



**Consulting and Technical Services (CATS)
Task Order Request for Proposals (TORFP)**

**WIC WOW System Support
CATS TORFP PROJECT # M00P6212079**

**Office of the Maryland WIC Program
Family Health Administration
Department of Health and Mental Hygiene**

ISSUE DATE: February 28, 2006

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KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services (CATS) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2, Scope of Work. All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS RFP issued by the Maryland Department of Budget and Management (DBM), Office of Information Technology (OIT) and subsequent Master Contract Project Number 050R5800338, including any amendments.

TORFP Title:	WIC WOW System Support
Functional Area:	FA2 – Web and Internet Systems
TORFP Issue Date:	02/28/2006
Closing Date and Time:	3/22/2006 at 03:00 PM
TORFP Issuing Agency:	DHMH / FHA / Office of the WIC Program
Send Questions and Proposals to:	Sharon Gambrill
TO Procurement Officer:	Sharon Gambrill Chief, Direct Delivery Services, OCPMP 201 West Preston Street Baltimore, MD 21201 Office Phone Number: 410-767-5117 Office FAX Number: 410-333-5958
TO Manager:	Deborah Morgan Chief, WIC Information Technology Management 201 West Preston Street, Room 105 Baltimore, MD 21201 Office Phone Number: 410-767-5658 Office FAX Number: 410-333-5243 Email: Morgand@dnhm.state.md.us
TO Project Number:	M00P6212079
TO Type:	(a) <u>Firm Fixed Price</u> for hot backup facilities services under section 2.2.8.6 and services provided for System Enhancements under section 2.2.8.7; and (b) <u>Time and Materials</u> for Base Period Requirements and Option Periods under sections 2.2.8.1 through 2.2.8.5.
Period of Performance:	Base Period (3 years): April 17, 2006 – April 30, 2009 Option for years 4 and 5: May 1, 2009 – Jan. 31, 2011
MBE Goal:	20 percent
Small Business Reserve (SBR):	No
Primary Place of Performance:	201 West Preston Street, 1 st Floor Baltimore, MD 21201
TO Pre-proposal Conference:	Wednesday, March 8, 2006 at 10:00 AM local time at: 201 West Preston Street, Room L-2 Baltimore, MD 21201 See Attachment 6 for directions.

NOTICE TO MASTER CONTRACTORS

All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. If you have chosen not to propose to this TORFP, you must complete and email this notice to gambrills@dhmh.state.md.us. If you are submitting a TO Proposal, we also ask that you take a few minutes and provide comments and suggestions regarding the enclosed TORFP.

TORFP Title:	WIC WOW System Support
TORFP Project Number:	M00P6212079

1. If you have responded with a "not submitting Task Order Proposal", please indicate the reason(s) below:
 - Other commitments preclude our participation at this time.
 - The subject of the TORFP is not something we ordinarily provide.
 - We are inexperienced in the services required.
 - Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
 - The scope of work is beyond our present capacity.
 - Doing business with the State of Maryland is too complicated. (Explain in REMARKS section.)
 - We cannot be competitive. (Explain in REMARKS section.)
 - Time allotted for completion of a Task Order Proposal is insufficient.
 - Start-up time is insufficient.
 - Bonding/Insurance requirements are too restrictive. (Explain in REMARKS section.)
 - TORFP requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)
 - MBE requirements. (Explain in REMARKS section.)
 - Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
 - Payment schedule too slow.
 - Other: _____.
2. If you have submitted a Task Order Proposal, but wish to offer suggestions or express concerns, please use the Remarks section below.

Remarks:

Master Contractor

Name: _____ Date: _____

Contact Person: _____ Phone ____ - ____ - ____ Email _____

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement. See Section 2.7 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 DHMH'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 # M00P6212079. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP # M00P6212079 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP # M00P6212079 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 website 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. Refer to RFP Section 1.9 for additional information.

1.6 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT 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 Master Contractors to review at a reading room at DBM, 45 Calvert Street, Annapolis, Maryland. Master Contractors who review such documentation will be required to sign a Non-Disclosure Agreement 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 in the form of Attachment 11.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE, BACKGROUND, AND OBJECTIVES

2.1.1 PURPOSE

The purpose of this solicitation is to select one TO Contractor to provide system support and system enhancement for the Women, Infants and Children (WIC) Program's WIC on the Web (WOW) systems.

2.1.2 REQUESTING AGENCY BACKGROUND

This TORFP is issued by the Office of the Maryland WIC Program, located at:

Office of the Maryland WIC Program
Room 105
201 West Preston Street
Baltimore, MD 21201

The WIC Program¹ is a federally funded program that provides healthy supplemental foods and nutrition counseling for pregnant women, new mothers, infants, and children under age five. The program has an extraordinary 30-year record of preventing children's health problems and improving their long-term health, growth, and development. WIC scored second highest in customer satisfaction among 30 high impact government programs in a recent survey. WIC serves over 7.3 million women, infants and children through over 10,000 clinics nationwide. In State Fiscal Year 2004, Maryland WIC served an average of 107,000 women, infants, and children each month.

The Maryland WIC Program screens applicants and provides services in 85 clinic sites throughout Maryland state. Each clinic includes a computer for each WIC staff member as well as at least 1 report and 1 check printer (MICR) per clinic. Clinic staff access WOW via the internet using State network connections (e.g. T1 lines), with smaller and/or remote sites using cable modem and DSL connections where the State network is not available. Some clinics use laptops for satellite clinics or for use in non-dedicated office space. All of the clinic equipment (computers, printers, and network connections) are maintained by the DHMH WIC Program Help Desk. The TO Contractor shall provide additional support for the clinics, working in conjunction with the WIC Help Desk to provide reliable WOW services to WIC staff statewide.

¹ For additional information on the WIC Program see United States Department of Agriculture circular [CFDA 10.557](#): Special Supplemental Nutrition Program for Women, Infants and Children (WIC) at http://www.whitehouse.gov/omb/circulars/a133_compliance/05/usda.pdf.

2.1.3 PROJECT BACKGROUND

2.1.3.1 WOW Overview

The WIC Program recently completed the implementation of a new WIC information system called WIC on the Web (WOW). Completed in 2005, WOW is a robust, web-based, full-featured system meeting all of the Food and Nutrition Services (FNS) mandatory requirements defined by the FNS [Functional Requirements Document \(FReD\)](#) for a WIC information system (the FReD is available at www.fns.usda.gov/wic/StateInformationSystems/FReD/FREDdocumentsmenu.htm).

WOW is an advanced web-based WIC information system which takes advantage of modern web-based technology by using a centralized database and an intuitive user interface developed in Microsoft Visual Basic.NET with an Oracle 9i database behind it. The web-based front-end allows the system to be used by authorized WIC staff from any computer with internet access, offering new opportunities to perform WIC services in hospitals, doctor's offices, and other currently unserviceable sites.

The WOW software, including the source code, is owned by Maryland State.

WOW system documentation is available to Master Contractor's for review upon request.

2.1.3.2 WOW Modules

The WOW system is comprised of several integrated modules:

- A) **Clinic module** – Approximately 100 screens and 50 reports which provide WIC clinic staff the ability to schedule appointments, precertify and certify participants, perform demographic intake, income validation, nutrition risk assessment, and record medical data as well as assign a food prescription and issue food instruments (checks).
- B) **Administration module** – Approximately 20 screens which allow authorized State Staff and Local Agency Coordinators to assign roles and passwords for their staff as well as to maintain certain standard tables containing codes used in dropdown boxes and similar elements.
- C) **Vendor module** – Approximately 70 screens and 80 reports used by the Vendor unit at the State office to track all Vendor activities including the application process, training, price monitoring, and peer group averages.
- D) **Nutrition module** – Approximately 20 screens used to maintain food package prescription information.
- E) **Finance module** - Approximately 45 screens and 60 reports used by the Finance unit at the State office to track Statewide caseload and finance data including detailed food instrument issuance and redemption information.
- F) **Training module** – Approximately ten (10) training modules provide users with web-based training for WOW and nutrition topics.
- G) **End-of-Day module** – a process made up of approximately 22 batch jobs that execute PL/SQL scripts running on one of the servers, and performs essential

manipulation and analysis of the WIC database, as well as handles the interface to the bank.

2.1.3.3 WOW Architecture

WOW is based around a centralized Oracle 9i database running on the Windows 2003 Server operating system on HP BL40p Blade servers connected to an HP Modular SAN Array 1000. There are four major components that access the WOW database: the front-end, the back-end, the end-of-day process, and external interfaces.

A) **The front-end**

The front-end refers to the Clinic, Administration and Training modules containing the screens and reports that are used in the WIC clinics and local agencies throughout Maryland State (note this differs slightly from the conventional definition of “front-end” which refers to all user interfaces; for WOW the front-end does not include the Finance, Vendor and Nutrition modules used only at the State office).

The front-end screens are developed and maintained using Microsoft Visual Basic.NET and Javascript with additional 3rd party components (i.e. Infragistics Grid). The front-end operates on an n-tier architecture. The client tier consists of the Internet Explorer version 5.5 or higher running on desktop and laptop computers using Microsoft Windows 2000 or XP. The front-end uses Secure Socket Layer (SSL) protocol via HTTPS over telecommunications lines (56K, T-1, DSL and cable modems) to connect to the web server. The web server employs a Redline Web Accelerator server to improve network performance. The web server communicates with the WOW system behind the DHMH firewall including an application server running Microsoft .NET components and connecting to the Oracle 9i database server including stored procedures.

B) **The back-end**

The back-end refers to the screens, reports and processes that are used at the State WIC office, primarily to handle the Financial, Vendor and Nutrition requirements for WIC. The back-end is also built and maintained using Microsoft Visual Basic.NET with additional 3rd party components as described above. All modules provide the ability for the user to run Oracle reports directly from the application.

C) **The End-of-Day process**

The end-of-day process is comprised of a set of batch files and PL/SQL scripts that run on the application server every night. The end-of-day process performs essential manipulation and analysis of the WIC database, as well as handles the interface to the bank.

D) **External Interfaces**

The external interfaces include all of the actions that require the transference of data between the central WIC database and external agencies such as the USDA. The Interfaces table on page 8 lists the WINS interface requirements. The most critical of the external interfaces is with the bank to send and receive information about food instruments (checks).

E) **Operating Environment**

WOW is a web-based application running on a centralized database housed at the State office. The system configuration is separated into three tiers: database, application and client.

