



CONSULTING AND TECHNICAL SERVICES II (CATS II)

TASK ORDER REQUEST FOR PROPOSALS (TORFP)

DOCUMENT OUTPUT MANAGEMENT SYSTEM

CATS II TORFP # E50B3400023

**STATE DEPARTMENT OF ASSESSMENT AND TAXATION
(SDAT)**

ISSUE DATE: 12/11/2012

TABLE OF CONTENTS

SECTION 1 - ADMINISTRATIVE INFORMATION	5
1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT	5
1.2 TO AGREEMENT	5
1.3 TO PROPOSAL SUBMISSIONS.....	5
1.4 ORAL PRESENTATIONS/INTERVIEWS	5
1.5 MINORITY BUSINESS ENTERPRISE (MBE).....	5
1.6 CONFLICT OF INTEREST	6
1.7 NON-DISCLOSURE AGREEMENT	6
1.8 LIMITATION OF LIABILITY CEILING.....	6
1.9 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES	6
SECTION 2 - SCOPE OF WORK	7
2.1 PURPOSE.....	7
2.2 REQUESTING AGENCY BACKGROUND	7
2.3 ROLES AND RESPONSIBILITIES	9
2.4 REQUIREMENTS.....	10
2.5 SOURCE CODE AND SOFTWARE LICENSES	13
2.6 BACKUP / DISASTER RECOVERY	13
2.7 EXISTING HARDWARE, SOFTWARE, AND MATERIALS.....	13
2.8 DELIVERABLES.....	13
2.8.1 DELIVERABLE SUBMISSION PROCESS	13
2.8.2 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA	14
2.9 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES	15
2.10 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS	15
2.11 TO CONTRACTOR MINIMUM QUALIFICATION	16
2.12 TO CONTRACTOR EXPERTISE REQUIRED	16
2.13 INVOICING	16
2.13.1 INVOICE SUBMISSION PROCEDURE	16
2.14 MBE PARTICIPATION REPORTS	16
2.15 PROFESSIONAL DEVELOPMENT	17
2.16 WORK HOURS.....	17
2.17 PERFORMANCE EVALUATION	17
2.18 PERFORMANCE PROBLEM MITIGATION	17
2.19 SUBSTITUTION OF PERSONNEL	17
2.20 SERVICE LEVEL AGREEMENT	17
SECTION 3 SECTION 3 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS	19
3.1 REQUIRED RESPONSE	19
3.2 FORMAT.....	19
3.2.1 TECHNICAL RESPONSE.....	19
3.2.2 FINANCIAL RESPONSE	20
SECTION 4 – TO AWARD PROCESS.....	22
4.1 OVERVIEW	22
4.2 TECHNICAL PROPOSAL EVALUATION CRITERIA.....	22
4.3 SELECTION PROCEDURES	22
4.4 COMMENCEMENT OF WORK UNDER A TOA.....	22
ATTACHMENT 1 – SAMPLE PRICE PROPOSAL.....	23
SUMMARY SHEET.....	25
TOTAL ONE YEAR, 4-MONTH PRICE (ATTACHMENT 1):	25

TOTAL PROPOSED FIXED PRICE (ATTACHMENT 1A):	25
TOTAL EVALUATED PRICE:	25
ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS	26
ATTACHMENT 3 – TASK ORDER AGREEMENT	35
ATTACHMENT 4 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE	38
ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY	39
ATTACHMENT 6 – DIRECTIONS TO THE PRE-TO PROPOSAL CONFERENCE	41
ATTACHMENT 7 – NOTICE TO PROCEED	42
ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM	43
ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM	44
ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)	45
ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)	46
ATTACHMENT 12 – TO CONTRACTOR SELF-REPORTING CHECKLIST	48
ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT	51
EXHIBIT A	52

EY INFORMATION SUMMARY SHEET

This CATS II TORFP is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS II 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. Master Contractors choosing not to submit a proposal must submit a Master Contractor Feedback form. The form is accessible via your CATS II Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS II RFP issued by the Maryland Department of Information Technology (DoIT) and subsequent Master Contract Project Number 060B9800035, including any amendments.

