptance Test Plan to document test procedures for conducting software testing, test cases and results of the acceptance review and testing.
- 2.2.4.5 The TO Contractor shall develop and provide all of the actual system Test Files and Test Data used.
- 2.2.4.6 The TO Contractor shall develop the final Implementation Plan to be used for guidance during the Implementation Phase.
- 2.2.4.7 The TO Contractor shall develop the final O & M Plan used to operate and maintain the system effectively.
- 2.2.4.8 The TO Contractor shall develop the final System Administration Manual that expounds on operational description of the client/server application.
- 2.2.4.9 The TO Contractor shall develop the final Training Plan to include the following:
 - 2.2.4.9.1 The TO Contractor shall provide all final training materials and programs (software applications) that will be provided to the groups being trained. The training materials and programs shall include manuals, videos, computer based instruction, competency tests, classroom presentation & teaching material, etc.
 - 2.2.4.9.2 The TO Contractor shall provide a preliminary training schedule indicating when each group and branch/headquarter location will be trained. This schedule shall be updated at the conclusion of Integration and Testing and throughout Implementation as required.
- 2.2.4.10 The TO Contractor shall develop the final User Manual that contains all the essential information for system access and use.

2.2.5 INTEGRATION AND TESTING

- 2.2.5.1 The TO Contractor shall execute the Acceptance Test Plan in the CTM 2 test environment with direct oversight by the MVA. The TO Contractor shall document all failed testing components, make necessary repairs and conduct retests per the acceptance test plan.
- 2.2.5.2 Execute Training Plan for Pilot Locations.
 - 2.2.5.2.1 The TO Contractor shall provide all training materials and programs for the pilot location user groups and train the trainers being trained.
 - 2.2.5.2.2 The TO Contractor shall provide training for each pilot location user group and train the trainers approximately as follows:
 - a) Customer and Driver License Agents – 65
 - b) Management – 4
 - c) System Administrator – 5
 - d) Business Administrator – 2
 - e) Train the Trainer – 10

The MVA reserves the right to increase or decrease the training group sizes as needed.

- 2.2.5.3** Upon successful completion of the Acceptance Test Plan while utilizing the CTM 2 test environment, the TO Contractor shall implement CTM 2 at two (2) pilot locations (Beltsville – Full Service Branch and Loch Raven – Express Branch).

The TO Contractor shall execute the Acceptance Test Plan in the CTM 2 production environment with direct oversight by the MVA at the pilot locations. The TO Contractor shall document all failed testing components, make necessary repairs and conduct retests per the acceptance test plan.

Upon successful completion of the acceptance test plan in the production environment at the pilot locations or 60 calendar days, whichever is later, the TO contractor shall proceed with production system implementation at the remaining locations as specified in Section 2.2.6 System Implementation.

- 2.2.5.4** The TO Contractor shall complete all system security documentation and testing to acquire State-issued system certification & accreditation.

2.2.6 SYSTEM IMPLEMENTATION

- 2.2.6.1** Execute Training Plan for remaining locations.

- 2.2.6.1.1** The TO Contractor shall provide all training materials and programs for the remaining location user groups being trained.

- 2.2.6.1.2** The TO Contractor shall provide training for each remaining location user group approximately as follows:

- a) Customer and Driver License Agents – 735
- b) Management – 46
- c) Business Administrator – 23

- 2.2.6.2** Execute Implementation Plan

- 2.2.6.2.1** The TO Contractor shall provide installation of all software, hardware, equipment and components and shall include all necessary labor and materials to make the system fully functional in all locations as specified herein.

- 2.2.6.2.2** No system installation work will be allowed during MVA normal hours of operation unless MVA agrees that such work will not interrupt services at that location. The installation times and schedule will be determined by MVA in consultation with the TO Contractor.

- 2.2.6.2.3** The TO Contractor shall provide appropriate personnel to be on-site during the installation period, both for the installation teams in the field and for the necessary supplemental support personnel in Glen Burnie to resolve problems that may arise.

- 2.2.6.3** The TO Contractor shall provide all final version documentation and software for the implemented system.

2.2.7 OPERATION AND MAINTENANCE (O & M)

- 2.2.7.1** Operation & Maintenance Performance

- 2.2.7.1.1** The TO Contractor shall execute the O & M Plan and provide Weekly Operation & Maintenance Performance Reporting. The TO Contractor shall provide Weekly Operation & Maintenance

Performance Reports providing a detailed list of all system problems reported in the past week with an indicator (1, 2, 3 or greater) showing how many times the problem has occurred in the past 90 days, the current status of those problems, and the TO Contractor response / repair time statistics for each problem. Summary statistics for all specified system performance criteria and a summary of serious problems or issues shall also be provided in the reports.

- 2.2.7.1.2** The TO Contractor O & M staff shall be available during normal business workdays for the Motor Vehicle Administration, generally Monday through Friday 8:00am to 5:00pm and Saturday 8:00am to 12:00pm for the performance of O & M related tasks. The MVA TO Project Manager shall formally approve any deviations from the required work schedule.
- 2.2.7.1.3** The TO Contractor personnel shall be available during normal business workdays for the Motor Vehicle Administration between the hours of 8:00 AM to 5:00 PM, to conduct meetings, testing, and any other project related activities that require the participation of State personnel.
- 2.2.7.1.4** The TO Contractor personnel may be required to work after hours and/or weekends to perform system development, testing, maintenance or other activities. The need to provide after hours / weekend labor shall be considered and priced into this proposal – MVA shall incur no additional cost beyond the proposed cost for after hours / weekend work.
- 2.2.7.1.5** O & M staff shall be qualified TO Contractor employees who can directly assist MVA employees and CTM 2 users with system questions or problems. The TO Contractor O & M staff shall accept question and problem requests emanating from the MVA's Help Desk, by either email or phone. The TO Contractor shall provide a single point of contact with one email address and one phone number. All service calls placed to the O & M staff shall be responded to via voice and email within 15 minutes to the MVA Help Desk.
- 2.2.7.1.6** For a problem classified as “critical” (e.g. the entire system is down) a TO Contractor qualified technician shall be on site within one (1) hour of receiving a call for service at the MVA Headquarters in Glen Burnie from the MVA Help Desk. A qualified technician shall be on site within four (4) hours of receiving a call from the MVA Help Desk for service at any other location. The MVA shall determine all problem classifications.
- 2.2.7.1.7** The TO Contractor shall complete repairs or replacements of critical system components and return the system back to normal operating conditions within 12 hours after the problem was reported to the MVA Help Desk. If critical system components cannot be repaired/replaced within the 12-hour limitation, the TO Contractor shall notify the MVA TO Project Manager and provide an estimate as to when the repair/replacement will be completed. Until the repair/replacement is completed, the TO Contractor shall provide an alternative or workaround solution to provide the functionality that was lost due to the failure, at no additional cost to MVA. This alternative or workaround solution shall be provided within 24 hours after the problem was reported to the MVA Help Desk.
- 2.2.7.1.8** For a problem classified as “non-critical” (e.g. can't run a report) a TO Contractor qualified technician shall be on site within eight (8) hours of receiving a call for service at the MVA Headquarters in Glen Burnie or at any other location from the MVA Help Desk. The MVA shall determine all problem classifications.
- 2.2.7.1.9** The TO Contractor shall complete repairs or replacements of non-critical system components and return the system back to normal operating conditions by the end of the second work day following the day the problem was reported to the MVA Help Desk.
- 2.2.7.1.10** The MVA reserves the right to require the replacement of any hardware component that has three (3) or more service calls in any 90-day period. This will be exercised at the MVA's discretion when the MVA TO Project Manager feels that the equipment service is not resolving a, repetitive problem. The TO

Contractor will be required to complete such a request within 24 hours of notification, at no additional cost to MVA.

2.2.7.1.11 The TO Contractor shall send escalating notifications about a continuing problem to MVA and TO Contractor staff, in accordance with the O & M Plan.

