



**Department of Budget and Management
Office of Information Technology
Application Systems Management Division**

Consulting and Technical Services (CATS)

**CHANGE ORDER REQUEST FOR PROPOSAL (CORFP) #1
To
SYSTEMS AND APPLICATIONS
RISK ASSESSMENT
TORFP #050P6803359**

ISSUE DATE: May 24, 2006

CHANGE ORDER REQUEST FOR PROPOSAL (CORFP) #1

To

TORFP #050P6803359

1 PURPOSE

The purpose of this Change Order Request for Proposal (CORFP) is to include into the existing Systems and Applications Risk Assessment (SARA) Project (TORFP #050P6803359) those systems supporting the Department of Budget and Management's Central Collections Unit (CCU). Consistent with the scope of the SARA project, the desired outcome of this CORFP is to identify and quantify operational and service delivery risks associated with these systems. In addition, this CORFP is to result in risk mitigation strategies that can be employed to minimize the State's exposure to the identified risks, thereby prolonging system life expectancy and minimizing service delivery interruptions.

2 BACKGROUND

The CCU is responsible for collecting all delinquent accounts of the State (with certain exceptions such as tax collection) in the quickest and most cost effective manner. Prompt collection of State debts maintains the integrity of the State's numerous fees and billing systems, and protects the majority of Maryland's citizens who pay their obligations to the State. Uncontrollable circumstances can sometimes effect the timely payment of bills. Under such circumstances, a payment plan is established with the debtor.

The major functions of CCU are to:

1. Collect monies owed to the State from delinquent debtors (businesses and individuals).
2. Determine when compromise or settlement of a delinquent claim is in the State's best interest.

The primary system supporting CCU, Columbia Ultimate Business System (CUBS), was developed and is maintained by Columbia Ultimate of Vancouver, WA. CUBS is developed around circa 1987 technology. The company has indicated that a modernized replacement system is at least three years away. Columbia Ultimate is under contract with the State to provide system maintenance and enhancement support. The current systems support the following business processes:

- Receipt of delinquent account information from multiple sources.
- Real time logging of account activity: Customer service representatives entering client contact information such as phone conversations; system generated activities such as dates notice letters are produced and mailed are automatically logged.
- Interactive Voice Response (IVR) for debtors to access account information.
- Interfacing with various State databases such as accounts payable.
- Supports 250 users: approximately half are CCU employees, the other half are users with read only access to the status of debts affecting their specific agency.
- Management of 1 million accounts (up from 350,000 in 2002). Accounts are defined as an instance of non-payment. Individuals who have debts with multiple agencies will have multiple accounts.
- Secure connectivity to the system from multiple access points (internal LAN, State WAN, Internet).
- Standard and adhoc reporting.
- Processing of monies received and accounting of funds.

3 SCOPE OF THE CORFP

3.1 Included Systems

The scope of this CORFP is limited to the following systems/applications:

- A) CUBS.
- B) IVR System interfaced to CUBS.
- C) Cash Receipting System.

3.2 Deliverables

TO Contractor shall produce the following deliverables. All deliverables are subject to the requirements defined in the original TORFP Section 2.2.3.

| ID | CORFP Deliverable | Description |
|-----------|--|---|
| 3.2.1 | Project Management Plan | Develop a Project Management Plan (PMP) that clearly articulates the tasks required to successfully complete the requirements of this CORFP, how these tasks will be incorporated into the current PMP, and any ramifications this CORFP may have on the current PMP. |
| 3.2.2 | Interview Schedule and Requested Information | Develop a stakeholder interview schedule and list of requested information. |
| 3.2.3 | CCU Risk Assessment | Conduct a Risk Assessment consistent with TORFP Section 2.2.2.1. |
| 3.2.4 | CCU Risk Mitigation Strategies | Produce Risk Mitigation strategies consistent with TORFP Section 2.2.2.2. |

4 PROPOSAL SUBMISSION

TO Contractor shall submit its proposal in accordance with Section 3 of the above referenced TORFP no later than June 10, 2006, at 2 PM local time. The proposal must clearly indicate if TO Contractor staff and subcontractors previously reviewed and approved by the State to perform on the SARA Project are to be employed in satisfying the requirements of this CORFP. If additional staff and subcontractors are to be employed, the TO Contractor is required to submit as part of its response to this CORFP all documentation as required in Section 3 of the TORFP for State review and approval.

Recognizing the potential impact this CORFP may have on completing the current scope, the State will provide the TO Contractor the latitude of proposing when project tasks are to begin and complete, with the clear understanding that the State requires the deliverables of this CORFP be completed no later than October 31, 2006.

CORFP PRICE PROPOSAL FORM

| Identification | Deliverable | Proposed Price |
|------------------------------------|--|-----------------------|
| 3.2.1 | Project Management Plan | |
| 3.2.2 | Interview Schedule and Requested Information | |
| 3.2.3 | CCU Risk Assessment | |
| 3.2.4 | CCU Risk Mitigation | |
| Total Proposed Fixed Price: | | |

**Consulting and Technical Services Contract
Task Order Agreement Modification**

Modification No.: #1 To Agreement No.: TORFP #050P6803359
Date of Modification: Month Day, 2006 Contract Dated: Month Day, 2006

Between the State of Maryland, Department of Budget and Management (Customer) and Dye Management Group, Inc., to provide the services described in Change Order # 1. The following contract terms and conditions are modified as follows:

1. The scope of the agreement shall include all deliverables as described and proposed to in CORFP #1.
2. All of the provisions of the original Contract remain in full force and effect except as expressly modified herein.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized officers, agents or officials this ____ day of ____ 2006.

Dye Management Group, Inc.

Witness By: _____ (SEAL)
Corporate Officer/Authorized Agent

Printed Name/Title of Officer/Agent

**State of Maryland
Department of Budget and Management**

Witness By: _____ (SEAL)
Gisela Blades, Procurement Officer

Approved as to form and legal sufficiency
this _____ day of _____, 2006

Assistant Attorney General