



**AMENDMENT #2  
Request for Proposal  
Central Collections Unit (CCU)  
Debt Collection Information System (DCIS)**

Ladies/Gentlemen:

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

**REVISIONS:**

**1. Modify Section 2.8 to remove COTS Fit-Gap Analysis from the solicitation**

**2.8 COTS Fit-Gap Analysis**

~~2.8.1 The Offeror in coordination with the State will conduct a COTS fit gap analysis to identify in detail the extent to which the COTS solution meets each of the validated requirements and how all gaps will be addressed in the new system. The COTS fit gap analysis tests the veracity, requirement by requirement, of the COTS solution to meet the State's integrated workflow, business rules, software and technical requirements. Offeror's are to reference the State's SDLC guidelines for more information.~~

**This section intentionally left blank.**

**2. Modification of the following RFP sections due to removal of Section 2.8 Fit-Gap Analysis from the solicitation**

1.1.5 The State will immediately issue a Notice to Proceed (NTP) request to provide the software to the Offeror for the purchase, delivery, and installation of up to twenty-five (25) licenses of the DCIS COTS software (hereinafter, referred to as "Post-Award Evaluation Software") for use by the CCU project team members for the duration of the Requirements Analysis phase, which could be up to three (3) years. The Post-Award Evaluation Software is for use by the CCU project team to conduct a ~~COTS Fit-gap~~

~~analysis~~ **Acceptance Testing** of the software ~~against the project requirements~~. The Post-Award Evaluation Software will continue in use through the Requirements Analysis phase. The State will provide the hardware and technical infrastructure (based on the Offeror's recommendations) for the Post-Award Evaluation environment which will be used to perform the ~~COTS Fit-gap analysis~~ **Acceptance Testing**. The State requires that the Offeror deliver, install, train, support, and maintain the Post-Award Evaluation Software.

1.1.6 The system purchased by the State under this solicitation will serve as the principal /core component of the DCIS. The State may conduct more solicitations to procure add-on software components and/or third party applications to integrate in the DCIS. The State will conduct a solicitation for an implementer to perform the integration, software configurations, software customizations, configuration management, and operation and maintenance services for the CCU. The RFP for the implementer services will be released at a later date after the DCIS COTS software application has been selected, a contract award has been made and approved by the Board of Public Works, and the ~~COTS Fit-gap analysis~~ **Acceptance Testing** has been successfully completed.

**1.1.11 High-Level Sequence of Events for the CCU Modernization Project**

The following table provides a general sequence of key activities planned for the DCIS software for the two planned solicitations for software and implementation services.

Event No.	High-Level Sequence of Events for the CCU Modernization Project
	<b>Software Solicitation - F50B2400052</b>
1	Issue Software Solicitation - F50B2400052
2	Pre-Proposal Conference
3	Questions from Offerors Due
4	Solicitation - F50B2400052 Closes
5	State Receives and Reviews Offeror Proposals Received
6	Offeror Demonstrations Held for Proposals Meeting Minimum Qualifications
7	State Conducts Pre-Award Evaluation of Proposals
8	Award Software Contract
9	Post-Award Evaluation Phase Begins
10	Software Kickoff Meeting Held
11	Software Deliverable Expectation Document Finalized for the Post-Award Evaluation Phase
12	Deliver, Install, Load Test Database, Train, and Conduct As Delivered Acceptance Testing for Post-Award Evaluation Software
13	<del>Conduct Software COTS Fit-Gap Analysis</del> <b><u>This line intentionally left blank</u></b>

	<b>Implementer Solicitation</b>
14	Issue Implementer Solicitation
15	Pre-Proposal Conference
16	Questions from Offerors Due
17	Solicitation Closes
18	State Receives and Reviews Offeror Proposals Received
19	Offeror Demonstrations Held for Proposals Meeting Minimum Qualifications
20	State Conducts Pre-Award Evaluation of Proposals
21	Award Implementer Contract
22	Implementer Kickoff Meeting Held
23	<del>Conduct Implementer COTS Fit-Gap Analysis</del> <b><u>This line intentionally left blank</u></b>
24	Purchase Production Software Licenses / Post-Award Evaluation Software Phase Ends
25	Project Requirement Analysis Phase Ends
	<b>Integration of the DCIS</b>
	<b>Operation &amp; Maintenance (O&amp;M)</b>

1.4.3 The State reserves the right to cancel this contract for DCIS COTS software and services ~~upon completion of the COTS Fit-gap analysis~~ or at any time the software solution or Contractor is determined as not the best fit for the CCU needs.

**1.37 Retainage**

1.37.1 Ten percent (10%) of each invoice for service related deliverables (2.14.4, 2.14.5, 2.14.6, 2.14.7, 2.14.9, 2.14.10, 2.14.11, ~~2.14.12~~, 2.14.13, 2.14.14, 2.14.15, 2.14.16, 2.14.18, 2.14.19, and 2.14.20) shall be held by the State as retainage. If the successful Offeror awarded a Contract fails to meet the requirements as defined in the Contract, the Contractor shall rectify the performance problem or complete the deliverable(s) to the satisfaction of the Contract Manager within thirty (30) days or as directed by the Contract Manager, at no cost to the CCU, as described in the Contract. If the Contract Manager is not satisfied with the corrective actions as outlined in section 2.6.3 (Performance Period for the Acceptance Testing - Software Application) within this timeframe, the Contractor forfeits the retainage.