2.2.7.2 COTS Software Licensing

2.2.7.2.1 The TO Contractor shall provide ongoing licenses for all COTS software requiring licenses for the entire period of performance of the TO contract.

2.2.7.3 Software O & M

2.2.7.3.1 The TO Contractor shall provide software O & M services that include, but are not limited to, system component upgrades, installing new updates, upgrades and patches to CTM 2 software, including server applications and all other applications, documentation releases during the maintenance period, any software upgrades/updates required to support hardware upgrades/updates performed as part of Hardware O & M. The contractor shall request from MVA in advance, approval to schedule and perform all maintenance services in advance.

2.2.7.3.2 The TO Contractor shall troubleshoot software problems, repair software bugs and maintain all CTM 2 software application and software components. A “bug” is defined as “a feature that is determined to be not functioning as designed per the design document”.

2.2.7.4 Hardware O & M

2.2.7.4.1 The TO Contractor shall provide hardware O & M services for all system hardware components, inclusive of this are any hardware upgrades/updates required to support software upgrades/updates performed as part of Software O & M. The TO Contractor shall request from MVA in advance, approval to schedule and perform all maintenance services.

2.2.7.4.2 For all TO Contractor provided hardware, the TO Contractor shall trouble shoot hardware problems and repair or replacement all defective hardware, including labor, materials and shipping costs.

2.2.7.4.3 Replacement and repair hardware, equipment and components provided by the TO Contractor under this maintenance agreement shall be the same as, or consistent with and equivalent to the Original Equipment Manufacturer’s (OEM) equipment design, and shall be the latest revision level. If it becomes necessary to replace existing equipment with non-OEM parts, the MVA shall be notified and give approval in advance. The MVA TO Project Manager reserves the right to reject substitute replacement parts. The installation of previously used parts is acceptable upon approval by the MVA. If however, a pattern of equipment failure develops due to installation of used parts, the MVA may withhold its approval of the continued installation of used parts.

2.2.7.4.4 In the event that new hardware is required to replace existing hardware under the terms of this task order, the TO Contractor shall provide O & M services for the new hardware.

2.2.7.5 System Performance

2.2.7.5.1 The TO Contractor shall maintain all CTM 2 system performance levels as specified throughout the entire contract period of performance.

2.2.7.5.2 Monthly System Performance Reporting - The TO Contractor shall provide monthly performance reports that contain statistics on system performance for all specified system performance criteria. The

identification of serious system performance problems or issues should be provided in the monthly performance reports.

2.2.7.6 Disaster Recovery

2.2.7.6.1 The TO Contractor shall be responsible for implementing the Disaster Recovery Plan, recovering and restoring the hardware, application software and data if a disaster occurs. The TO Contractor shall participate in yearly Disaster Recovery exercises. Subsequent to implementing the Disaster Recovery Plan in response to either an actual disaster or an exercise the TO Contractor shall provide a report of all actions taken, the results of those actions and recommendations for changes to the plan or system to improve the success of recovery.

2.2.7.7 Modifications & Enhancements

2.2.7.7.1 The contractor shall provide modifications and/or enhancements to the CTM 2 system as may be required by State or Federal legislation or other MVA initiatives. The scope and deliverables of the modifications and/or enhancements will be provided by MVA using task order requests. The modifications and/or enhancements shall be performed as fixed price task orders based on the hourly rates and labor categories submitted in the contractor's proposal. For evaluation purposes, the contractors shall plan for 2,500 total hours worth of work in the appropriate labor categories during the TO contract period of performance.

2.2.7.8 End of TO Contract Transition

2.2.7.8.1 The TO Contractor shall develop a Transition Plan to provide training in system operation, system architecture and components, system installation, problem diagnosis and resolution, including specific procedures, instructions, and pertinent documentation to aid in the transition of CTM 2 system O & M to a successor CTM 2 O & M Contractor or the MVA at the end of the TO Contractor's contract period of performance. The TO Contractor shall complete the final Transition Plan no later than six (6) months prior to the end of the TO Contractor's contract period of performance.

2.2.7.8.2 Transition Period - The TO Contractor shall provide Transition Support to train, coordinate and work closely with the successor CTM 2 O & M Contractor or the MVA for a minimum of forty-five (45) days prior the end of the TO Contractor's contract period to insure the successor CTM 2 O & M Contractor will be able to provide all O & M as specified herein.

2.2.8 SYSTEM DISPOSITION

2.2.8.1 The TO Contractor shall develop a Disposition Plan to address all facets of documenting, archiving, transferring and disposing of the existing CTM system and data.

2.2.8.2 The TO Contractor shall archive onto CDs each existing branch CTM database at the close of business on the last day of operation and provided to the MVA.

2.2.8.3 The TO contractor shall provide all labor and material to remove all existing CTM hardware, equipment and components from all locations. The contractor shall dispose of all non-inventoried hardware, equipment and components off-site at the contractor's expense. The contractor shall document and return all inventoried hardware, equipment and components to the MVA for further disposition.

Removal of the existing CTM system by the TO Contractor at any particular location shall not occur until that location's CTM 2 system is ready for installation.

2.2.9 OTHER

- 2.2.9.1 The TO Contractor shall provide bi-weekly status reports to the MVA Project Manager and DBM OIT PLO (see section 2.9 reporting) and facilitate bi-weekly status meetings with the CTM 2 task stakeholders.
- 2.2.9.2 The TO Contractor shall conduct coordination meetings with MVA Subject Matter Experts to ensure the CTM 2 requirements will be evaluated against other MVA systems, including the DLS system.
- 2.2.9.3 The TO Contractor shall support any additional reporting and/or meeting requests of the MVA Contract Manager as required and requested by the MVA for legislative, auditing, other special reporting purposes, or emergency events.

2.2.10 OPTIONS

The following requirement(s) are additional to those identified above and shall be separately priced in the TO Contractor's financial proposal. The State reserves the right to exercise these options if desired.

- 2.2.10.1 The TO Contractor shall design and implement a customer traffic management system for the 19 VEIP Stations that will capture customer wait times and service times for each station location.

2.2.11 PROJECT APPROACH

The CTM 2 system envisioned by the MVA will be accessible to all users via a web browser program and a connection to the Internet/Intranet. As part of MDOT's open-source philosophy for information system solutions, **commercial off-the-shelf (COTS) products are preferred when possible**. The COTS product must have an open architecture and inter-operability that allows for interfaces to multiple platforms and subcomponents with as little customization as possible that would be required for business case and platforms. Further, MDOT strives to lower and control information technology costs, while improving effectiveness and efficiency through resource optimization, consolidation and standardization where it makes sound business sense.

2.3 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.

The MVA requires ten (10) business days for review of draft deliverables and five (5) business days for review of final deliverables. 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 that 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 review and 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 2.8 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 State required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the project.

Milestone	I.D.	Deliverable #	Title of Deliverable
2.3.1 Milestone 1 Project Initiation & Planning	2.3.1.1	Deliverable 1-1	Task Charter
	2.3.1.2	Deliverable 1-2	Task Project Plan
	2.3.1.3	Deliverable 1-3	Updated Task Project Plans (five (5) updates)
	2.3.1.4	Deliverable 1-4	Task Kick-Off Meeting, Agenda and Minutes
2.3.2 Milestone 2 Requirements Analysis	2.3.2.1	Deliverable 2-1	Requirements Analysis Approach Document
	2.3.2.2	Deliverable 2-2	CTM 2 Requirements Document
	2.3.2.3	Deliverable 2-3	Draft Acceptance Test Plan
2.3.3 Milestone 3 System Design	2.3.3.1	Deliverable 3-1	System Design Document
	2.3.3.2	Deliverable 3-2	Security Risk Assessment Document
	2.3.3.3	Deliverable 3-3	Disaster Recovery Plan
	2.3.3.4	Deliverable 3-4	Draft Implementation Plan
	2.3.3.5	Deliverable 3-5	Draft O & M Plan
	2.3.3.6	Deliverable 3-6	Draft System Administration Manual
	2.3.3.7	Deliverable 3-7	Draft Training Plan
	2.3.3.8	Deliverable 3-8	Draft User Manual
2.3.4	2.3.4.1	Deliverable 4-1	System Software and / or COTS Products