Section 2 – Scope of Work

Database Tier

Component	Hardware	Software
• Storage Area Network (SAN)	• HP Modular SAN Array 1000	• Microsoft Windows 2003
(2) Database Servers (WOWDATA1 & WOWDATA2)	• HP BL40p Blade Server	• Microsoft Windows 2003 Enterprise Edition • Oracle 9i
• Tape backup	• HP 1/8 Autoloader	• Veritas Backup Exec 9.1

Application Tier

Component	Hardware	Software
(2) Application Servers (WOWAPP1 & WOWAPP2)	• HP BL20p Blade Servers	• Microsoft Windows Server 2003 Enterprise Edition
(3) Report Servers (WOWRPT1, WOWRPT2, & WOWINFR)	• (2) HP BL20p Blade Servers • (1) HP DL140 Server	• Microsoft Windows Server 2003 Enterprise Edition • Microsoft Windows Server 2003 Standard Edition
• Domain Controllers (WOWDC1 & WOWDC2)	• HP BL20p Blade Servers	• Microsoft Windows Server 2003 Standard Edition
(1) Web Accelerator	• Redline Web Accelerator	

Client Tier

Component	Hardware	Software
297 Desktop computers	• Dell OptiPlex GX270 • Dell OptiPlex GX280	• Microsoft Windows 2000 • MS Windows XP Professional • Microsoft Word 2000 • Acrobat Reader v7.0
65 Notebook computers	• Dell Inspiron 4100 • Dell Latitude D600 • Dell Latitude D800	• Microsoft Windows 2000 • MS Windows XP Professional • Microsoft Word 2000 • Acrobat Reader v7.0
56 Check Printers	• SourceTech MICR printer	
66 Report Printers	• SourceTech ST9120 printer	

Interfaces

Agency	WIC WOW Sends	WIC WOW Receives
Bank (currently FSMC)	FI issuance data (nightly via FTP) ; peer group average and vendor files (nightly via FTP)	FI issuance + redemption information
Mead Johnson	Rebate data file with information about infant formula rebates	-
Immunizations Program	Immunization status for WIC participants (via electronic transmission of report)	-
MARO/USDA/FNS	Various reports (via hardcopy); biennial PC data file	-
CDC	PedNSS data (via FTP)	-
DHMH / GIS	Subsets of data for geocoding	-
WIC Programs in Other States (pilot with PA)	Caseload data for dual participant identification (in XML format via FTP)	Caseload data for dual participant identification (in XML format via FTP)

Additional Systems

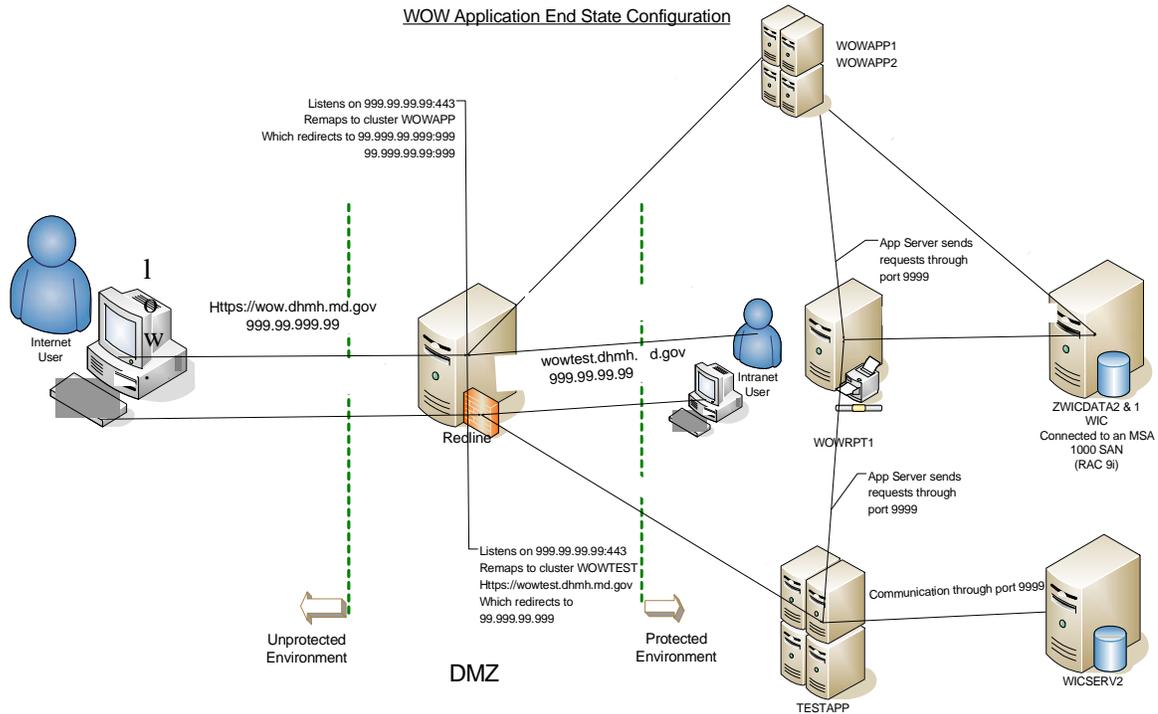
System	Hardware	Software
Development System	2 HP DL380 G3 Servers	• Microsoft Windows Server 2003
Testing System	1 HP DL580 G3 Servers	• Microsoft Windows Server 2003
Training System	12 Dell Latitude D800	• Microsoft Windows Server 2003

Section 2 – Scope of Work

	notebooks 2 Dell Latitude D600 notebooks (Servers)	<ul style="list-style-type: none"> • MS Windows XP Professional • Acrobat Reader v7.0
Hot Backup System	1 HP 580 Server 1 HP 580 G3 Server 1 Dell 2650 Server 1 Redline Accelerator	<ul style="list-style-type: none"> • Microsoft Windows Server 2003
Help Desk Systems <ul style="list-style-type: none"> • Magic Database Server • Magic Application and SQL Server 	<ul style="list-style-type: none"> • Dell Optiplex SX280 • HP Proliant DL380 G3Server 	<ul style="list-style-type: none"> • Microsoft SQL Server 2003 • MS Windows 2000 • Magic Service Desk 2.8 • DameWare 4.501

2.1.3.4 WOW Network Diagram

The WOW system is an n-tier application comprised of three different sets of servers. Each server subsystem performs a separate computational role within WOW as illustrated below.



Sub-System	Software/Hardware	Description
Web Server	Windows Server 2003, IIS 6.0, ASP.Net 1.1	The Web server sub-system is the primary interface into the WOW application. This sub-system is responsible for all application logic, presentation and system security.
Report Server	Windows Server 2003, Oracle 9iAS, Oracle Discoverer, Oracle Reports	The reporting sub-system consolidates all application reports and provides for future ad-hoc reporting functionality.
Database Server	Windows Server 2003, Oracle RAC 9i	WOW utilizes Oracle's Real Application Cluster (RAC) database software to perform failover and load balancing.

2.1.4 OBJECTIVES

The objective of this solicitation is to select one TO Contractor to maintain and enhance the full operational capacity of the WOW system through the execution of the following activities:

2.1.4.1 Monitoring, maintenance and upgrades as set forth in section 2.2.8.2, including:

- A) Verify End of Day process
- B) Daily review of system logs
- C) Daily backup of systems
- D) System Upgrades
- E) Quarterly Scheduled Inspection and Preventative Maintenance
- F) Monthly status reports
- G) Training and Documentation

2.1.4.2 Troubleshooting and Problem Resolution as set forth in section 2.2.8.3:

- A) Troubleshooting
- B) Training and Documentation

2.1.4.3 Software Modifications as set forth in section 2.2.8.4:

- A) Develop and test software changes
- B) Maintain and manage a software version control system
- C) Plan, coordinate, implement and support software releases
- D) Update System Documentation to reflect changes

2.1.4.4 One Individual Onsite for System Support as set forth in section 2.2.8.5.**2.1.4.5 Maintenance of the Hot Backup Facility as set forth in section 2.2.8.6.****2.1.4.6 System Enhancements and Change Orders as set forth in section 2.2.8.7:**

- A) System Enhancement #1 for Virgin Islands System Startup
The Master Contractor shall be prepared to finalize and execute System Enhancement #1 for Virgin Islands Startup within 15 working days of Task Order award.
- B) System Enhancement #2 for Vendor Web Module

The TO Contractor must ensure WOW runs reliably with a minimum 98% system availability (“uptime”) during normal business hours.

2.2 TECHNICAL REQUIREMENTS

2.2.1 List of WIC Systems

The TO Contractor shall be responsible for the support, maintenance and modifications of all WOW systems to ensure continued reliable and maximum uptime. This encompasses all WIC systems including:

- A) WOW Production system
- B) WOW Testing system(s)
- C) WOW Development system
- D) WOW Training system(s)
- E) WOW Hot Backup system
- F) VI WOW Production system (upon completion of System Enhancement #1)

The TO Contractor must ensure WOW Production system runs reliably with a minimum 98% system availability (“uptime”) during normal business hours (7:30 AM – 6:00 PM) Eastern Standard Time, as observed by the State of Maryland.

2.2.2 List of WIC Software

The TO Contractor shall be responsible for the support, maintenance and modifications of all WOW systems using the following software applications:

- A) Oracle 9i including PL/SQL and stored procedures
- B) Microsoft Visual Basic .NET web development including Infragistics NetAdvantage
- C) Javascript
- D) Microsoft SourceSafe
- E) Microsoft Server 2003; FTP; IIS; and Redline web accelerator
- F) Microsoft Office suite; Microsoft Project
- G) Macromedia Dreamweaver MX Studio 8
- H) Tool For Oracle Application Developers (TOAD)

2.2.3 WIC Functional Areas

The TO Contractor shall be responsible for the support, maintenance and modifications of all WOW systems using the rules, regulations, policies and standards set forth in the following:

- A) USDA's [Functional Requirements Document for a Model WIC System with EBT](#) (FRED-E), including functional requirements for major WIC system functions:
- Certification
 - Nutrition Education, Health Surveillance and Referrals
 - Food Benefit Issuance
 - Food Benefit Redemption, Settlement, and Reconciliation
 - Financial Management
 - Caseload Management
 - Operations Management
 - Vendor Management
 - Scheduling
- B) Vendor Regulations including the Federally mandated report, The Integrity Report (TIP)
- C) Financial computations and Federally mandated reports, including:
- FNS-798, WIC Financial Management and Participation Report (OMB No. 0584-0045);
 - FNS-798A, Addendum to WIC Financial Management and Participation Report – NSA Expenditures (OMB No. 0584-0045)
- D) WIC System interfaces and standard reports, including:
- PC Studies data
 - Nightly FTP interface and import/export of files with the WIC bank
 - CDC PedNSS data
 - Multi-state Dual Participation web interface

2.2.4 Format of Electronic Files

The TO Contractor shall ensure that all work products resulting from this solicitation are provided to the DHMH TO Manager. The TO Contractor shall provide electronic copies of all work in the one of the following formats unless prior approval is obtained by the DHMH TO Manager:

- Microsoft Word 2000 or later
- Microsoft Excel 2000 or later
- Microsoft PowerPoint 2000 or later

- Microsoft Project 2000 or later
- Source code in the format of the approved development tools (i.e. VB.NET, PL/SQL)
- Data files in Oracle 9i format

2.2.5 Hardware, Software and Additional Resources

The State will provide the hardware and software resources as set forth in section 2.1.3.3. All equipment (except the Hot Backup equipment) is located at 201 West Preston Street and is only accessible to authorized staff within the 201 West Preston Street building.

2.2.5.1 DHMH Resources Provided

At the DHMH building at 201 West Preston Street, Baltimore MD, a reasonable level of the following items will be provided to one TO Contractor's (Computer Specialist) personnel:

- Office space
- Office furniture (desk and chair)
- Office supplies
- Use of Telephone and fax equipment
- Access to/use of Photocopier(s) and printer(s)
- Access to/use of Personal computer with E-Mail and Internet services
- Access to/use of System hardware and software to perform testing

2.2.5.2 DHMH Resources NOT Provided

The following list reflects items that DHMH will not provide but anticipates the TO Contractor will need to provide for their own use for the duration of the contract:

- Personal computers for TO Contractor staff other than for the Computer Specialist at 201 West Preston Street.
- Software licenses for the development suite, 3rd party development tools, and related software

2.2.6 Non-Visual Access

The WOW system complies with State COMAR 21.05.08.05 and federal Section 508 requirements. The TO Contractor shall include section 508 non-visual access components in all work, including system maintenance, modifications and System Enhancements and shall ensure WOW and all modifications and enhancements remain compatible with software and hardware used for non-visual access.