TORFP Title:	Document Output Management System
Functional Area:	Functional Area #3 Electronic Document Management
TORFP Issue Date:	December 11, 2012
Closing Date and Time:	January 2, 2013 at 9:30 A.M.
TORFP Issuing Agency:	SDAT: Office of Information Technology
Send Questions and Proposals to:	Terri L. Winston twinston@dat.state.md.us
TO Procurement Officer:	Terri L. Winston Office Phone Number: 410-767-1196 Office Fax Number: 410-333-5873
TO Manager:	LeAnn Reilly Office Phone Number: 410-767-8148 Office Fax Number: 410-333-7253
TO Project Number:	E50B3400023
TO Type:	Fixed Price and Time & Material (T&M)
Period of Performance:	One year, four months with no option to renew.
MBE Goal:	0% (Attachment 14)
Small Business Reserve (SBR):	NO
Primary Place of Performance:	SDAT 301 West Preston Street, Baltimore, MD 21201
TO Pre-proposal Conference:	SDAT 300 West Preston Street, 1st floor Auditorium Baltimore, MD 21201 12/21/12 at 10:00 AM See Attachment 6 for directions.

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer, Terri L. Winston, has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement (TOA) scope issues, and for authorizing any changes to the TOA.

The TO Manager, LeAnn Reilly has the primary responsibility for the management of the work performed under the TOA; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS II 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 TOA, 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 date and exact time stated in the Key Information Summary Sheet above. The date and time of submission is determined by the date and time of arrival in the TO Procurement Officer's e-mail box. **Please note that there is no size limit for email transmissions with attachments. However, there are times when email transmissions are blocked for various reasons by SDAT servers, requiring manual release by the Agency's IT Unit. To ensure that TO Proposals are received, follow-up with a telephone call or email to the TO Procurement Officer immediately after transmission.** 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 #E50B3400023. The first file will be the TO Proposal technical response to this TORFP and shall be titled, "CATS II TORFP #E50B3400023 Technical." The second file will be the financial response to this CATS II TORFP and shall be titled, "CATS II TORFP #E50B3400023 Financial." The following proposal documents must be submitted with required signatures as .PDF files with signatures clearly visible:

- Attachment 1, 1A, and Summary Sheet – Sample Price Proposal, Price Proposal Form, and Summary Sheet
- Attachment 2 – MBE Forms D-1 and D-2
- Attachment 4 – Conflict of Interest and Disclosure Affidavit
- Attachment 5 – Labor Classification Personnel Resume Summary
- Attachment 10 – Non-Disclosure Agreement (OFFEROR)
- Attachment 13 – Living Wage Affidavit of Agreement

1.4 ORAL PRESENTATIONS/INTERVIEWS

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

1.5 MINORITY BUSINESS ENTERPRISE (MBE)

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

1.6 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit in the form of Attachment 4 included in 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

Prior contract documentation may be available for potential Offerors to review at a reading room at SDAT Headquarters. Offerors 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.

1.8 LIMITATION OF LIABILITY CEILING

Pursuant to Section 27 (C) of the CATS II Master Contract, the limitation of liability per claim under this TORFP shall not exceed the total TOA amount.

1.9 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES

DoIT is responsible for contract management oversight on the CATS II Master Contract. As part of that oversight, DoIT has implemented a process for self-reporting contract management activities of CATS II TOs. This process shall typically apply to active TOs for operations and maintenance services valued at \$1 million or greater, but all CATS II TOs are subject to review.

Attachment 12 is a sample of the TO Contractor Self-Reporting Checklist. DoIT will send initial checklists out to applicable TO Contractors approximately three months after the award date for a TO. The TO Contractor shall complete and return the checklist as instructed on the checklist. Subsequently, at six month intervals from the due date on the initial checklist, the TO Contractor shall update and resend the checklist to DoIT.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE

The SDAT is issuing this CATS II TORFP to obtain a one year, four month agreement with a Master Contractor to provide document output and management services to include: (1) operation of the Department's Print Center facility at 301 W. Preston Street, Baltimore, MD 21201; (2) forms software support and maintenance; and (3) forms design and consultant services.