Milestone 4 System Development	2.3.4.2	Deliverable 4-2	System Hardware, Equipment and Components
	2.3.4.3	Deliverable 4-3	System Integration Plan
	2.3.4.4	Deliverable 4-4	Final Acceptance Test Plan
	2.3.4.5	Deliverable 4-5	System Test Files/Data
	2.3.4.6	Deliverable 4-6	Final Implementation Plan
	2.3.4.7	Deliverable 4-7	Final O & M Plan
	2.3.4.8	Deliverable 4-8	Final System Administration Manual
	2.3.4.9	Deliverable 4-9	Final Training Plan
	2.3.4.10	Deliverable 4-10	Final User Manual
	2.3.5 Milestone 5 Integration & Testing	2.3.5.1	Deliverable 5-1
2.3.5.2			Execute Training Plan for Pilot Locations
2.3.5.2.1		Deliverable 5-2.1	Training Materials for Pilot User Groups & Train the Trainers
2.3.5.2.2		Deliverable 5-2.2	Training for Pilot User Groups & Train the Trainers
2.3.5.3		Deliverable 5-3	Pilot Implementation & Acceptance Testing Approval Report
2.3.5.4		Deliverable 5-4	System Security Certification & Accreditation
2.3.6 Milestone 6 System Implementati on	2.3.6.1		Execute Training Plan for Remaining Locations
	2.3.6.1.1	Deliverable 6-1.1	Training Materials for Remaining Location User Groups
	2.3.6.1.2	Deliverable 6-1.2	Training for remaining location User Groups
	2.3.6.2	Deliverable 6-2	Implementation Plan Completion Report
	2.3.6.3	Deliverable 6-3	Implemented System Documentation and Software
2.3.7 Milestone 7 Operations & Maintenance	2.3.7.1	Deliverable 7-1	Ongoing O & M Performance and Weekly Operation & Maintenance Performance Reports
	2.3.7.2	Deliverable 7-2	Ongoing COTS Software Licensing
	2.3.7.3	Deliverable 7-3	Ongoing Software O & M
	2.3.7.4	Deliverable 7-4	Ongoing Hardware O & M
	2.3.7.5	Deliverable 7-5	Ongoing System Performance Maintenance and Monthly Detail System Performance Reports
	2.3.7.6	Deliverable 7-6	Disaster Recovery Plan Execution and Results & Recommendations Reports
	2.3.7.7	Deliverable 7-7	Software and Hardware Components Modification and/or Enhancement (Total Evaluated Price from Attachment #1)
	2.3.7.8		End of Contract Transition
	2.3.7.8.1	Deliverable 7-8.1	Transition Plan
	2.3.7.8.2	Deliverable 7-8.2	Transition Support

2.3.8 Milestone 8 System Disposition	2.3.8.1	Deliverable 8-1	Disposition Plan
	2.3.8.2	Deliverable 8-2	Branch Data Archive CDs
	2.3.8.3	Deliverable 8-3	Inventoried Hardware, Equipment and Component Documentation and delivery to MVA.
2.3.9 Milestone 9 Other	2.3.9.1	Deliverable 9-1	Bi-weekly Status Report Documents and Meeting Facilitation
	2.3.9.2	Deliverable 9-2	Coordination Meeting Minutes
	2.3.9.3	Deliverable 9-3	Additional reporting and meeting minutes for legislative, auditing, other special or emergency events and meetings
2.3.10 Milestone 10 Options	2.3.10.1	Deliverable 10-1	VEIP Design and Implementation

2.4 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology 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 project management methodologies that is 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.
- F) The MDOT Security Plan at the MDOT Secure FTP Server (Attachment 18). The user ID is DLSTORFP (all caps) and the password (all lower case) tspdbmmv.

2.5 CONTRACTOR EXPERTISE REQUIRED

Due to the importance of the project, the personnel assigned to this work shall possess successful, recent and relevant experience with respect to performing project initiation and planning, requirements analysis, system design, system development, integration and testing, system implementation, O & M and system disposition. The TO Contractor shall describe how its organization can meet the qualifications of this TORFP and shall include the following:

- 2.5.1** The TO Contractor shall demonstrate knowledge and experience in performing required tasks associated with large scale IT projects using a variety of industry standard approaches and methodologies.

- 2.5.2** Corporate size, length of time the corporation has been providing system development lifecycle services, key business partners, and the number of employees dedicated to providing system design services.
- 2.5.3** Technical skills, experience and certifications of the TO Contractor's employees associated with providing system development lifecycle services to meet the requirements of this TO.
- 2.5.4** The number of clients and geographic locations the TO Contractor currently serves.
- 2.5.5** An organization chart of the TO Contractor showing:
 - 2.5.5.1** All major business units;
 - 2.5.5.2** Which business units will perform the requirements of this TO;
 - 2.5.5.3** Where the management of this contract will fall within the organization; and
 - 2.5.5.4** What corporate resources will be available to support this contract in both primary and secondary, or back-up roles.
- 2.5.6** Three (3) references from its customers who are capable of documenting:
 - 2.5.6.1** The TO Contractor's ability to manage projects of comparable size (same size or larger) and complexity (same complexity or more complex).
 - 2.5.6.2** Each client reference must include the following information:
 - 2.5.6.2.1** Name of client organization
 - 2.5.6.2.2** Name, title, and telephone number of Point of Contact for client organization
 - 2.5.6.2.3** Value, type, and duration of contract(s) supporting client organization
 - 2.5.6.2.4** The services provided, scope of the contract, objectives satisfied

2.6 CONTRACTOR MINIMUM QUALIFICATIONS

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

- 2.6.1** The TO Contractor's proposed staff must have a minimum of 5 years experience in performing project initiation and planning, requirements analysis, system design, system development, integration and testing, system implementation, O & M and system disposition for large scale IT systems.
- 2.6.2** The TO Contractor shall provide staff for technical, project, and contract support to ensure that all activities conducted under this contract are completed in an efficient and cohesive manner. Staff proposed to work on the project will be considered the TO Contractor's Key Personnel and must meet the minimum qualifications set forth in the Master Contract.
- 2.6.3** The TO Contractor shall comply with Section 2.5.3 Physical Security, of the CATS Master Contract agreement. The MVA is invoking all of the requirements outlined in Section 2.5.3 for this TO.

2.7 RETAINAGE

The State shall pay 90% of all invoices after the required approval. The remaining 10% shall be withheld for sixty (60) business days after the TO Contractor's successful completion of the project. The final payment of retainage shall be based upon: acceptance of all deliverables by the MVA; acceptance of a final progress report from the TO Contractor; and a final invoice submitted by the TO Contractor and approved by both the MVA project manager and the MVA Procurement Officer.

2.8 INVOICING

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

2.8.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) The invoice shall identify the MVA as the TO Requesting Agency, deliverable description, associated TO Agreement number, MVA purchase order 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 MVA at the following address:

**Motor Vehicle Administration
Accounts Payable Unit
Room 220
6601 Ritchie Highway
Glen Burnie, MD 21062**

- 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.

2.9 REPORTING

The TO Contractor and the TO Requesting Agency shall conduct bi-weekly progress meetings. A bi-weekly project progress report shall be submitted **2 days** in advance prior to the discussion to the TO Manager and shall contain, at a minimum, the following information:

- 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 bi-weekly period.
- 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.

2.10 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.

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 Master Contractors response form (submit electronically off CATS web site)

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 2.9).
- 7) Work Breakdown Structure: A detailed work breakdown structure and staffing schedule, with labor hours by skill category that will be applied to meet each milestone and deliverable, and to accomplish all specified work requirements.
- 8) Acceptance Criteria: A statement acknowledging the Master Contractor's understanding of the acceptance criteria.