For additional information regarding non-visual access requirements see <http://docushare.msde.state.md.us/docushare/dsweb/Get/Document-50014/NVA%20Regulations%20Overview%20Draft%20022305.doc>.

2.2.7 PROJECT APPROACH

2.2.7.1 Anticipated TO Contractor Staffing Level

Based on the deliverables set forth in section 2.2.8, the WIC Program believes that the following job categories are required to fulfill deliverables 2.2.8.1 – 2.2.8.6. TO Contractor staffing to fulfill system enhancement requirements as set forth in section 2.2.8.7 shall be included in the technical proposal for each individual system enhancement.

Requirement	Job Category
(All)	Project Manager
Contract Startup	Project Manager
Monitoring, Maintenance and Upgrades	Computer Specialist Database Manager Testing Specialist
Troubleshooting & Problem Resolution	Computer Specialist Advanced Tech Application Developer Database Manager
Software Modifications	Advanced Technology Application Developer Testing Specialist
Onsite system support	Computer Specialist
Maintain Hot Backup Facility	Computer Specialist
Additional Technical Resources	Database Manager
System Enhancements	(specified in System Enhancement Request Section 2.2.8.7)

The Master Contractor shall propose the following key qualified staff:

A) **Project Manager**

The Master Contractor shall plan for 520 hours of work annually for a Project Manager to perform the day-to-day management of the project and serve as the point of contact for the TO Contractor with the State regarding the TO Agreement. The PM will work closely with the State TO Manager to ensure the project is on schedule and all deliverables are acceptable. The PM must be knowledgeable in the WIC rules, regulations, policies and standards as noted in section 2.2.3.

B) **Computer Specialist**

The Master Contractor shall plan for 2,184 hours of work annually for the full-time support technician (estimate based on 40 weekday hours and 2 hours each Saturday). Additional or fewer hours may actually be incurred based on need. The onsite support technician will be the primary TO Contractor resource for addressing all WOW technical issues, including:

- Monitoring, maintenance and upgrades as set forth in section 2.2.8.2.
- Troubleshooting and Problem Resolution as set forth in section 2.2.8.3.

- Maintenance of the Hot Backup facility as set forth in section 2.2.8.6.

The Computer Specialist shall have a basic working knowledge of WIC operations and shall be expected to rapidly become familiar with the operations of the WIC systems and the technical environment in order to handle troubleshooting activities. This individual shall have experience with help desk support, complex problem analysis and resolution, network troubleshooting, Windows Server 2003 active directory structures, and web accelerator server experience. The assignment of this individual to the project is subject to DHMH approval which must be obtained by the TO Contractor at least 5 days prior to the assignment of the individual to this role.

The Onsite technician may be required to obtain TO Contractor assistance from additional technical resources (e.g. database managers, network technicians, etc) to meet contractual requirements.

The support technician shall have the following experience:

- Microsoft operating system support for end-user computer hardware, software and applications (e.g. Microsoft Office);
- Microsoft Server 2003 installation and support
- Microsoft IIS and related web-based system installation and support
- Help desk support and troubleshooting
- Microsoft Server 2003 and web accelerator network engineering
- Experience developing, supporting and maintaining WIC information systems

C) **Database Manager**

The Master Contractor shall propose for 520 hours of work annually for a database manager to support the Computer Specialist and application developers in all deliverables involving the WOW Oracle 9i database. The database manager's expertise may be used in:

- Monitoring, Maintenance and Upgrade as set forth in section 2.2.8.2
- Troubleshooting and Problem Resolution as set forth in section 2.2.8.3

The database manager must be totally proficient in:

- Oracle 9i including PL/SQL and stored procedures

D) **Testing Specialist**

The Master Contractor shall propose for 520 hours of work annually for a Testing Specialist. The Testing Specialist will be responsible for testing of all software changes based on change requests approved and directed by the State TO Manager. The Testing Specialist is also responsible for developing training materials for any system modifications that are implemented that require additional end-user training. The Testing Specialist will also be responsible for integrating system changes into existing training materials and documentation.

The focus of the duties for the Testing Specialist will be in deliverables:

- Monitoring, Maintenance and Upgrades as set forth in section 2.2.8.2

- Software Modifications as set forth in section 2.2.8.4

The Testing Specialist shall have extensive experience and in-depth knowledge of WIC program rules and regulations and shall use that knowledge and experience in the comprehensive testing of software as well as the documentation, communication and training of WIC procedures.

- Microsoft Office Suite
- Microsoft Source Safe
- Macromedia Captivate
- RoboHelp
- Toad
- Snag-It
- Adobe Photoshop

E) **Advanced Technology Application Developers**

The Master Contractor shall propose for 2,080 person-hours of work annually for Advanced Technology Application Developers (ATAD). The primary focus of the ATAD(s) will be:

- Troubleshooting and Problem Resolution as set forth in section 2.2.8.3
- Software Modifications as set forth in section 2.2.8.4

The skills required by the ATADs are:

- Oracle 9i including PL/SQL and stored procedures
- Microsoft Visual Basic .NET web development including Infragistics NetAdvantage
- Javascript
- Microsoft SourceSafe
- Microsoft Server 2003; FTP; IIS; and Redline web accelerator

2.2.7.2 TO Contractor Key Personnel

The TO Contractor shall provide the key personnel identified below. Key personnel must be available when necessary to meet the requirements of WOW System Support. THE TO CONTRACTOR MAY NOT ASSIGN KEY PERSONNEL TO OTHER TO CONTRACTOR PROJECTS IN ANY WAY THAT RESULTS IN A CONFLICT IN THEIR ABILITY TO MEET THE REQUIREMENTS OF THIS TORFP. The TO Contractor shall not bill Maryland for staff hours spent on work for other clients. The TO Contractor shall provide those individuals accepted by DHMH as key personnel throughout the Contract term.

A) **Key Personnel Qualifications**

The TO Contractor shall certify that key personnel meet the qualifications identified in this TORFP.

On a case-by-case basis, TO Contractor key personnel may be approved by DHMH for performance in multiple skill categories for which they are qualified.

No Substitution of Education for Experience. For key personnel requiring a Bachelor's Degree, a Master's Degree or higher may not be substituted for the general and specialized experience required.

Substitution of Experience for Education. If the TO Contractor proposes to substitute experience for the education required for a key staff member, the TO Contractor shall explain why the experience is a satisfactory substitute.

B) Substitution of Key Personnel

The TO Contractor shall follow the Substitution of Personnel requirements as set forth in the CATS RFP section 2.11.8 on page 35.

C) Definition of Key Personnel:

The key personnel will consist of:

- Project Manager
- Computer Specialist
- Database Manager
- Testing Specialist Specialist
- Advanced Technology Application Developers

2.2.7.3 Contingency Plans

The TO Contractor shall propose a contingency plan that directs how the TO Contractor will respond during non-routine business operations – e.g. in the event of a firewall breach the firewall shall be shut down; in the event of an access server failure, the system shall refuse all connection attempts, etc. These directives shall be in place prior to operations and shall be built into the automated logic of the system devices.

The TO Contractor's contingency plan shall also address in- and out- transition activities.

2.2.8 DELIVERABLES

For each written deliverable (see Section 2.2.9), draft and final, the TO Contractor shall submit to the TO Manager one hard copy and one electronic copy compatible with Microsoft Office 2000, Microsoft Project 2000 and/or Visio 2000.

Drafts of all final deliverables are required at least two weeks in advance of when all final deliverables are due. Written deliverables defined as draft documents must demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors such as poor grammar, misspellings or incorrect punctuation, but must:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable's content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the section of the deliverable being discussed.
- E) Represent a significant level of completeness towards the associated final written deliverable 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 acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 8). The TO Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 9). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Reference 2.6 Invoicing).

When presented for acceptance, a written deliverable defined as a final document must satisfy the scope and requirements of this TORFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings or incorrect punctuation, and must:

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

- B) Be organized in a manner that presents a logical flow of the deliverable's content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the section of the deliverable being discussed.

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

2.2.8.1 TO Agreement Startup

The TO Contractor shall perform the activities necessary to ensure the smooth support and execution of deliverables by quickly becoming familiar with the WIC IT environment and all support requirements. The TO Contractor shall complete all startup activities within ten (10) working days of contract start to minimize any possible disruption to support services. Startup activities include:

- A) **A Kickoff Meeting** with the TO Contractor's key staff and WIC staff within three (3) days of contract start to address the details for all support issues and identify issues which may need resolution.
- B) **Deliver Communications and Contingency Plans** to the State TO Manager with contact information and protocols for obtaining TO Contractor support during non-regular business hours and in emergency conditions.
- C) **Establish support resources** and ensure all resources necessary to execute contract deliverables are in place and fully operational.
- D) The kickoff meeting shall include a **review and analysis of the System Enhancement proposals** in accordance with the requirements set forth in **Attachment 12: System Enhancement #1 for Virgin Islands System Startup, Attachment 13: System Enhancement #2 for Vendor Web Module**, and the procedures set forth in section 2.2.8.7. based on the System Enhancement proposal provided with the technical proposal as set forth in section 3.2.

2.2.8.2 Monitoring, Maintenance and Upgrades

The TO Contractor shall assume full responsibility for all monitoring, maintenance and upgrade tasks under the WIC Program's direction, within ten working (10) days of TO Agreement start (the incumbent TO Contractor shall continue these tasks during the first 10 working days of this TO). The TO Contractor shall schedule the following activities and tasks on a recurring basis to ensure that the production environment is fully functional and is performing as specified. These tasks are also applicable to the non-production systems listed in section 2.2.1 but can be done on a less frequent basis subject to approval of the DHMH Contract Manager; the Master Contractor's technical proposal shall describe the tasks and frequency per system. All activities shall be performed in accordance with documented procedures established by DHMH. System maintenance procedure documentation is available for Master Contractors to review at the DHMH facility by appointment.

A) Verify End of Day Process

The TO Contractor shall perform daily End of Day verification and report the

status to the State TO Manager by 9:00 AM every morning, Monday through Saturday.

- The TO Contractor shall review the End of Day logs, affected tables and related areas of the system to ensure that the End of Day processes all ran correctly; that the files were sent to and received from the bank and processed correctly; and that all aspects of the End of Day process completed successfully.
- The TO Contractor shall notify the State TO Manager by 9:00 AM every morning (Monday – Saturday) of the status of the previous End of Day run, and shall recommend solutions for any problems identified.
- The TO Contractor shall ensure that, at a minimum, the currently documented End of Day issues identified by WIC documentation are addressed daily.