## 2.11 Training

2.11.1 The Offeror shall provide training for State personnel who will participate in the ~~COTS Fit-gap analysis~~ **Acceptance Testing**. The Offeror shall provide a recommended training program that addresses the training requirements of all user types defined in section 2.11.3. The recommendation shall include at a minimum:

- Types of training recommended (Instructor, Computer Based Training, Webinar, etc.) for each user type
- Recommended hours of training for each user type
- Proposed training syllabus/curriculum outlines
- Recommended training materials (presentations, handouts)
- Training Plan that includes all of the above

## 2.11 Training

2.11.4 Additional user types/roles may be identified during the course of the ~~COTS Fit-gap analysis~~ **Acceptance Testing**. The Offeror shall assume that some flexibility will be required to adjust the training plan as necessary to account for this. However, the total number of users requiring training shall not greatly exceed the numbers defined in this section.

The following resources and constraints known at this time are:

- The State will provide training facilities that are similarly equipped with training rooms and workstations so that each trainee will have an opportunity during training for hands-on practice.
- The Offeror shall conduct each type of training for each category of user identified in Section 2.11.3.
- The Offeror shall customize the training for each user role to address varying levels of proficiency with the Internet and personal computer technology.
- The Offeror shall customize existing training presentations or written materials addressing modifications, configurations, and procedures employing the State's terminology.
- The Offeror shall conduct training classes for a total of, approximately, up to 25 users, with optimal class sizes and duration recommended by the Offeror. Training classes are expected to occur over several weeks at different training locations throughout the State.

2.14 Deliverables, Support Requirements, & Acceptance Criteria			
Deliverable Number	Deliverable Name	Acceptance Criteria	Delivery Date
2.14.12	Post-Award Evaluation Phase: COTS Fit-Gap Analysis	<ul style="list-style-type: none"> <li>• Microsoft Word document that:               <ul style="list-style-type: none"> <li>• Identifies in detail the extent to which the COTS solution meets each of the validated requirements and how all gaps will be addressed in the new system.</li> <li>• Test the veracity, requirement by requirement, of the COTS solution to meet the integrated workflow, business rules, software and technical requirements.</li> </ul> </li> </ul> <p>Complies with the State's SDLC guidelines.</p> <p><b><u>Deliverable 2.14.12 intentionally left blank.</u></b></p>	<p>Deliverable Number 2.14.12 NTP to be issued following the State's acceptance of Deliverable Number 2.14.8</p> <p>Deliverable Number 2.14.12 NTP + 20 Calendar Days</p>
2.14.21	Consulting Services	<ul style="list-style-type: none"> <li>• Access to contractor-provided personnel who can assist the CCU in understanding DCIS COTS software and best practices.</li> <li>• Access to contractor-provided personnel to assist the CCU to complete the requirements phase including the COTS Fit-gap analysis</li> <li>• Access to contractor-provided personnel to assist the CCU in how to change CCU business processes, improve the performance of the CCU project and improve the usability of the DCIS COTS software.</li> <li>• Refer to Attachment S – Labor Category Descriptions and Minimum Qualifications</li> </ul>	NTP + 5 Calendar Days

3.4.2.4.12	<p><u>Training:</u> Offeror shall provide an overview describing the recommended approach and training services for both the <del>COTS Fit-gap analysis</del> Post-Award Evaluation Phase and the Production Phase, as follows:</p> <ul style="list-style-type: none"> <li>• Customization of Offeror's existing training presentations or written materials addressing modifications, configurations, and procedures employing the State's terminology.</li> <li>• Certification tests that challenge the trainee to demonstrate hands-on proficiency with the proposed DCIS.</li> <li>• Remediation options other than repeating the training.</li> <li>• Efficient and effective use of classroom training.</li> </ul>
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- Follow-up training materials for more realistic, extensive hands-on practice to prevent loss of knowledge and skills.
- Online, self-paced instruction in combination with or complementary to other delivery techniques.

For each user role described in RFP Section 2.11, the Offeror shall address the following:

- Recommended number of days or hours of training
- Recommended areas (courses) of training
- Recommended training techniques and options
- Activities that occur prior to or following training sessions
- Recommendation on training delivery for each phase of the project.

**3. Modification of Attachment E – CCU Core Software RFP Price Proposal Forms, Table C – Deliverables Cost, due to removal of Section 2.8 Fit-Gap Analysis from the solicitation**

Consulting Services - at the State's option	Deliverable Number
<del>Post-Award Evaluation Phase: COTS Fit Gap Analysis</del> <del>Note: Please include rates in Table K: PA Eval Labor Rates</del>	2.14.12

**4. Modify Attachment E – CCU Core Software RFP Price Proposal Forms to add a tab labeled, “Table M – Optional Software”**

Modifications under Attachment E were:

- First Tab labeled, “Attachment E – Instructions” to include “Table M – Optional Software; and,
- Inserted new Tab labeled, “Attachment M – Optional Software”.

See updated Attachment E



KEY INFORMATION SUMMARY SHEET

STATE OF MARYLAND

Request for Proposals

Central Collection Unit (CCU)  
Debt Collection Information System (DCIS) Software

PROJECT NUMBER F50B2400052

Questions Due Date	Change From: <del>July 5, 2012</del> , 5:00 PM, Local Time
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Questions Due Date	Change To: <b><u>July 9, 2012</u></b>
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