B) Proposed Personnel

- 1) Identify and provide resumes for all proposed personnel by labor category.
- 2) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
- 3) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary.

C) MBE Participation

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

D) Subcontractors

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

E) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide three examples of projects that you have completed that were similar in scope to the one defined in this TORFP Scope of Work. Each of the three examples must include a reference complete with the following:
 - A) Name of organization.
 - B) Name, title, and telephone number of point-of-contact for the reference.
 - C) Type, and duration of contract(s) supporting the reference.
 - D) The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.
 - E) 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.

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) Assumptions: A description of any assumptions formed by the Contractor in developing the Financial Proposal.
- 2) Formatting requirements for the Price Breakdown Structure are:
 - a) Milestone and Deliverable identifying information will be in bold and placed in a frame.
 - b) Fixed-price dollar figures will be rounded to the nearest whole dollar.
 - c) The information should continue, as necessary and appropriate, to cover all Milestones and Deliverables.
 - d) List all deliverables, even those not separately priced (NSP).

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 MVA 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. The TO Contractors' proposals will be evaluated on the basis of the following:

1. The overall understanding of the work required.
2. Past performance on similar projects as provided in the TO Contractor's response to this task order request or otherwise known to the State.
3. The qualifications and experience of the proposed personnel.
4. Evaluation of schedule as realistic and attainable

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) The State reserves the right to require from the TO Contractor an oral presentation to the evaluation committee or any other State designated personnel. The TO Contractor will receive a minimum of three-calendar days notice prior to the presentation. The State reserves the right to request any key personnel proposed by the TO Contractor to attend the oral presentation.
- C) Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.
- D) The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, a task order agreement shall be awarded to the TO Contractor whose proposal is most advantageous to the State, considering price and the technical evaluation factors set forth herein. In making this determination, technical merit will receive greater weight than price.

4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

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

ATTACHMENT 1 - PRICE PROPOSAL FORM

PRICE PROPOSAL FOR CATS TORFP # J00P6200014

Milestone	Deliverable	Title of Deliverable	Period of Performance	Fixed Price
Milestone 1 - Project Initiation & Planning	Deliverable 1-1	Task Charter		
	Deliverable 1-2	Task Project Plan		
	Deliverable 1-3	Updated Task Project Plans (five (5) updates)		
	Deliverable 1-4	Task Kick-Off Meeting, Agenda and Minutes		
			Total Milestone 1 Cost	
Milestone 2 – Requirements Analysis	Deliverable 2-1	Requirements Analysis Approach Document		
	Deliverable 2-2	CTM 2 Requirements Document		
	Deliverable 2-3	Draft Acceptance Test Plan		
			Total Milestone 2 Cost	
Milestone 3 – System Design	Deliverable 3-1	System Design Document		
	Deliverable 3-2	Security Risk Assessment Document		
	Deliverable 3-3	Disaster Recovery Plan		
	Deliverable 3-4	Draft Implementation Plan		
	Deliverable 3-5	Draft O & M Plan		
	Deliverable 3-6	Draft System Administration Manual		
	Deliverable 3-7	Draft Training Plan		
	Deliverable 3-8	Draft User Manual		
			Total Milestone 3 Cost	
Milestone 4 – System Development	Deliverable 4-1	System Software and / or COTS Products		
	Deliverable 4-2	System Hardware, Equipment and Components		
	Deliverable 4-3	System Integration Plan		

	Deliverable 4-4	Final Acceptance Test Plan		
	Deliverable 4-5	System Test Files/Data		
	Deliverable 4-6	Final Implementation Plan		
	Deliverable 4-7	Final O & M Plan		
	Deliverable 4-8	Final System Administration Manual		
	Deliverable 4-9	Final Training Plan		
	Deliverable 4-10	Final User Manual		
			Total Milestone 4 Cost	
Milestone 5 – Integration & Testing	Deliverable 5-1	Acceptance Test Approval Report		
	Deliverable 5-2.1	Training Materials for Pilot User Groups & Train the Trainers		
	Deliverable 5-2.2	Training for Pilot User Groups & Train the Trainers		
	Deliverable 5-3	Pilot Implementation & Acceptance Testing Approval Report		
	Deliverable 5-4	System Security Certification & Accreditation		
			Total Milestone 5 Cost	
Milestone 6 – System Implementation	Deliverable 6-1.1	Training Materials for remaining location User Groups		
	Deliverable 6-1.2	Training for remaining location User Groups		
	Deliverable 6-2	Implementation Plan Completion Report		
	Deliverable 6-3	Implemented System Documentation and Software		
			Total Milestone 6 Cost	
Milestone 7 – Operations & Maintenance	Deliverable 7-1	Ongoing O & M Performance and Weekly Operation & Maintenance Performance Reports		
	Deliverable 7-2	Ongoing COTS Software Licensing		
	Deliverable 7-3	Ongoing Software O & M		

	Deliverable 7-4	Ongoing Hardware O & M		
	Deliverable 7-5	Ongoing System Performance Maintenance and Monthly Detail System Performance Reports		
	Deliverable 7-6	Disaster Recovery Plan Execution and Results & Recommendations Reports		
	Deliverable 7-7	Software and Hardware Components Modification and/or Enhancement (Total Evaluated Price from Attachment #1)		
		End of Contract Transition		
	Deliverable 7-81	Transition Plan		
	Deliverable 7-8.2	Transition Support		
			Total Milestone 7 Cost	
Milestone 8 – System Disposition	Deliverable 8-1	Disposition Plan		
	Deliverable 8-2	Branch Data Archive CDs		
	Deliverable 8-3	Inventoried Hardware, Equipment and Component Documentation and delivery to MVA.		
			Total Milestone 8 Cost	
Milestone 9 – Other	Deliverable 9-1	Bi-weekly Status Report Documents and Meeting Facilitation		
	Deliverable 9-2	Coordination Meeting Minutes		
	Deliverable 9-3	Additional reporting and meeting minutes for legislative, auditing, other special or emergency events and meetings		
			Total Milestone 9 Cost	
			Subtotal of Milestones 1-9	

Milestone 10 – Options	Deliverable 10-1	VEIP Design and Implementation		
			Total Milestone 10 Cost	
			Total TORFP Cost	

 Authorized Individual Name

 Company Name

 Title

 Company Tax ID #

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS TORFP # J00P6200014

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.

5. 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.
6. 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.
7. 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. J00P6200014, I affirm the following:

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

OR

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

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

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

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

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

Offeror Name

Signature of Affiant

Address

Printed Name, Title

Date

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE

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

TO Prime Contractor (Firm Name, Address, Phone)	Task Order Description
Task Order Agreement Number J00P6200014	
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: _____

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 # J00P6200014, I state the following:

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

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

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

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

(DESCRIBE EFFORTS)

This project does not involve bonding requirements.

10. Offeror did/did not attend the pre-proposal conference

- No pre-proposal conference was held.

Offeror Name

By: _____
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. J00P6200014, 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 #J00P6200014 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:

Veronica Jones Motor Vehicle Administration 6601 Ritchie Highway, Room 223 Glen Burnie, MD 21062 Email: vjones@marylandmva.com	Walter Bayne Motor Vehicle Administration 6601 Ritchie Highway, OIR Room 309 Glen Burnie, MD 21062 Email: wbayne@marylandmva.com
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 6

MINORITY BUSINESS ENTERPRISE PARTICIPATION SUBCONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____ Reporting Period (Month/Year): __/_____ Report Due By the 15th of the following Month.	CATS TORFP #J00P6200014 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____	
MBE Subcontractor Name: _____		
MDOT Certification #: _____		
Contact Person: _____		
Address: _____		
City: _____	State: _____	ZIP: _____
Phone: _____	FAX: _____	
Subcontractor Services Provided: _____		
List all payments received from Prime TO Contractor during reporting period indicated above. 1. _____ 2. _____ 3. _____ Total Dollars Paid: \$ _____	List dates and amounts of any unpaid invoices over 30 days old. 1. _____ 2. _____ 3. _____ Total Dollars Unpaid: \$ _____	
Prime TO Contractor: _____		Contact Person: _____

Return one copy of this form to the following address:

Veronica Jones Motor Vehicle Administration Room 223 6601 Ritchie Highway Glen Burnie, MD 21062 Email: vjones@marylandmva.com	Walter Bayne Motor Vehicle Administration OIR Room 309 6601 Ritchie Highway Glen Burnie, MD 21062 Email: wbayne@marylandmva.com
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Signature: _____ Date: _____

Submit as required in TO Contractor MBE Reporting Requirements

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS TORFP# J00P6200014 OF MASTER CONTRACT #050R5800338

This Task Order Agreement (“TO Agreement”) is made this day of Month, 2006 by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, Motor Vehicle Administration.