B) Daily review of system logs

The TO Contractor shall review all applicable logs by 9:00 AM each day, Monday through Saturday, to seek out potential problem situations. The TO Contractor shall inform the State TO Manager the results of the system review, including a non-technical summary of overall systems' status and issues identified. The TO Contractor will recommend corrective action for any problems encountered and will execute corrections based on the State TO Manager's decisions. The logs to be reviewed include (but are not limited to):

- Server event logs
- Oracle database logs
- Backup logs
- IIS and related telecommunication logs
- End of Day (EoD) logs

C) Daily backup of systems

The TO Contractor shall perform and verify a backup of the system every day during non-business hours.

- The TO Contractor shall ensure that backups are performed to high-capacity tape or similar storage media as approved by the State TO Manager.
- The TO Contractor shall notify the State TO Manager at least 30 days in advance when replacement media should be ordered to replace aging or failing media. The TO Contractor shall perform periodic tests of file restoration to ensure the data and system can be restored from backup media successfully.
- The TO Contractor shall store the weekly backup tapes at a secure, disaster resistant facility greater than 30 miles distant from the facility that houses the servers. The Master Contractor shall identify the offsite storage facility and location in the technical proposal.
- The TO Contractor shall identify and resolve any and all problems associated with the backup process and inform the State TO Manager of the status of the backup process on a daily basis.

- The TO Contractor shall use the Grandfather-Father-Son backup scheme for the backup of the Production system. The TO Contractor shall ensure backup tapes are performed for daily, weekly and monthly cycles.
- The TO Contractor shall restore any part or all of the system data and/or components within four (4) hours of a request by the State TO Manager.
- The TO Contractor shall also backup the non-production systems (e.g. Development, Testing, Training) as set forth in section 2.2.1.

D) System Upgrades

The following activities apply to all systems as set forth in section 2.2.1.

- The TO Contractor shall monitor all system components including the operating systems, third-party components, Oracle database, and all related components and assess the need for version upgrades.
- The TO Contractor shall present the State TO Manager quarterly with a report listing all installed software versions along with their currently available versions, and include a recommendation of whether or not to upgrade older versions to current versions. The TO Contractor shall consider the ramifications of applying disruptive upgrades and weigh risk against benefit when recommending upgrades.
- The TO Contractor shall perform upgrades approved by the State TO Manager, and ensure the upgrades work properly and do not disrupt the operational status of the system. The TO Contractor shall perform all system upgrades after normal WIC business hours and must perform a special system backup prior to beginning the upgrade.

E) Quarterly Scheduled Inspection and Preventative Maintenance

The TO Contractor shall schedule quarterly inspection and preventative maintenance of the system as approved by the State TO Manager. The TO Contractor shall submit a proposed schedule for maintenance dates to the State TO Manager for approval within ten (10) days of contract start. The quarterly inspections shall take place during non-working hours (on a Sunday and/or holiday) so as not to disrupt normal operations. The TO Contractor shall test and verify the reliable operation of all aspects of the system (e.g. check printing) following maintenance activities.

- The TO Contractor shall propose a list of activities for the maintenance window and obtain approval from the State TO Manager.
- The TO Contractor shall provide the State TO Manager with a report indicating the tasks accomplished and results of the quarterly inspection; the report is due by 9:00 AM on the first working day following the maintenance.
- The TO Contractor shall perform an in-depth analysis and probe of all system components and particularly the database integrity and system performance. The Master Contractor's technical proposal shall describe proposed inspection and maintenance activities.
- The TO Contractor shall perform testing and verification of disaster recovery procedures as part of the inspection task.

This requirement applies to all systems as set forth in section 2.2.1.

F) Monthly status reports

The TO Contractor shall provide monthly status reports by the 5th calendar day of each month that describe the operational capacities and projected limitations or modifications to be made to the system. This summary shall include the potential need for software or hardware upgrades or additions to the servers to accommodate increased demands (e.g. more hard disk space). The report shall also include updates on system modifications and the results of security monitoring and other activities as requested by the State TO Manager. The TO Contractor shall describe recommendations in detail, including cost and operational impact.

G) Training and Documentation

The TO Contractor will be given electronic copies of all available system documentation within 30 days of Contract Start. The TO Contractor shall ensure all system maintenance documentation is kept up to date and shall work closely with assigned State technical staff to mentor State staff in system maintenance processes, troubleshooting and problem resolution and techniques. The Master Contractor's proposal shall indicate how the mentoring activities will be done and how success will be measured.

2.2.8.3 Troubleshooting and Problem Resolution

The TO Contractor shall assume full responsibility for all troubleshooting and problem resolution tasks within ten (10) days of TO Agreement start.

A) Troubleshooting

The TO Contractor shall provide technical staff to respond to questions and problems. The TO Contractor shall respond to all requests and provide an estimated approach and timeline to resolve the reported issue.

- The TO Contractor shall perform all system troubleshooting activities including the diagnosis and resolution of problems identified by the TO Contractor and/or reported by the State such as server failure, End of Day process failure, database problems, telecommunication problems, and other system problems.
- The TO Contractor shall log all problems with the date and time reported, an estimated priority (critical to low) and resolution.
- The TO Contractor shall address problem resolution in accordance with their priority as determined by the State TO Manager; e.g. critical problems must be addressed immediately with frequent updates to the State TO Manager on progress made.
- The TO Contractor shall respond to all requests within 30 minutes of receipt of request during normal WIC business hours, or within 4 hours of receipt of request after WIC business hours.

2.2.8.4 Software Modifications

The TO Contractor shall assume full responsibility for all software modification tasks within fifteen (15) days of contract start. All software modifications will be done using the software listed in section 2.2.2 or as may otherwise be required by the State TO Manager.

A) Develop and test software changes

- The TO Contractor shall develop and test software changes based on change requests approved and directed by the State TO Manager. All software changes shall comply with development standards as defined in the Software Standards document.
- The TO Contractor in conjunction with the State shall implement and follow a code review process to ensure standards are adhered to, and the TO Contractor shall perform alpha testing of all changes prior to providing the State TO Manager with a beta release for State acceptance testing.
- The TO Contractor shall support State and/or Local Agency testing of changes by providing related training, documentation, debugging, analysis and fixes as required.

B) Maintain and manage a software version control system

- The TO Contractor shall ensure that all system changes are tracked and integrated into the correct version for implementation and must clearly identify version numbers for all WIC systems as set forth in section 2.2.1, and indicate what changes are applicable to each copy of the system.
- The TO Contractor shall use Microsoft SourceSafe, as well as an auxiliary system (Access database) for tracking system change requests through analysis, development, testing and deployment.
- The TO Contractor shall provide and maintain the version control software and change tracking system.
- The TO Contractor's solution shall integrate State development staff into the development activities and allow for system changes to be made by State programmers as well as TO Contractors. The TO Contractor shall provide on-the-job training and guidance for State programmers working on assigned change requests.
- The TO Contractor shall review Change Request reports with the State TO Manager on a bi-weekly basis.

C) Plan, coordinate, implement and support software releases

- The TO Contractor shall coordinate the implementation of approved software releases (a release being one set of tested and approved changes verified by the State TO Manager) to designated systems.
- The TO Contractor shall install new releases during non-regular business hours and verify the reliable operation of the system following the implementation. The TO Contractor shall also be available for support at the start of the working day immediately following the implementation to assist WIC staff in handling any Help Desk calls related to the changes.
- The TO Contractor shall be prepared to uninstall a release and revert to the previous working system state if significant problems are encountered and the State TO Manager approves the reversion.

D) Update System Documentation to Reflect Changes

- The TO Contractor shall update all system documentation to reflect the changes made to the system. The documentation includes but is not limited to source code comments, the Security Architecture Document, the System Architecture Document, the Software Standards Document, the User Manual, the online help system, the Training Manual and training materials, the support documents, and other documents as directed by the State TO Manager.
- The TO Contractor shall perform periodic reviews of all system documents to ensure they are up to date and accurately describe the system.
- The TO Contractor shall apply all updates and releases to all systems set forth in section 2.2.1 and ensure their reliable operation.

2.2.8.5 One Individual Onsite for System Support

The TO Contractor shall provide the on-site support technician within five (5) days of contract start.

A) Work Hours and Supervision

- The TO Contractor support technician shall work a standard workweek consistent with DHMH employees, starting no later than 7:30 AM and leaving no earlier than 4:00 PM each workday.
- The TO Contractor support technician may be required to work after normal business hours and during weekends and holidays to perform system maintenance activities without disrupting normal system operation.
- The TO Contractor support technician shall notify the State TO Manager in advance when they will be absent (e.g. for vacation, sick time, et cetera); reasonable accommodations will be made for such occurrences. The TO Contractor is responsible for ensuring a competent replacement with comparable skills to ensure all monitoring, maintenance, support and other activities continue uninterrupted when the TO Contractor support technician is unavailable.
- The TO Contractor support technician shall report to the State TO Manager or designee and will be assigned tasks and participate in unit activities.
- The Master Contractor shall submit a detailed resume for the proposed individual. The individual shall have a basic working knowledge of WIC operations and shall be expected to rapidly become familiar with the operations of the WIC systems and the technical environment in order to handle troubleshooting activities. This individual shall have experience with help desk support, complex problem analysis and resolution, network troubleshooting, Windows Server 2003 active directory structures, and web accelerator server experience. The assignment of this individual to the project is subject to DHMH approval.
- Travel within Maryland may be necessary to investigate problems reported in clinics, although this travel is expected to be minimal. The Master Contractor shall include travel expenses in the fully loaded labour

rates in their Financial Proposal. For proposal purposes, travel expenses should assume an estimated travel requirement of 400 miles per month. Additional travel may be required as specified in System Enhancements.

B) Responsibilities

- The TO Contractor support technician shall be assigned tasks by the State TO Manager or designee (i.e. the Help Desk Supervisor). Assigned tasks will focus on system problem analysis, troubleshooting, and problem resolution. Additional tasks will include assisting and training State technical staff in problem resolution as set forth in section 2.2.8.3, performing routine and preventative maintenance as set forth in section 2.2.8.2, and researching, recommending, and executing modifications to the technical environment in support of WIC information systems.
- The on-site TO Contractor support technician may be responsible for performing daily system log reviews, ensuring backups are performed, operating system updates are installed, and related tasks. The exact nature of the duties will be decided by the TO Manager in cooperation with the TO Contractor during the contract period.

2.2.8.6 Maintain Hot Backup Facility

The TO Contractor shall provide a fully functioning Hot Backup facility within 20 days of contract start.

- The TO Contractor shall establish and maintain a hot backup facility to provide an alternative operational system in the event of the unavailability of the WOW system at 201 West Preston Street. The hot backup facility shall be prepared to assume full operational status with a copy of the most recent WIC data (no more than 24 hours old).
- The backup facility shall support a T1 connection directly to the State office for the redirection of State network traffic; must accommodate State telecommunications equipment; and must provide T1 internet access for field users. The facility must meet standard computer room requirements including appropriate power supply and UPS; automatic backup power supplies and a generator; air conditioning; all in a secure location with restricted access to authorized personnel only. The facility must also have the ability to provide a connection to *networkMaryland*.
- DHMH will allow the TO Contractor the use of the telecommunications equipment for the T1 connection with the State office and the development equipment as described under “Additional Systems, Hot Backup System” on page 7. The Master Contractor can propose additional equipment in support of the Hot Backup requirement, subject to DHMH approval.
- The hot backup facility shall provide normal operations to the field within four (4) hours of request by the State. The TO Contractor shall demonstrate the successful operation of the hot backup capability within 30 working days of Contract Start. The TO Contractor shall also test and verify the continued operational ability of the Backup solution as part of the quarterly maintenance requirement as set forth in section 2.2.8.2.E.
- The Hot Backup site must be located at least 30 miles distant from the State office building at 201 West Preston Street, Baltimore, MD.