2.2 REQUESTING AGENCY BACKGROUND

The Maryland Business Entity System (MBES) CICS/DB2 mainframe data system serves the needs of business and financial institutions in the State by providing a multitude of business registration and filing services that also encompasses a variety of forms and documents. The Real Property SQL data system serves the needs of taxpayers on a statewide basis and generates Real Property assessment notices, hearing notices, appeals and tax credit certificates and notices. The current TO Contractor is currently offering the following services: (1) Print remotely from the Annapolis Data Center, (2) Print from local SDAT networks, and (3) Maintain all existing MBES, Real Property and Tax Credit electronic forms that would be printed at the SDAT Print Outsourcing Center located at 301 W. Preston Street in Baltimore. The current TO Contractor is responsible for providing a total solution including a trained operator who operates the output system and is responsible for processing all documents printed at the SDAT Print Outsourcing Center. The current TO Contractor provides system software consulting support, forms design and development support, as well as assists SDAT with any required re-engineering of those business processes. The current TO Contractor also provides local MBES printing capability for the SDAT Headquarters' staff and walk-in customers at 301 West Preston Street, Baltimore, MD 21201.

With the current contract expiring on **January 31, 2013**, the Department is soliciting a Master Contractor to provide continuation of **all** of these services, as well as the possible expansion of other forms and applications.

2.2.1 Current SDAT Print Center Location:

State Office Complex, 301 W. Preston Street, Room 904, Baltimore, MD 21201
Approximately 270 sq. ft. operations area used to house production printer, forms, envelopes and supplies.

2.2.2 Current Processing Volumes:

Current monthly workload: Approximately 45,000 – 70,000 pages per month
Average Page Size: 8 ½ in. by 11 in.
Average Daily Volume: 2,400 pages
Volumes and Cycles Related to Annual Batch Jobs: **Refer to Attachment A** (FORMS MANUAL—on CD-ROM)

2.2.3 Graphical Depiction of Current System Environment

Please refer to **Attachment C** for this information.

2.2.4 Narrative Detail of Current System Environment

Data for the Maryland Business Entity System is currently processed in one of two ways utilizing forms/queue management software (NearStar DataServer Listener version 6.0.34, and Elixir/Vitesse, Build 3.00 Software).

In terms of the current environment, SDAT currently has the ability to put a particular queue into a "held" state which stops all printing to the particular device. This is necessary in order to control the jobs at each queue and mitigate the risk that the queue could become backed up which, if left unchecked, could potentially bring down the Annapolis Data Center (ADC).

SDAT also currently has the ability to set certain jobs as priorities allowing them to flush through the queues ahead of other less important jobs. SDAT can move or redirect print jobs to other queues through the existing listening software. SDAT can also cancel print jobs through the existing listening software. All of the functions are performed at the administrator level with only a select group of SDAT staff having these capabilities.

Both data stream methods are detailed below:

A. For Documents printed locally at SDAT

Data—American Standard Code for Information Interchange (ASCII) and Extended Binary Coded Decimal Interchange Code (EBCDIC – IBM)—comes to SDAT from the ADC. ADC Mainframe is an IBM z10 Enterprise Server model BC 2098-E10 mainframe system running the IBM Z/OS 1.11 operating system (refer to Exhibit E – Forms Manual – on CD-ROM) located at the Annapolis Data Center. The data passes, via IP from the Network Maryland Fiber Backbone, to the NearStar servers at W. Preston Street. When the data is processed through the servers, the appropriate environment and forms information as defined in Elixir/Vitesse are wrapped around the data. At that point, Corporate Charter, Uniform Commercial Code and related Personal Property is sent to the MBES specified queue as specified by the individual user (refer to Attachment D for list of printers with assigned “T” numbers located throughout the 8th & 9th floors at 301 W. Preston St.). The specified queue number determines whether the print job is sent to an SDAT local printer or to the remote printer located in the SDAT Print Center. These specified queue numbers are assigned by the Annapolis Data Center and configured by SDAT programming staff via the ADC VPS System. These specified queue numbers are then configured inside NearStar with the specified configuration parameters by the current TO Contractor.

To further explain, below is an example of the process of printing locally at SDAT:

If a clerk/keyer is working on keying data to generate Personal Property Notices (SDAT Form Name ~PPNOTE), he/she would key the data into the MBES using a series of internal screens. One of the screens would contain a field for the particular printer where the keyer wishes to send the notice for printing. Typically, the default for this type of work would be the Print Center queue (T892). During the entry of certain data into MBES, the employee does not override the default. Once all the necessary data for any given notice was completely entered, the job is sent to the Print Center for printing. However, if the notice is to be printed at the Xerox Printer closest to their physical location, the employee will override the default printer and instead enter a different “T” number to have the notice printed at the alternate queue.