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:

11. Definitions. In this TO Agreement, the following words have the meanings indicated:

- a. “Agency” means the Motor Vehicle Administration, as identified in the CATS TORFP # J00P6200014.
- b. “CATS TORFP” means the Task Order Request for Proposals # J00P6200014, 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 Walter Bayne. 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 the Motor Vehicle Administration 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 Veronica Jones 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.

12. Scope of Work

12.1 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.

12.2 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

12.3 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.

13. Period of 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 commences on the date of Notice to Proceed and terminates on December 31, 2010.

14. Consideration and Payment

14.1 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.

14.2 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.

14.3 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.

14.4 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, MARYLAND MOTOR VEHICLE ADMINISTRATION

By: Walter Bayne, TO Procurement Officer

Date

Witness: _____

ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

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

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

Date: _____ By: _____
(Authorized Representative and Affiant)

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

15. Master Contractors must comply with all personnel requirements under the Master Contract RFP 050R5800338.
16. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS TORFP process.
17. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements.

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

18. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
19. 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.
20. 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:

E) _____
Signature Date

Proposed Individual:

Signature Date

ATTACHMENT 6 – DIRECTIONS

TO THE PRE-TO PROPOSAL CONFERENCE

Driving directions for MDOT Headquarters

7201 Corporate Center Dr.

Hanover, Md. 21076

Baltimore:

From 695; Take Baltimore –Washington Parkway (295) south to I-195 towards the BWI airport. Take I-195 to Md. Rte 170 south towards Dorsey. Go to the fifth traffic light and turn left on Stoney Run rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

Washington:

From Baltimore-Washington Parkway (295); Take Baltimore-Washington Parkway North to I-195 and exit towards the BWI Airport (East). Take I-195 towards the BWI Airport to Md. Rte.170. Take Md. Rte. 170 south towards Dorsey. Go to the fifth traffic light and turn left on Stoney Run rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

Annapolis:

From I-97; Take I-97 North to Rte.100 towards Columbia (west). Take Rte. 100 to Rte 170 north towards BWI Airport. Take Rte. 170 to the third traffic light and turn right on Stoney Run Rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement #J00P6200014

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of Month Day, Year, for the above-referenced Task Order Agreement. Veronica Jones of the Motor Vehicle Administration will serve as your contact person on this Task Order. Veronica Jones can be reached at 410-768-7329 and vjones@marylandmva.com.

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

Sincerely,

Walter Bayne
Task Order Procurement Officer

Enclosures (2)

cc: Veronica Jones, Planning & Programming, MVA
Procurement Liaison Office, Office of Information Technology, DBM
Project Management Office, Office of Information Technology, DBM

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: Maryland Motor Vehicle Administration
TORFP Title: Customer Traffic Management (CTM 2)
TO Manager: Veronica Jones/Phone: 410-768-7329

To:

The following deliverable, as required by TO Agreement #J00P6200014, has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.3 [DELIVERABLES](#) 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 #J00P6200014 for Customer Traffic Management (CTM 2). 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 Walter Bayne, MVA on or before the due date for Proposals.
4. OFFEROR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the OFFEROR'S failure to comply with the requirements of this Agreement. The OFFEROR consents to personal jurisdiction in the Maryland State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the OFFEROR or any employee or agent of the OFFEROR to comply with the requirements of this Agreement, OFFEROR and such employees and agents of OFFEROR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. OFFEROR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than \$20,000 and/or imprisonment not exceeding 5 years or both. OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: _____ BY: _____

NAME: _____ TITLE: _____

ADDRESS: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ___ day of _____, 200___, by and between the State of Maryland (“the State”), acting by and through its Motor Vehicle Administration (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 Customer Traffic Management (CTM 2) TORFP No. J00P6200014 dated **release date for TORFP**, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 050R5800338; and

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

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

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

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

TO Contractor/TO Contractor's Personnel:

Maryland Motor Vehicle Administration:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

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

ATTACHMENT 12 – MDOT PRIVACY PROTECTION POLICY

STATE OF MARYLAND

DEPARTMENT OF TRANSPORTATION

MOTOR VEHICLE ADMINISTRATION

PRIVACY PROTECTION POLICY

In consideration of receiving personal information contained in Motor Vehicle Administration records, I HEREBY CERTIFY on behalf of _____ as its authorized agent this ____ day of _____ 200____, that:

1. _____ understands that federal laws affect access to and use of computer information including, but not limited to, 15 U.S.C.A. § 278g-3 (Computer Security Act of 1987); 23 U.S.C.A. § 401 (National Driver Register Act); 5 U.S.C.A. § 552 (Freedom of Information Act); 5 U.S.C.A. § 552a (Privacy Act of 1974); 18 U.S.C.A. § 1001 (Computer Fraud and Abuse Act of 1986); 17 U.S.C.A. § 109 (Computer Software Rental Amendments Act of 1990); 15 U.S.C.A. § 1681 (Fair Credit Reporting Act); and, 18 U.S.C.A. §§ 2721 et seq. (Driver’s Privacy Protection Act of 1994).
2. The Maryland Department of Transportation Office of Information Resources, its client agencies and their customers also adhere to state data processing security policies as set forth in Executive Order 01.01.1983.18 (Privacy and State Data System Security); Md. Code Ann., Crim. Law §8-606 (Falsification of Public Records) and §7-302 (Unauthorized Access); Md. Code Ann., State Gov’t §§ 10-611, 10-616 and 10-626 (Maryland Public Information Act); Md. Code Ann. Transp. II §§ 12-111 to 12-113 (Motor Vehicle Administration Records); and, as published by the Secretary of the Department of Budget and Management from time to time under Md. Code Ann., State Fin. & Proc. § 3-403.
3. _____ and all employees agree to maintain in strictest confidence and not willfully disclose to any person, firm, or corporation information obtained as a result of their access to personal information from Motor Vehicle Records.
4. By signing this agreement, _____ warrants that the signator and all personnel are familiar with all provisions of the federal Driver Privacy Protection Act of 1994, 18 U.S.C.A. §§ 2721 et seq., and with §§ 10-611, 10-616, 10-626 of the State Government Article and §§ 12-111 through 12-113 of the Transportation Article, Annotated Code of Maryland, which limit access to personal information from public records in Maryland. Further, _____ on behalf of itself, its successors and assigns further agrees that all users will abide by the terms of both the federal and state law including, but not limited to, those restricting access to personal information from Motor Vehicle Administration records only to those persons and for those purposes which are permitted under both laws.
5. _____ agrees to keep a record for five (5) years of persons to whom information is re-disclosed under this Agreement, and the purpose for which the information is to be **used**; and, to make that record available to the Motor Vehicle Administration upon request.

6. _____ shall be liable for, and shall indemnify and hold the Motor Vehicle Administration harmless for, any misuse or misappropriation of any personal information in a record obtained from the Administration in connection with this agreement.
7. _____ shall further indemnify the Motor Vehicle Administration for and against any and all losses, damages, judgments, liabilities or similar costs and expenses which arise in whole or part out of acts or omissions by _____ with respect to laws restricting access to and disclosure of vehicle records including, without limitation, reasonable attorneys fees and all other costs of defending against such action or claim.

IN WITNESS WHEREOF, the parties have caused these presents to be executed.