2.2.8.7 System Enhancements

A) Overview

The WIC Program anticipates making system enhancements to WOW on an annual basis as Federal funding allows. Enhancements are distinguished from modifications to the system by the scale of the effort. Modifications are typically minor changes involving a couple of hours or (at most) days of programming effort. Enhancements are larger development efforts involving multiple team members and weeks or months of effort to accomplish. Software modifications are addressed in section 2.2.8.4.

This section addresses the requirements for system enhancements. System enhancements will typically be authorized by the WIC Program obtaining approval from the USDA to perform a system enhancement, usually through the USDA's Operational Adjustment (OA) Request process. OA Requests are submitted by the WIC Program each year, and the USDA may choose to approve select OA projects and award funding for the project. Requests are typically submitted by the WIC Program in September and the USDA informs the WIC Programs of award approval and funding amounts by December. The funds designated for the project must be fully allocated by the following September (since the Federal government's fiscal year begins each October). The USDA's OA Request process means that system enhancements will usually receive approval in December and have a completion date by September – an approximate 10-month timeframe.

B) System Enhancement #s 1 and 2

Because funding for system enhancements through the OA Request process is decided annually by the USDA, only the two currently approved and funded system enhancements can be specified in this TORFP. These two system enhancements are:

- System Enhancement #1: Virgin Islands System Startup (see attachment 12)
- System Enhancement #2: Vendor Web Module (see attachment 13)

The TO Contractor shall be prepared to begin both of these System Enhancements within 15 days of Notice to Proceed, contingent upon a Notice to Proceed signed by the State TO Manager. The Master Contractor shall have submitted proposals for these system enhancements in accordance with section 3.2.1.9 on page 37

C) Future System Enhancements

Additional System Enhancements are anticipated in subsequent years of this contract. As additional system enhancements are identified, planned, and approval and funding obtained, the WIC Program will prepare System Enhancement Requests that will be handled through the TO Change Order process set forth in section 2.8. Anticipated System Enhancements may include the incorporation of Electronic Benefits Transfer (EBT) functionality into WOW and other projects to be determined by the WIC Program.

D) Maintenance and Support of System Enhancements

All system enhancement modifications will become incorporated into the WOW system and the TO Contractor shall be responsible for the maintenance and support thereof, in accordance with sections 2.2.8.2 and 2.2.8.3.

2.2.9 DELIVERABLE / DELIVERY SCHEDULE

2.2.9.1 Transition Timeframe

The TO Contractor shall work with the incumbent (current) support TO Contractor to ensure a smooth and uninterrupted transition and ensure no loss of system support activities. The TO Contractor shall have ten (10) days of transition time to work with the current WOW support TO Contractor to ensure the smooth transition.

2.2.9.2 Project Management Plan

The TO Contractor shall submit a final Project Management Plan (PMP) and detailed project schedule within 10 days of Contract Start. The PMP shall describe the project scope, tasks, schedules and resources. The Project Management Plan shall include a detailed schedule based on the milestone dates given in this section as well as additional dates and tasks necessary to ensure the success of all system support activities.

2.2.9.3 Delivery Schedule

The TO Contractor shall be prepared to fully support the requirements of this TORFP in accordance with the timeframes presented in the following table. The following timetable is based on a Notice To Proceed (NTP) date of **April 17, 2006**. Days refer to business days.

Sec.	Deliverable	Frequency	NTP + Days	Starting
2.2.8.1.A	Kickoff meeting	Once	3	4/20/2006
2.2.8.1.B	Deliver Communications, Contingency Plans	Once	10	5/1/2006
2.2.8.1.C	Establish support resources	Once	10	5/1/2006
2.2.8.1.E	Deliver Project Management Plan & Schedule	Once	10	5/1/2006
2.2.8.1	Startup for System Support	Once	10	5/1/2006
2.2.8.2	Monitoring, Maintenance and Upgrades	Daily	10	5/1/2006
2.2.8.2.E	Quarterly Maintenance schedule	Once	10	5/1/2006
2.2.8.2.E	Quarterly Maintenance	Quarterly	15	5/8/2006
2.2.8.3	Troubleshooting and Problem Resolution	As needed	10	5/1/2006
2.2.8.4	Software Modifications	As requested	15	5/8/2006
2.2.8.5	One Individual Onsite for System Support	Daily	5	5/5/2006
2.2.8.6	Maintain Hot Backup Facility	Daily	20	5/15/2006
2.2.8.7	System Enhancement #1, VI System Startup	Once	15	5/8/2006
2.2.8.7	System Enhancement #2: Vendor Web Module	Once	15	5/8/2006

2.2.10 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 policy on the use of DHMH Electronic Information Systems (EIS) at <http://www.dhmf.state.md.us/policies/op02.htm> policy ID 02.01.01.
- F) The DHMH Software Copyright policy at <http://www.dhmf.state.md.us/policies/op02.htm> policy ID 02.01.02.
- G) The Information Technology Acquisition & Utilization policy at <http://www.dhmf.state.md.us/policies/op02.htm> policy ID 02.01.03.
- H) The Information Assurance Policy at <http://www.dhmf.state.md.us/policies/op02.htm> policy ID 02.01.06.
- I) The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute's Project Management Body of Knowledge Guide. TO Contractor's staff and subcontractors are to follow a consistent methodology for all TO activities.

2.2.10.1 Security and Confidentiality of Data

WIC information systems contain confidential data for individuals on the WIC program. This information shall not be disseminated and all softcopy and hardcopy records shall be destroyed in a method agreed to with the State TO Manager prior to disposal. All TO Contractor personnel assigned to work on WOW and related systems shall have submitted to the State TO Manager a signed Confidentiality Agreement prior to starting work. The TO Contractor shall assist the State in verifying the status of the security clearance as detailed in 2.2.10.1.A below held by the TO Contractor personnel.

The TO Contractor shall comply with DHMH policies and standards as set forth in section 2.2.10.

A) TO Contractor Employee Background

The TO Contractor shall obtain from each prospective employee to be assigned to work on DHMH premises a signed statement permitting a criminal background check. The TO Contractor shall secure at its own expense and shall provide the Department's Contract Monitor with a Maryland State Police and/or FBI background check on any individual assigned to work on the DHMH premises prior to assignment to the Department. The TO Contractor may not assign an employee who has a criminal record to work at the DHMH premises unless prior written approval is obtained from the Contract Monitor.

B) All staff assigned by the TO Contractor to duties at WIC Headquarters, clinics, or other facilities shall comply with State and Department identification, access and other security requirements.

2.2.10.2 Warranty

The TO Contractor warrants that it will satisfy all its obligations under the contract using the standard of care, skill and diligence in the performance of such obligations. The TO Contractor warrants that all hardware and software installation, code, programs, and procedures delivered, installed, and implemented for the WIC Program shall perform as required in accordance with the Task Order Agreement. The TO Contractor's obligation under this warranty shall be to remedy any installation or other errors, coding bugs, and/or code defects, at no cost to the WIC Program. The TO Contractor warrants its own workmanship and does not warrant hardware or software, to the extent that they are otherwise warranted by the manufacturer or licensor.

2.3 TO CONTRACTOR EXPERTISE REQUIRED

The TO Contractor must demonstrate expertise and proficiency in the following:

- A) Operation, maintenance and support of WIC information systems.
- B) Development, testing, training, and implementation of WIC information systems.
- C) Operation, maintenance, support, and development of web-based information systems.
- D) Operation, maintenance, support, and development using Oracle 9i and PL/SQL.
- E) Operation, maintenance, support, and development using Microsoft Visual Basic .NET and Javascript.
- F) Operation, maintenance, support, and development using Macromedia Dreamweaver MX 8.
- G) Operations, maintenance, support, and development using Windows 2003 servers, Blade servers, SAN disk arrays, and MICR printers.

2.4 RESERVED

2.5 RETAINAGE

Five percent (5%) of each invoiced amount for a System Enhancement may be retained if provided in the System Enhancement or Change Order request. The amount withheld is billable in conjunction with final payment upon completion of the System Enhancement project. Payment of the amount retained shall be authorized upon satisfactory completion and/or delivery of all System Enhancement deliverables (including satisfactory completion of all regular and extended warranties) in a timely manner or as specified. System Enhancement deliverables provided late, incomplete, or not provided at all may result in the forfeiture of some or all of the amount retained, as determined by the Department.

2.6 INVOICING

Payment will only be made upon completion and acceptance of the deliverables as defined in section 2.2.8.

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

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

2.6.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) The invoice shall identify the Office of the Maryland WIC Program as the TO Requesting Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.
- B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 9, for each deliverable being invoiced) submitted for payment to the Office of the Maryland WIC Program at the following address:

Diane Aversa
Chief, WIC Financial Management
201 West Preston Street, Room 105
Baltimore, MD 21201
Phone: 410-767-5238
Fax: 410-333-5243
Email: AversaD@dhhm.state.md.us

with one copy of this invoice, marked “copy”, submitted to:

Deborah Morgan
Chief, WIC Information Technology Management
201 West Preston Street, Room 105
Baltimore, MD 21201
Phone: 410-767-5658
Fax: 410-333-5243
Email: MorganD@dhhm.state.md.us

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

2.6.2 Invoicing Base Period and Option Year Requirements

- A) Base Period and Option Year Requirements include:
- Start-up for System support (section 2.2.8.1),
 - Monitoring, maintenance, and upgrades (section 2.2.8.2),
 - Troubleshooting and problem resolution (section 2.2.8.3),
 - Software modifications (section 2.2.8.4),
 - One individual on-site (section 2.2.8.5)
- See Attachment 1, Financial Proposal Sheet, sections A.1.1 and A.4.1.
- B) The Base Period and Option Year Requirements section of each invoice shall include details of the services provided during the preceding calendar month including:
- identification of each staff person and their labor category as set forth in the Financial Proposal Sheet for the Base Contract Term or applicable Option Term,
 - the total number of hours per person,
 - the task assignment for each staff person according to the requirements of sections 2.2.8.1 through 2.2.8.7, and
 - the totals number of hours by labor category.
- C) All Base Period and Option Year Requirements invoices shall be supported by time and attendance logs and timesheets for all personnel.

2.6.3 Invoicing Maintenance of Hot Backup Facility

Each invoice shall include a section invoicing for 1/12th of the fixed annual price for maintenance of the hot backup facility for the base term or option terms.

2.6.4 Invoicing System Enhancements

Each monthly invoice shall include a section detailing amounts billed for completed deliverables in accordance with the System Enhancements. This section of any invoice shall

identify the System Enhancement by number and descriptive title. System Enhancement invoices shall be for progress payments and shall include any support and documentation.