Maryland Department of Transportation
Motor Vehicle Administration

Witness:

By: _____

Date: _____

Date: _____

Purchaser

Witness:

By: _____

Date: _____

Date: _____

Approved as to form and legal sufficiency:

Date: _____

Assistant Attorney General

ATTACHMENT 13 – MVA OFFICE LOCATIONS

MVA Office Locations	
Office Hours: Monday – Friday 8:30 am to 4:30 pm, Saturday 8:30 am to Noon (except as noted)	
Annapolis - Dist 4 Manager: Natalie Grasso- 410-573-4780 160 Harry S. Truman Parkway Annapolis, MD 21401	Glenmont Express - Dist 3 Manager: Rhashad Johnson - 301-946-6067 12335 C & D Georgia Ave Silver Spring, MD 20906
Baltimore City (Mondawmin) - Dist 2 Manager: Timothy Ballard - 410-225-4003 2500 Gwynn Falls Pkwy Baltimore MD 21216-3290	Hagerstown - Dist 1 Manager: Rebecca Snyder - 240-420-5229 18306 Col Henry Douglas Dr Hagerstown, MD 21740
Bel Air - Dist 2 Manager: Linda Colden - 410-879-3906 501 West MacPhail Road Bel Air, MD 21014	Largo - Dist 4 Manager: Sherri Dyson - 301-333-1500 10251 Central Ave Upper Marlboro MD 20772-1303
Beltsville - Dist 3 Manager: Betty Thompson - 301-210-2900 11760 Baltimore Avenue-Beltsville MD 20705	Loch Raven / Parkville - Dist 2 Manager: Synethia (Missie) Kenner - 410-663-7530 8966 Waltham Woods Road Parkville, MD 21234
Columbia Express - Dist 3 Manager: Nancy Elkins - 410-964-1598 6490 Dobbin Road Columbia, MD 21045	Loveville - Dist 4 Manager: Herbert Butler - 301-997-1750 27351 Point Lookout Road Leonardtown, MD 20650
Cumberland - Dist 1 Manager: Lenna Morgan - 301-729-4668 13300 Winchester Rd SW, Cumberland MD 21502	Prince Frederick - Dist 4 (Mon & Tues ONLY 8:30am – 3:45pm) Manager: Herbert Butler - 410-535-8806 200 Duke Street Prince Frederick, MD 20678
Easton - Dist 4 Manager: Debbie Seward - 410-820-6900 9148 Centreville Road Easton, MD 21601-9620	Salisbury - Dist 4 Manager: Debbie Taylor - 410-219-7737 251 Tilghman Road Salisbury, MD 21804
Elkton - Dist 2 Manager: (Acting) Wanda Hostetter - 410-392-3569 105 Chesapeake Blvd., Suite A Elkton, MD 21921	Waldorf - Dist 4 Manager: Sharon Semler - 301-632-6501 11 Industrial Park Drive Waldorf, MD 20602-1908
Essex - Dist 2 Manager: Mike Sears - 410-238-1122 1338A Eastern Blvd Baltimore, MD 21221	Walnut Hill Express - Dist 3 Manager: Carroll Gatling - 240-631-1362 16516 South Westland Drive Gaithersburg, MD 20877
Frederick - Dist 1 Manager: Paul Cebeci - 301- 631-7142 Ext. 302 1601 Bowman Farm Road Frederick, MD 21701	Westminster - Dist 1 Manager: Ronald Wagner - 410-386-3200 1106 Baltimore Blvd. Westminster, MD 21157
Gaithersburg - Dist 3 Manager: Jane Thomas - 301-987-8444 15 Metropolitan Grove Rd Gaithersburg, MD 20878	White Oak – Dist 3 Manager: Sherri Gardner – 301-989-6203 2131 Industrial Pkwy Silver Spring, MD 20904
Glen Burnie - Dist 1 (MVA Headquarters) Manager: Rhonda Witt - 410-787-7899 6601 Ritchie Hwy NE Glen Burnie MD. 21062	

ATTACHMENT 14 – VEIP STATION LOCATIONS

VEIP Station Locations	
Office Hours: Monday – Friday 8:30 am to 4:30 pm	
Please call 1-800-638-8347 if you have questions	
Anne Arundel County, South 189 Defense Highway Annapolis, MD 21401	Montgomery County, West 7407 Lindbergh Drive Gaithersburg, MD 20879
Baltimore City, East 5900 Erdman Avenue Baltimore, MD 21205	Queen Anne’s County 230 Hess Road Grasonville, MD 21638
Baltimore City, West 1411 S. Edgewood Street Baltimore, MD 21227	Washington County 12100 Insurance Way Hagerstown, MD 21740
Prince George’s County, South 7213 Old Alexandria Ferry Road Clinton, MD 20735	Prince George’s County, North 7401 Jefferson Avenue Hyattsville, MD 20785
Howard County 6340 Woodside Court Columbia, MD 21046	Baltimore County 11510 Cronridge Drive Owings Mills, MD 21117
Anne Arundel County, North Curtis Business Center 721 E Ordnance Road Curtis Bay, MD 21226	Calvert County 1035 Theater Drive Prince Frederick, MD 20678
Montgomery County, Central 15910 Chieftain Avenue Derwood, MD 20855	Charles County 28 Henry Ford Circle Waldorf, MD 20602
Cecil County 1644 Pulaski Highway Elkton, MD 21921	Carroll County Westminster Air Business Park 50 Aileron Court Westminster, MD 21157
Frederick County 1506 Tilco Drive Frederick, MD 21704	Montgomery County, East 2121 Industrial Parkway White Oak, MD 20904
Harford County 1631 Robin Circle Forest Hill, MD 21050	

ATTACHMENT 15 – MVA DAILY BRANCH ACTIVITY

SOURCE: MVA Major Products Summary Report – July 2006

MVA Office Locations	Approx. Number of Open Service Counters	Approx. Average Customer Transactions Per Day	Approx. Peak Customer Transactions Per Day
Annapolis	13	146	160
Baltimore City	13	170	183
Bel Air	10	124	137
Beltsville	16	169	183
Columbia Express	6	126	145
Cumberland	5	27	31
Easton	6	49	55
Elkton	6	42	50
Essex	5	123	133
Frederick	5	101	118
Gaithersburg	15	173	192
Glen Burnie - Headquarters	28	180	193
Glenmont Express	6	104	108
Hagerstown	7	63	73
Largo	19	176	198
Loch Raven/Parkville Express	6	94	102
Loveville	6	46	53
Prince Frederick Satellite	3	14	16
Salisbury	9	76	83
Waldorf	12	139	148
Walnut Hill Express	5	117	135
Westminister	9	96	112
White Oak	19	108	122

ATTACHMENT 16 – TORFP J00P6200014 Project Plan Components

Develop the following components and plans:

- a) Stakeholders List
- b) Scope Statement
- c) Project Team List
- d) WBS / WBS Dictionary / Network Diagram
- e) Schedule
- f) Project Management Plans:
 - ◆ Risk
 - ◆ Communication
 - ◆ Quality
 - ◆ Scope
 - ◆ Schedule
 - ◆ Cost
 - ◆ Staffing

ATTACHMENT 17 - Instructions for Accessing the MDOT Secure FTP Server

- A. Start your browser.
- B. In the address field key in <https://sftp.mdot.state.md.us>
- C. Click “go” or press the “Enter” key.
- D. If you receive the following "Security Alert" window, select “Yes” to proceed.



- E. When prompted, enter your User Name and Password assigned by Maryland MVA and select “OK” or press the “Enter” key.



- F. You are now connected to the MDOT Secure FTP server. We recommend that you save the URL to "favorites"
- G. To close your session click the "Secure Transport" button at the top of the screen.

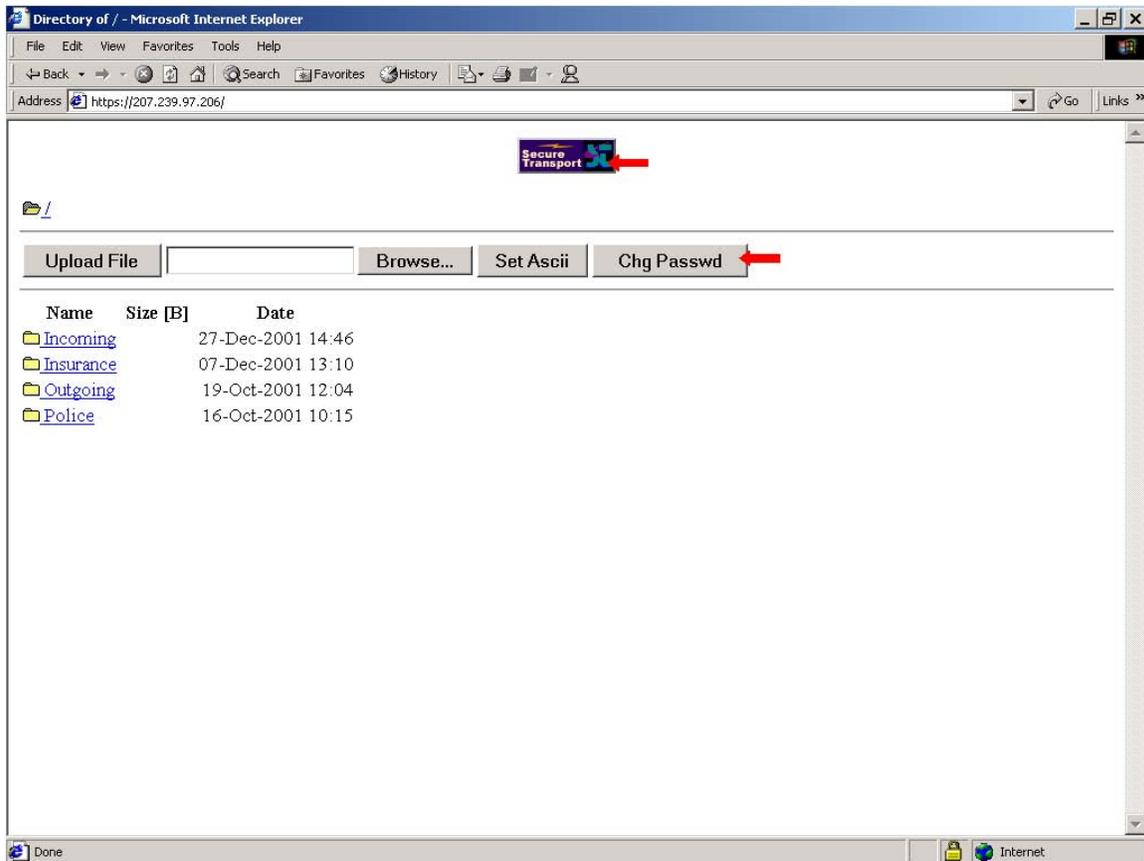


Figure 1

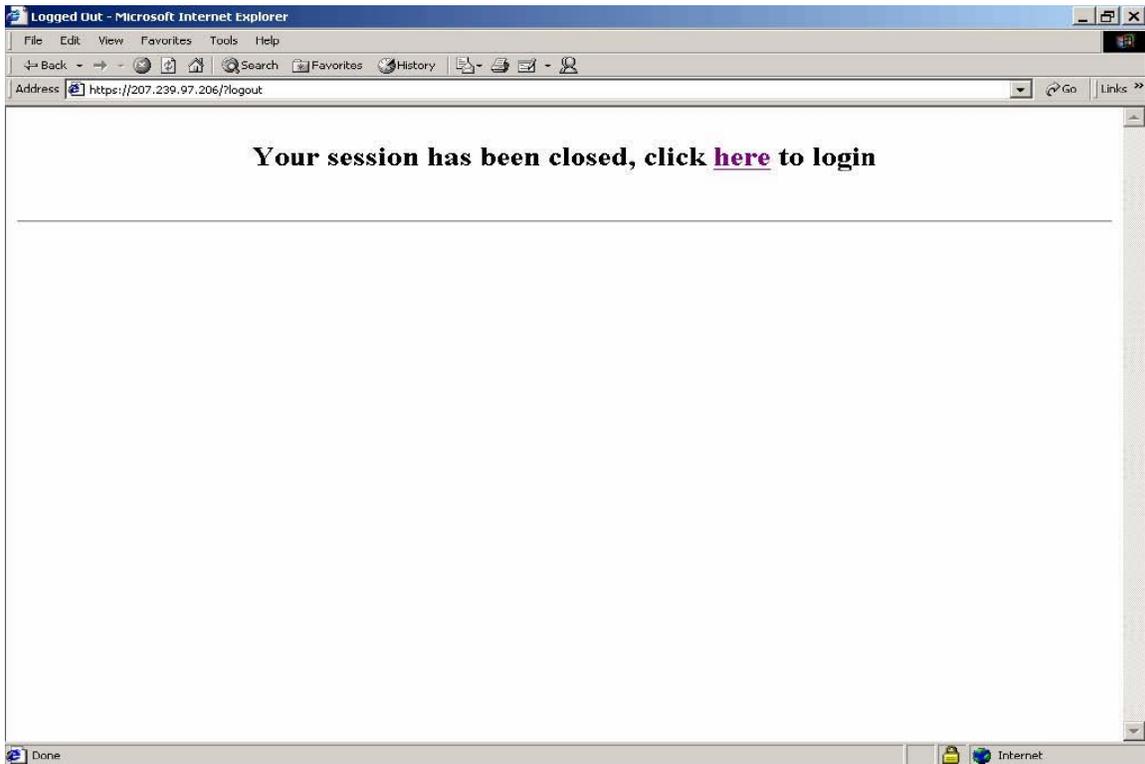
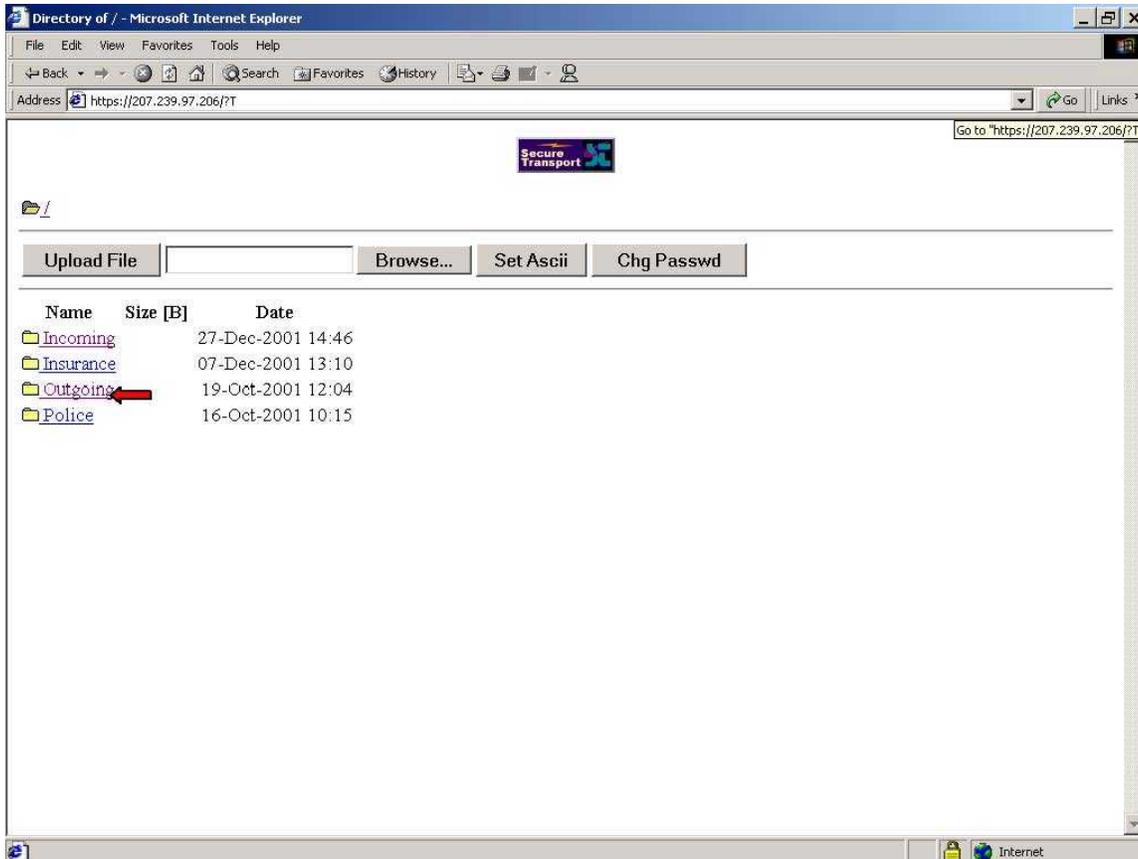