2.7 REPORTING

The TO Contractor and the TO Requesting Agency shall conduct monthly progress meetings. A monthly project progress report shall be submitted five (5) 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 Number, functional area name and number, reporting period and “Progress Report” to be included in the e-mail subject line.
- Work accomplished during the reporting period of the past month.
- Deliverable progress, as a percentage of completion.
- Problem areas including scope creep or deviation from the work plan.
- Planned activities for the next reporting period.
- Gantt chart updated from the original to show actual progress; as applicable, explanations for variances and plan for completion on schedule.
- An accounting report for the current reporting period and a cumulative summary of the totals for both the current and previous reporting periods. The accounting report shall include amounts invoiced-to-date and paid-to-date.

2.8 CHANGE ORDERS

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

SECTION 3 - TO 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 Notice to Master Contractors explaining why the Master Contractor will not be submitting a proposal.

3.2 FORMAT

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

3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE

3.2.1.1 Proposed Services – Work Plan

- A) 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.
- B) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.
- C) Risk Assessment: An assessment of any risks inherent in the work requirements and actions to mitigate these risks.
- D) Proposed Solution: A description of the Master Contractor's proposed solution to accomplish the specified work requirements.
- E) Proposed Tools: A description of all proposed tools that will be used to facilitate the work.
- F) Tasks and Deliverables: A description of and the schedule for each task and deliverable. Start and completion dates for each task, milestone, and deliverable shall be indicated. This list will form the baseline for Task Order monitoring, and will be updated bi-weekly as part of progress reporting (see Section 2.7.1 Project Management).
- G) 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.
- H) Acceptance Criteria: A statement acknowledging the Master Contractor's understanding of the acceptance criteria.

3.2.1.2 Proposed Personnel

- A) Identify and provide resumes for all proposed personnel by labor category.

- B) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
- C) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary.

3.2.1.3 MBE Participation

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

3.2.1.4 Subcontractors

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

3.2.1.5 Master Contractor and Subcontractor Experience and Capabilities

- A) Provide up to 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:
 - Name of organization.
 - Name, title, and telephone number of point-of-contact for the reference.
 - Type, and duration of contract(s) supporting the reference.
 - The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.
 - 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.

3.2.1.6 Proposed Facility

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

3.2.1.7 State Assistance

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

3.2.1.8 Confidentiality

- A) 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.

3.2.1.9 System Enhancement Proposals

- A) System Enhancement Proposal for the Virgin Islands System Startup as set forth in Attachment 12: System Enhancement #1 for Virgin Islands Startup.

- B) System Enhancement Proposal for the Vendor Web Module as set forth in Attachment 13: System Enhancement #2 for Vendor Web Module.

3.2.1.10 Project Management Plan and Project Schedule

- A) The Master Contractor's Technical Proposal must include a Preliminary Project Schedule and a Preliminary Project Management Plan (PMP) that address all items in section 2.2.9.3, System Enhancement #1 for VI, and Attachment 13: System Enhancement #2 for Vendor Web Module.

3.2.1.11 Client References

- A) Master Contractor must include references of up to three past or current customers or clients who are capable of documenting:
- The Master Contractor's ability to manage projects of comparable size and complexity
 - The quality and breadth of services provided by the Master Contractor
- B) Each reference shall include the following information:
- Name of client or customer organization
 - Name, title, and telephone number of point-of-contact within client or customer organization
 - Value, type, and duration of the contract performed;
 - Services provided, scope of the contract, geographic area supported, performance objectives satisfied, and improvements made to client systems (e.g., reduction in operation/maintenance costs while maintaining or improving current performance levels)
 - Explanation of why the Master Contractor is no longer providing services to the client or customer organization, should that be the case.
- C) The State retains the right to contact these or any other references as part of the evaluation and selection process.

3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE

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

The "Financial Proposal Grand Total" specified in Attachment 1 section A.4 will be used for price evaluation and financial ranking

SECTION 4 - PROCEDURE FOR AWARDING A TO AGREEMENT

4.1 EVALUATION CRITERIA

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 3. as evaluated according to the technical criteria set forth in section 4.2.

4.2 TECHNICAL CRITERIA

After determining compliance with the requirements in this TORFP, the evaluation committee shall conduct its evaluation of the technical merit of the proposals in accordance with the Award Criteria set forth below. The evaluation criteria are set forth in descending order of importance.

- A) The Master Contractor's Technical Response to TORFP Requirements, including all plans. The Master Contractor's response to work requirements in the TORFP shall illustrate a comprehensive understanding of the work requirements to include an explanation of the methodology and how the work will be done. Responses to work requirements such as "concur" or "will comply" will receive a lower evaluation ranking than those Master Contractors who demonstrate they understand a work requirements and have a plan to meet or exceed it. (Reference section 3.2.1.1).
- B) Master Contractor Personnel (Reference section 3.2.1.2)
- C) Master Contractor Experience, Capabilities and References (Reference section 3.2.1.5).
- D) Proposed Project Management Plan and Schedule (Reference section 3.2.1.10).

4.3 SELECTION PROCEDURES

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

Section 5 - Attachments

ATTACHMENT 1 – FINANCIAL PROPOSAL SHEET

See Section 3.2.2 for instructions

A.1 Base Period (April 17, 2006 – April 30, 2009)

A.1.1 Base Period Requirements (Time & Materials)

Base Period Requirements include:

- Startup for System Support as set forth in section 2.2.8.1;
- Monitoring, Maintenance, and Upgrades as set forth in section 2.2.8.2;
- Troubleshooting and Problem Resolution as set forth in section 2.2.8.3;
- Software Modifications as set forth in section 2.2.8.4;
- One Individual Onsite for System Support as set forth in section 2.2.8.5;
- Maintenance of the hot backup facility as set forth in section 2.2.8.6.

The number of staff and anticipated number of hours per key Contractor staff is estimated. Qualifications for Key Personnel are set forth in section 2.2.7.2. The Master Contractor shall provide the Hourly Rate and Estimated Annual Cost per staff using the following table. Bid prices are fixed for the base period.

Key Personnel	#Staff	Hourly Rate	Hours per Year	Estimated Annual Cost
Project Manager	1 X	X	520 =	
Computer Specialist	1 X	X	2,184	
Database Manager	1 X	X	520 =	
Advanced Technology Application Developer	1.5 X	X	2,080 =	
Testing Specialist	1 X	X	520 =	
Estimated Annual Cost:				
				X 3 years
A.1.1 Base Period Requirements Cost:				

A.1.2 Hot Backup Facility (Fixed Price)

Hot Backup facility maintenance as set forth in section 2.2.8.6.

Description	Monthly	Annual Cost
A.1.2 Maintenance of Hot Backup Facility	X 12	
		X 3 years
A.1.2 Base Period Hot Backup Facility Cost:		

A.1.Totals

The Master Contractor shall provide the subtotals from sections A.1.1 and A.1.2 in the following table and compute the sum of the subtotals to determine the Total Price for the Base Contract Period.

Description	Costed As	Cost
A.1.1 Base Period Requirements	Time & Materials	
A.1.2 Base Period Hot Backup Facility	Fixed Price	
A.1 Total Price for Base Period:		

A.2 System Enhancement #1 for Virgin Islands System Startup (5/8/2006 – 11/13/2006)

The Contractor shall be prepared to begin System Enhancement #1 within 15 days of Notice to Proceed.

A.2.1 Planning through Implementation (fixed price)

System Enhancement #1 for VI System Startup as set forth in section 2.2.8.7 and Attachment 12.

Deliverable	Fixed Price
VI WOW Planning (as set forth in Attachment 12 section 2)	
Transfer System (as set forth in Attachment 12 section 3)	
Develop Backup Procedures (as set forth in Attachment 12 section 4)	
Training and Implementation (as set forth in Attachment 12 section 5)	
A.2.1 Total Firm Fixed Price for VI Planning through Implementation:	

A.2.2 Two (2) Backup Servers (cost reimbursable)

Two (2) Backup Servers as set forth in Attachment 12, section 2.2.

Description	Cost Each		Total Cost
Two (2) Servers (as set forth in section Attachment 12 section 2.2.2)		X 2	

A.2.Totals

The Master Contractor shall provide the subtotals from sections A.2.1 and A.2.2 in the following table and compute the sum of the subtotals to determine the Total Price for the System Enhancement #1: VI WOW System Startup.

Description	Costed As	Cost
A.2.1 Planning Through Implementation	Fixed Price	
A.2.2 Two (2) Backup Servers	Cost Reimbursable	
A.2 Total Price for System Enhancement #1: VI System Startup:		

A.3 System Enhancement #2 for Vendor Web Module (5/8/2006 – 9/27/2006)

The Contractor shall be prepared to begin System Enhancement #2 within 15 days Notice to Proceed.

Enhancement #2: Design through Implementation (fixed price)

Deliverable	Fixed Price
Design (as set forth in Attachment 13 section 2)	
Development (as set forth in Attachment 13 section 3)	
Testing (as set forth in Attachment 13 section 4)	
Pilot Test (as set forth in Attachment 13 section 5)	
Train Vendor Community (as set forth in Attachment 13 section 6)	
Implementation (as set forth in Attachment 13 section 7)	
A.3 Total Firm Fixed Price for Enhancement #2: Vendor Web Module:	

A.4 Option Period for years 4 and 5 (May 1, 2009 – January 31, 2011)

A.4.1 Option Period Requirements (Time & Materials)

Option Period Requirements include:

- Monitoring, Maintenance, and Upgrades as set forth in section 2.2.8.2;
- Troubleshooting and Problem Resolution as set forth in section 2.2.8.3;
- Software Modifications as set forth in section 2.2.8.4;
- One Individual Onsite for System Support as set forth in section 2.2.8.5;
- Maintenance of the hot backup facility as set forth in section 2.2.8.6.

Key Personnel	#Staff	Hourly Rate	Hours per Year	Estimated Annual Cost
Project Manager	1 X	X	520 =	
Computer Specialist	1 X	X	2,184	
Database Manager	1 X	X	520 =	
Advanced Technology Application Developer	1.5 X	X	2,080 =	
Testing Specialist	1 X	X	520 =	

Estimated Annual Cost:

X 2 years

A.4.1 Option Period Requirements Cost:

A.4.2 Hot Backup Facility (Fixed Price)

Hot Backup facility maintenance as set forth in section 2.2.2.6.

Description	Monthly	Annual Cost
A.1.2 Maintenance of Hot Backup Facility	X 12	
X 2 years		

A.4.2 Option Period Hot Backup Facility Cost:

A.4.Totals

The Master Contractor shall provide the subtotals from sections A.4.1 and A.4.2 in the following table and compute the sum of the subtotals to determine the Total Price for the Option Period.

Description	Costed As	Cost
A.4.1 Option Period Requirements	Time & Materials	
A.4.2 Option Period Hot Backup Facility	Fixed Price	

A.3 Total Price for Option Period:

A.5 Cost Summary Worksheet and Grand Total

This worksheet is a summary of the total costs for each of the individual sections (A.1 through A.4). The dollar amounts shown in the “Total” boxes from the preceding sections should be entered in the “Cost” column in the following table.

Description	Costed As	Cost
A.1 Base Period Requirements (Years 1 – 3)	Mix: T&M and Fixed	
A.2 System Enhancement #1 for Virgin Islands Startup	Fixed Price	
A.3 System Enhancement #2 for Vendor Web Module	Fixed Price	
A.4 Option Period for years 4 and 5	Mix:T&M and Fixed	
A.5 Financial Proposal Grand Total		

ATTACHMENT 2 – MBE FORMS

MASTER CONTRACTOR MBE REPORTING REQUIREMENTS

CATS TORFP # M00P6212079

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

1. As the Master Contractor, you have entered into a contractual 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 this contract. Part of that effort, as outlined in the RFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (Master Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2. The Master 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 not later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due not later than the 15th of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.
3. The Master Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy and/or hard copy) of form D-6. The Master 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 Master Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. It is the responsibility of the Master Contractor to make sure that all subcontractors submit reports not 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 Master Contractor cannot and will not be given credit for subcontractor payments, regardless of the Master Contractor's proper submission of the form D-5. The TO Manager will contact the Master Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The Master Contractor must promptly notify the TO Manager if, during the course of the contract, a new MBE subcontractor is utilized.

ATTACHMENT 2 – MBE FORMS**FORM D – 1****CERTIFIED MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT**

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

In conjunction with the offer submitted in response to TORFP No. M00P6212079, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of 20 percent. 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 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 submit the apparent low bid or am selected as the apparent TO 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 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 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 Master Contractor's responsibility in connection with the certified MBE participation goal.

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

Master Contractor Name

Signature of Affiant

Address

Printed Name, Title

Date

SUBMIT WITH TO PROPOSAL

ATTACHMENT 2 – MBE FORMS

FORM D – 2

MBE 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.

Prime Contractor (Firm Name, Address, Phone)	Task Order Description
Task Order Number M00P6212079	
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 – MBE FORMS**FORM D – 2****MBE 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 WITH TO PROPOSAL

ATTACHMENT 2 – MBE FORMS

FORM D – 3

OUTREACH EFFORTS COMPLIANCE STATEMENT

In conjunction with the bid or offer submitted in response to TORFP # M00P6212079, I state the following:

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

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

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

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

- This project does not involve bonding requirements.

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

Offeror Name

By: _____
Name

Address

Title

Date

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

ATTACHMENT 2 – MBE 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 Contractor Name)

conjunction with TORFP No. M00P6212079, 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):

Four horizontal lines for describing 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 – MBE FORMS

FORM D – 5

MBE Participation Master Contractor Paid/Unpaid Invoice Report

Report #: _____	CATS TORFP # M00P6212079
Reporting Period (Month/Year): _____	Contracting Unit _____
Report is due by the 15th of the following month.	Contract Amount _____
	MBE Sub Contract Amt _____
	Contract Begin Date _____
	Contract End Date _____
	Services Provided _____

Prime 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:

Deborah L. Morgan Chief, Information Technology Maryland WIC Program 201 W. Preston Street Baltimore, MD 21201	Sharon Gambrill Chief, Direct Delivery Services OCPMP 201 W. Preston Street Baltimore, MD 21201
Signature: _____	Date: _____

SUBMIT AS REQUIRED IN MASTER CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 2 – MBE FORMS

FORM D – 6

MBE PARTICIPATION MASTER SUBCONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____	CATS TORFP # M00P6212079	
Reporting Period (Month/Year): ____/____	Contracting Unit _____	
Report Due By the 15th of the following Month.	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 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 Contractor:	Contact Person:	

Return one copy of this form to the following address:

Deborah L. Morgan Chief, Information Technology Maryland WIC Program 201 W. Preston Street Baltimore, MD 21201	Sharon Gambrell Chief, Direct Delivery Services OCPMP 201 W. Preston Street Baltimore, MD 21201
--	---

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN MASTER CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS TORFP # M00P6212079

OF MASTER CONTRACT # 050R5800338

This Task Order Agreement (“TO Agreement”) is made this day of Month, 200X by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, TO Office of the Maryland WIC Program.

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

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
 - a. “Agency” means the Office of the Maryland WIC Program, as identified in the CATS TORFP # M00P6212079.
 - b. “CATS TORFP” means the Task Order Request for Proposals M00P6212079, dated February 28, 2006, 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 Sharon Gambrell, Chief, Direct Delivery Services, OCPMP. 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 Office of the Maryland WIC Program 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 Deborah Morgan of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.
 - h. “TO Proposal - Technical” means the TO Contractor’s technical response to the CATS TORFP dated date of TO Proposal – Technical.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS TORFP dated date of TO Proposal - Financial.
 - j. “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.

2. Scope of Work
 - 2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supercede the Master Contract.
 - 2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:

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

3. Time for Performance

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

4. Consideration and Payment

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

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

TO Contractor Name

By: Type or Print TO Contractor POC

Date

Witness: _____

STATE OF MARYLAND, Office of the Maryland WIC Program

By: Sharon Gambrell, 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 THIS WITH TECHNICAL RESPONSE

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

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

For example: If you propose John Smith who is your subcontractor and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements. Where there is a time requirement such as 3 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, 3 months.

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

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 2.5 for the applicable labor category.)	
Experience: (Insert the experience description from the CATS RFP from section 2.5 for the applicable labor category.)	
Duties: (Insert the duties description from the CATS RFP from section 2.5 for the applicable labor category.)	

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

Contractor's Contract Administrator:

Signature

Date

Proposed Individual:

Signature

Date

SUBMIT WITH TECHNICAL RESPONSE

ATTACHMENT 6 – DIRECTIONS TO THE PRE-PROPOSAL CONFERENCE

(See Key Information Summary Sheet for location and time)

While attendance at the pre-proposal conference is not mandatory, the information presented may be informative. All interested Offerors are encouraged to attend in order to be better able to prepare an acceptable proposal.

In order for the Department to prepare for this conference, prospective attendees are requested to telephone **Laura Berg, FHA Procurement Officer at 410-767-8827 or Lberg@dhh.state.md.us** no later than **Monday, March 6, 2006** to provide notice of the anticipated number of individuals who will attend, as well as to provide an acknowledgement of receipt of the RFP.

Any individual interested in attending the pre-proposal conference who is in need of an accommodation due to his/her disability should contact the Issuing Office a minimum of five working days prior to the conference to request the necessary accommodation.

Directions To the State Office Building Complex

Department of Health and Mental Hygiene, 201 W. Preston St., Baltimore, MD 21201

From the North or South on I-95

Take the exit for Route I-395 (Downtown Baltimore), staying in the right lane. Continue going straight using the Martin Luther King, Jr. Blvd. off-ramp. Go approximately 1.5 miles and turn left at Eutaw St. Make the next right onto Preston St. Go a short distance and watch on the right for the entrance to the parking garage. Identify yourself to the parking attendant.

From the North on I-83

Follow I-83 to the North Avenue exit. Make a left onto North Avenue. Make an immediate right onto Howard St. after you have crossed the bridge. Proceed on Howard Street for .5 mile and make a right onto Preston St. (Armory on right corner). Turn left into the parking garage.

From the West on I-70

Take I-70 East to I-695 South toward Glen Burnie. Follow I-695 to I-95 North and follow directions in number (1) above.

From Annapolis and Vicinity on I-97

Follow I-97 North toward Baltimore. Exit at the Baltimore Beltway (I-695) West towards Towson. Continue on I-695 to I-395 North and follow directions in number (1) above.

Baltimore Metro

The Baltimore Metro runs from the Johns Hopkins Hospital to Owings Mills. Get off at the State Center stop. Take the escalator to the top; the 201 Building is the tan building across the street, to your left.

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement # M00P6212079

Dear **TO Contractor Contact**:

This letter is your official Notice to Proceed as of **Month Day, Year**, for the above-referenced Task Order. Deborah Morgan of the Maryland WIC Program will serve as your contact person on this Task Order. Ms. Morgan can be reached at (410) 767-5658 or morgand@dhmh.state.md.us.

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

Sincerely,

Sharon Gambrell

Task Order Procurement Officer

Enclosures (2)

cc: Deborah Morgan

Procurement Liaison Office, Office of Information Technology, DBM
Project Management Office, Office of Information Technology, DBM

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM

I acknowledge receipt of the following:

Project Name: WIC WOW System Support

TO Agreement Number: #M00P6212079

Title of Deliverable: _____

TORFP Reference Section Number: _____

Deliverable Reference ID Number: _____

Name of TO Manager: Deborah Morgan

TO Manager Signature

Date Signed

Name of Contractor's Project Manager: _____



Contractor's Project Manager Signature

Date Signed

SUBMIT AS REQUIRED IN SECTION 0 OF THE TORFP.

ATTACHMENT 9 – ACCEPTANCE OF DELIVERABLE FORM

Agency Name: DHMH / FHA / Office of the WIC Program

Project Name: WIC WOW System Support

TO Manager: Deborah Morgan, (410) 767-5658

To: TO Contractor's TO Manager

The following deliverable, as required by TO Agreement # M00P6212079, has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 0 OF THE TORFP.

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

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

OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS TORFP # M00P6212079 for WIC WOW System Support. 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 Gisela Blades (TO Procurement Officer) Department of Budget and Management 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: _____

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 DHMH/FHA/WIC (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 WIC WOW System Support TORFP No. M00P6212079 dated February 28, 2006, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 050R5800338; and

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

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

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

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

Contractor/Contractor's Personnel:

DHMH/FHA/WIC:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SUBMIT AS REQUIRED IN SECTION 0 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: SYSTEM ENHANCEMENT #1 FOR VIRGIN ISLANDS STARTUP

This enhancement will provide the Virgin Islands WIC Program with a web-based WIC system by providing the Virgin Islands WIC Program with access to a system using Maryland WIC's resources. Virgin Islands will share Maryland WIC's software, servers, and existing infrastructure (hardware, software, and support resources). The majority of the effort to provide the Virgin Islands with a system involves the planning, logistics, verification, and training. Essentially, the VI WOW system is handled by an additional instance of a WOW database on the Maryland database server.

1. Estimated VI WOW Schedule

The VI WOW system transfer consists of five phases: (1) Planning; (2) Configure System; (3) Develop Backup Procedures; (4) Training and Implementation; and (5) Post-Implementation Support as indicated in the following timetable.

#	Task	Days	Start Date	End Date
1	Phase I – Planning		5/8/2006	8/15/2006
1.1	Analysis (10 days in VI)	20	5/8/2006	6/5/2006
1.2	Procurement	50	5/22/2006	8/16/2006
1.3	Signoff MOU's, etc	50	6/6/2006	8/15/2006
1.4	Kickoff Meeting in VI	3	6/6/2006	6/8/2006
1.5	Configure System	40	6/9/2006	8/4/2006
1.6	Deploy VI Test System	2	8/7/2006	8/8/2006
1.7	VI site visit to MD (5 days in MD)	5	8/7/2006	8/11/2006
2	Phase II – Configure System		8/14/2006	10/17/2006
2.1	VI Sandbox	45	8/14/2006	10/9/2006
2.2	Configure interfaces	20	8/14/2006	9/11/2006
2.3	VI Test and Comment	5	9/12/2006	9/18/2006
2.4	Finalize Configuration	20	9/19/2006	10/17/2006
3	Phase III – Develop Backup Procedures		8/9/2006	10/9/2006
3.1	Design procedures	5	8/9/2006	8/15/2006
3.2	Develop procedures	18	8/16/2006	9/11/2006
3.3	Document procedures	5	9/12/2006	9/18/2006
3.4	Test procedures	8	9/19/2006	9/28/2006
3.5	Finalize procedures	7	9/29/2006	10/9/2006
4	Phase IV – Training and Implementation		10/11/2006	11/13/2006
4.1	Performance Verification (5 days in VI)	5	10/11/2006	10/17/2006
4.2	Test Backup System	5	10/18/2006	10/24/2006
4.3	Acceptance Test (5 days in VI)	5	10/25/2006	10/31/2006
4.4	Data Conversion	2	11/1/2006	11/2/2006
4.5	Group Training (6 days in VI)	6	11/3/2006	11/10/2006
4.6	On-Site Support	1	11/13/2006	11/13/2006
5	Phase V – Post-Implementation Support			
5.1	VI Base Period Support	630	11/14/2006	4/30/2009
5.2	Option Period VI Support	260	5/1/2009	1/31/2011

2. VI WOW Planning (May 8, 2006 – August 15, 2006)

The Contractor shall conduct planning activities to address the logistics, infrastructure, change management, and preparatory requirements for VI WOW.