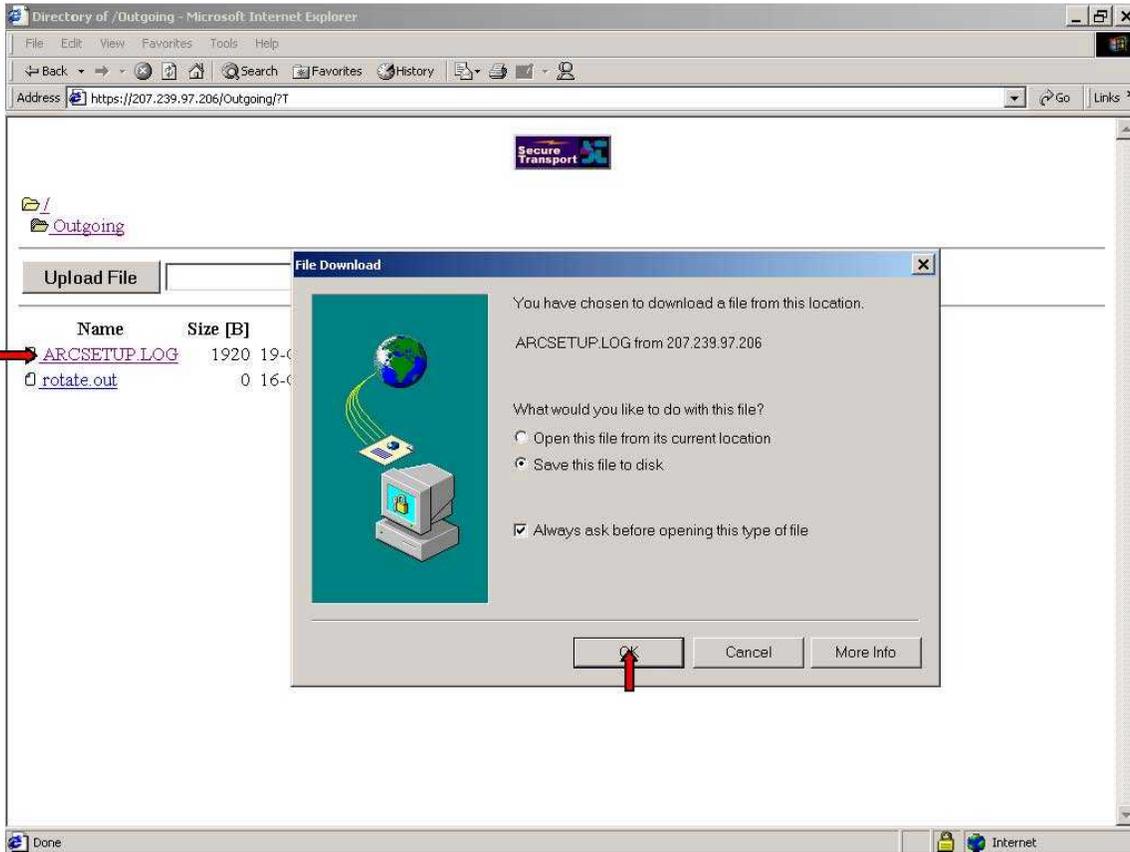
Figure 2

Retrieving a File from the Maryland Department of Transportation Secure FTP Server (Downloading)

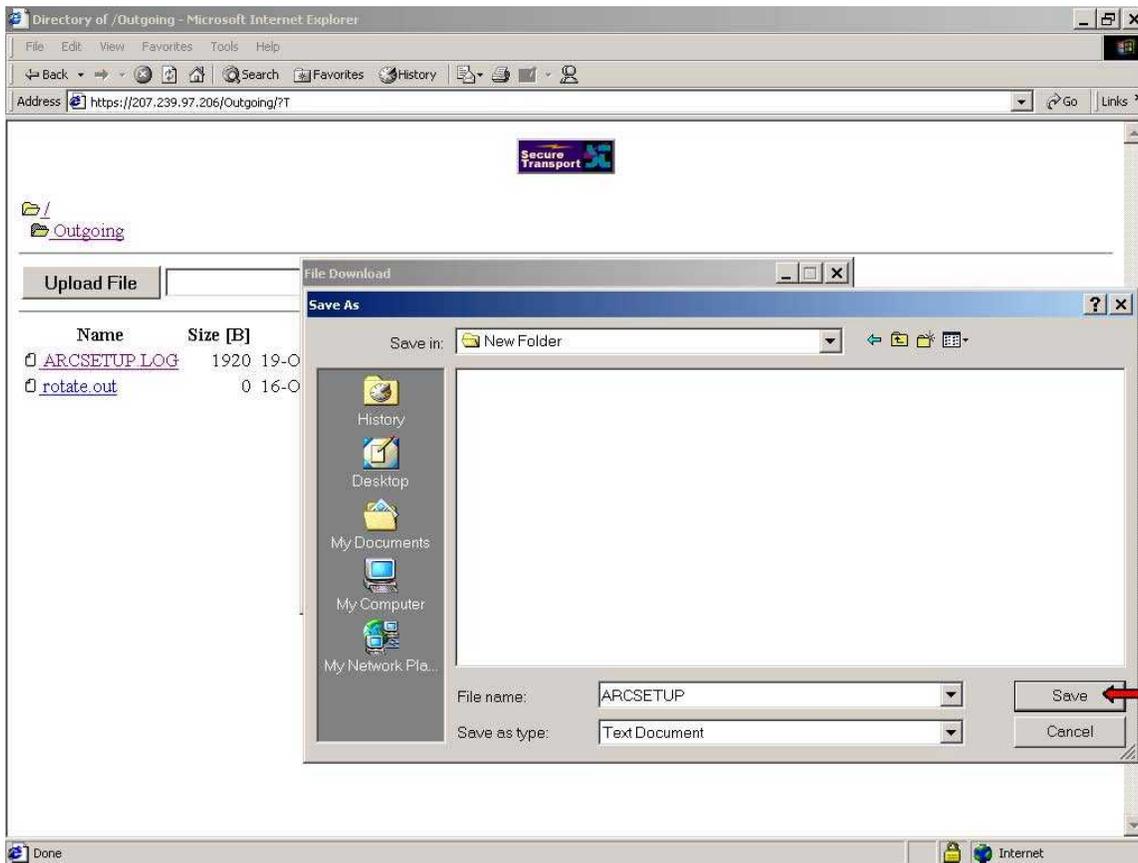
1. To retrieve a file from the Maryland Department of Transportation Secure FTP Server, click the “Outgoing” Name (directory).



2. Click the file you would like to download, the “File Download” window appears, and then follow the instructions in the “File Download” window. Click the “OK”.



- The "Save As" window will appear. Locate a folder that you wish to save the file into. You may also create a new folder, which this file can be placed in. Click the "Save" button once the destination has been determined. The file will then be downloaded to your system.



- To report a problem, please call the Maryland Department of Transportation Help Desk (410-768-7181) and explain your problem. They will request information from you and work with you to resolve the problem.