- 2.1 **Analysis and Preparation:** The Contractor shall perform a thorough analysis of the VI telecommunication capabilities in support of VI WOW. The Contractor shall also analyze and document change management issues that will need to be addressed within VI's clinics and central office.
- 2.2 **Procure Equipment:** The Contractor shall work with the VI WIC and data processing staff to determine the specifications for two (2) VI backup servers. It is anticipated that the server specifications will be roughly equivalent to the Development System servers as specified in TORFP section 2.1.3.3.E. The Contractor shall procure the servers.
- 2.3 **Address Memorandum of Understanding (MOU) requirements:** The Contractor shall analyze and identify all MOU's and similar agreements that will need to be put into place for VI WOW and shall write and obtain approval and signoff on all MOU's. Anticipated MOU's include an MOU between VI and MD WIC, and an MOU between VI WIC and the VI technology support organization. The Contractor shall also anticipate and handle additional MOU's that may be necessary.
- 2.4 **Kickoff Meeting:** The Contractor shall plan a VI WOW kickoff meeting that will be held in the Virgin Islands.
- 2.5 **Configure System:** The Contractor shall configure a test VI system consisting of an instance of an Oracle database for VI running on the MD servers, and all related system requirements necessary to support the test system.
- 2.6 **Deploy VI Test System:** The Contractor shall deploy the test VI WOW system on the internet so the VI staff can confirm the viability of system access from the VI.

3. Configure System Phase (August 14, 2006 – October 17, 2006)

The Contractor shall configure a copy of the Maryland WOW system for VI WOW and shall support the testing and modifications required to finalize the system configuration.

- 3.1 **VI Sandbox:** The Contractor shall support the system and VI users in exercising the VI WOW test system. The Contractor shall be responsible for analyzing and resolving technical problems reported by VI WOW users.
- 3.2 **Configure Interfaces:** The Contractor shall configure all interfaces necessary for VI WOW, including interfaces with the VI WIC bank. The Contractor shall create a copy of the End-of-Day scripts specifically for VI WOW and test all interface functionality. The Contractor shall implement the configured system for VI testing.
- 3.3 **Develop Conversion Scripts:** The Contractor shall develop and test scripts to convert data from the legacy VI WIC system to the new VI WOW database.
- 3.4 **Support VI Testing:** The Contractor shall provide support during the 5-day test period while VI staff test the system and report problems. The Contractor shall analyze and resolve all reported problems.

- 3.5 **Finalize Configuration:** The Contractor shall make final configuration changes to the system based on the problems reported during the test phase.

4. Develop Backup Procedures (August 9, 2006 – October 9, 2006)

The Virgin Islands intends to develop and implement a unique backup solution that is not used in Maryland; this requires the design, development, and testing of new procedures (including batch files, scripts, and related procedures) to support the new backup requirement. The backup system will include 2 backup servers – one in St. Croix and the other in St. Thomas. Scripts will regularly back up the VI database hosted in MD to these servers. In the event that the VI connection to the mainland is lost, the backup servers can provide WIC data for VI until the mainland connect is re-established, at which time the updated VI data will need to be uploaded to the VI database copy in MD.

- 4.1 **Design Backup Procedures:** The Contractor shall analyze the backup requirements, working with VI staff for input, and shall produce a design document detailing the procedures that will need to be developed to support the VI WOW backup systems.
- 4.2 **Develop Backup Procedures:** The Contractor shall develop the VI WOW backup procedures in accordance with the design specifications.
- 4.3 **Document Backup Procedures:** The Contractor shall develop detailed procedures describing how the VI WOW backup system functions and how it should be used. The Contractor shall ensure the documentation includes all steps that will need to be taken by both VI and MD staff in the event the backup system is used. The Contractor shall also ensure the document includes all technical details needed to support the backup solution.
- 4.4 **Test Backup Procedures:** The Contractor shall thoroughly test the backup solution including restoration of the offsite data to the primary VI WOW database.
- 4.5 **Finalize Backup Procedures:** The Contractor shall correct any problems found during the backup testing and repeat the test to confirm a working solution is put into place.

5. Training and Implementation Phase (October 11, 2006 – November 11, 2006)

The implementation phase begins with a final confirmation of the VI infrastructure to verify that all issues identified during the planning phase have been addressed. The VI backup servers will also be installed and tested at this time. VI will then conduct an Acceptance Test of the system, supported by MD staff. Following system acceptance the legacy VI data will be converted into the WOW system and all VI staff will be trained in WOW. This training includes a 4-day group training of all VI clinic staff followed by specialized training of VI state staff in the use of the State vendor, finance and administration modules. Following the training, MD staff will be on-site in all VI clinic and central locations for 9 days of in-person support during the startup period.

- 5.1 **Performance Verification in VI:** The Contractor shall conduct performance tests of the VI WOW system from within the Virgin Islands at all sites to ensure the system meets MD WOW performance standards. The Contractor shall document the test results and discuss the results with the State TO Manager and VI staff.
- 5.2 **Test Backup in VI:** The Contractor shall install the VI WOW backup servers in their designated locations in the Virgin Islands and then shall perform tests to ensure the backup servers are fully operational in their environment.

- 5.3 **Support VI Acceptance Test:** The Contractor shall support a 5-day Acceptance Test conducted by VI staff. The Contractor will be on-site and will track and correct all problems encountered.
- 5.4 **Perform Data Conversion:** The Contractor shall perform all tasks necessary to convert the legacy VI data to the new VI WOW database and to confirm the accuracy of the data conversion. The Contractor shall produce reports of the data conversion and problems encountered and submit the reports to the State TO Manager.
- 5.5 **Conduct Group Training of VI Staff:** The Contractor shall work with Maryland State staff to conduct a week-long training in the VI of VI clinic and central office staff on all aspects of the WIC system. The Contractor shall train approximately 20 VI staff in the clinic, vendor, finance, nutrition and administration modules. The Contractor shall have available the MD WOW training materials for adaptation to the VI training.
- 5.6 **Conduct On-Site Support for 9 Days:** The Contractor shall provide staff to support the VI staff during the first 9 days of operation and shall provide supplemental training and problem resolution during this period.

6. Post-Implementation Support

The Contractor shall support the operation of the VI WOW system in the same manner as the support for the Maryland WOW system as set forth in TORFP sections 2.2.8.2 and 2.2.8.3. Post-Implementation Support consists of 1 period, coinciding with the period of support for the WOW system. The base period support is shortened because it starts only after VI implementation and ends at the same time as the WOW system base period.

ATTACHMENT 13: SYSTEM ENHANCEMENT #2 FOR VENDOR WEB MODULE

This enhancement will implement a web-based Vendor module to allow Vendors to securely interact with WOW Vendor data by applying for authorization/reauthorization, updating demographic information, entering pricing information, and performing similar related Vendor functions online.

1. Estimated Vendor Web Module Schedule

The Vendor Web Module consists of six phases as indicated in the following timetable:

#	Task	Days	Start Date	End Date
1	Design	10	5/1/2006	5/12/2006
2	Development	20	5/15/2006	6/9/2006
3	Testing	20	6/12/2006	7/10/2006
4	Pilot Test	45	7/11/2006	9/12/2006
5	Train Vendor Community	10	9/13/2006	9/26/2006
6	Implementation	1	9/27/2006	9/27/2006

The Contractor shall follow Maryland State SDLC guidelines for all phases of this enhancement project.

2. Design (May 1, 2006 – May 12, 2006)

The Contractor shall conduct Design activities to plan the functional requirements, screen layouts, interfaces, security, and data integrity aspects of the vendor web module, ensuring the new module integrates seamlessly with the existing WOW system.

The vendor web module is intended to comply with Vendor Peer Group pricing requirements facilitated by new Vendor Regulations as stated in the 2004 Reauthorization bill: “Establish competitive price criteria and allowable reimbursement levels for each vendor peer group.”

Although the WOW system currently includes a peer group average component, it sets the maximum price payable for food instrument reimbursement in such a manner that it does not actually contain costs. This enhancement will establish a method of collecting prices to control costs by extending accessibility of WOW to the vendor community, allowing them to enter current shelf prices and using those prices to set maximums.

The design of the web screens for the vendor module will be based entirely on existing screens used by State staff; the design will focus on the translation of the screens to allow applicant and authorized vendors to enter and access information applicable to their stores only.

The design shall include vendor authorization/reauthorization screens, vendor demographic screens, and vendor price survey screens. The Contractor shall base the design on existing WOW screens, and meet with designated State staff to refine

3. Development (May 15, 2006 – June 9, 2006)

The Contractor shall develop the web-based vendor screens as designed in the Design phase, ensuring the new components follow the same development technique as existing WOW

components, including adherence to coding and naming standards, data access and security methodologies, and so forth.

The Contractor shall thoroughly unit and alpha test all new components to ensure their reliable operation before turning the components over to State staff for testing.

The Contractor shall provide technical and user documentation to facilitate the use and maintenance of the new components.

4. Testing (June 12, 2006 – July 10, 2006)

The Contractor shall provide full support to State staff during the testing phase, including providing direct and immediate feedback to reported problems, analysing, tracking, and resolving problems under the direction of the State TO Manager, and ensuring that all design parameters, functional requirements, enhancement objectives, and security requirements are tested and verified. The Contractor shall provide the State TO Manager with daily status reports of problems identified, fixed, and outstanding, and shall schedule the implementation of new software versions and revision testing.

The tests of the web-based vendor module shall include data integrity verification, including a thorough analysis of the computations, reports and results of data collected via the web-based modules such as the peer group averages. The Contractor shall be responsible for all aspects of the accuracy of the data and computations associated with this enhancement.

5. Pilot Test (July 11, 2006 – September 12, 2006)

The Contractor shall obtain the approval of the State TO Manager, and implement the fully tested web vendor module so that it is available via the internet to approved pilot test vendors (who will be identified by the State prior to this phase). The Contractor shall provide support to State staff during the pilot phase as specified for the Testing phase. The Contractor shall be responsible for tracking, analyzing, documenting, and resolving any and all problems encountered during the Pilot Test, and reporting all issues to the State TO Manager.

6. Train Vendor Community (September 13, 2006 – September 26, 2006)

The Contractor shall provide training documentation and materials in support of the training phase. State staff shall conduct the vendor training using the materials supplied by the Contractor.

7. Implementation (September 27, 2006)

The Contractor shall obtain the approval of the State TO Manager, and implement the final, approved version of the vendor web module for use by all vendors statewide. The Contractor shall ensure that the implementation is consistent with existing WOW infrastructure and does not disrupt other system components.