In reference to the concept of “wrapping” the information around the data, the form name appears as the first line item in the actual data file for each form - in this example, PPNOTE. This form name is a “trigger” to NearStar for the type of letter that will be printed. Below is an excerpt from a PPNOTE data file:

```
$XLP ENV=PPNOTE
$XLP VAL=(DOCID,'0007602135');
DOCID~0007602135
NOTDTE~05/11/2012
FLNGYR~07/01/2011
DEPTID~F00000000
REMK01~REMARK LINE 1
REMK02~REMARK LINE 2
REMK03~REMARK LINE 3
```


ADDR01~MAILING ADDRESS LINE 1
ADDR02~MAILING ADDRESS LINE 2
ADDR03~MAILING ADDRESS LINE 3
ADDR04~MAILING ADDRESS LINE 4
ADDR05~MAILING ADDRESS LINE 5

When NearStar performs data analysis on each data file and sees the form name, the necessary resources are then joined with the data file to create the finished product. This process is an automated function of NearStar software.

B. For Documents Printed Both On-Line and Batch at the SDAT Print Center

Data comes from the mainframe, passes through Network Maryland Fiber backbone to the NearStar Server. The environment and forms as defined in Elixir/Vitesse are wrapped with the environment and forms information around the data and then passed through the Sun Controller to the Xerox X700 ColorPress host document output system.

The following is an example of the process of printing either on-line or batch jobs:

Data files are created internally by SDAT via the ADC (for MBES) or via AAVS (for Real Property). These files are then transmitted via file transfer protocol (ftp) to the NearStar server. The above process then plays out with the only difference being that the data file contains more than one record and produces multiple notices/letters.

2.2.5 Current Configurations of Servers

Refer to **Attachment B** for description of servers.

2.2.6 Current Printer Detail

Refer to **Attachment D** for information regarding the existing printers SDAT uses for this project.

2.2.7 Current Equipment

SDAT Print Center

(1) Xerox Model X700 ColorPress production printer with 13 GB hard drive used for document output system (*Leased via Department of General Services (DGS) statewide contract with Xerox Corporation*)

(1) Hasler M7000

(1) Hasler IM5000 Postage Machine

(Both are leased via the Department of General Services statewide contract with Shannon Business Systems)

Locally at SDAT—All of the following printers are owned and will be maintained by SDAT.

(2) Xerox Phaser 4400 DX printers; (2) Xerox Phaser 4510 DX printers; (1) Xerox Phaser 5400 DX printer; (5) Xerox Phaser 5550 DN/DT printers; (2) Xerox Phaser 6250 DX printers (See Attachment D)

2.2.8 Forms Manual

Refer to **Attachment E** for examples of all forms currently produced.

2.3 ROLES AND RESPONSIBILITIES

The following roles and responsibilities will be associated with the TOA. Please note, the statements below are of a general nature, more detailed requirements may be expected of the vendor TO Contractor over the life of the agreement.

SDAT:

TO Procurement Officer: This SDAT representative is responsible for managing the TO solicitation and award process, change order process, and resolution of TO Agreement scope issues.

TO Manager: This SDAT representative is responsible for managing the day to day activities of the TO including the direct supervision of the onsite Contractor personnel. The TO Manager will also be responsible for preparing the TO specification, review and approval of proposed change orders, review and approval of proposed substitution of personnel, reviewing and approving invoices and monitoring and reporting Contractor personnel performance.

TO CONTRACTOR RESOURCES:

Print Center Operator: This individual is responsible for the daily operation of the SDAT Print Center to include the timely processing of all scheduled batch and real time work. In addition to the printing of these documents, the Print Center Operator is also responsible for folding and inserting these documents into envelopes for mailing as well as applying the appropriate postage to each piece of mail and maintaining accurate counts of the number of pieces mailed every day. The Print Center Operator is also responsible for maintaining an inventory of consumables used and ensuring the timely replenishment of each to include all ink/toner, tanks, belts, etc. utilized by the Xerox 700 ColorPress printer as well as all consumables used by the Hasler folder/insertor and mail machine. The Print Center Operator is responsible for ordering the paper utilized in the Print Center. The Print Center Operator is also responsible for the monthly inventory of all envelopes utilized in the Print Center and must report this monthly by e-mail to the TO Manager for reorder purposes. SDAT is responsible for the replenishment of envelopes.

The Print Center Operator is also responsible for the weekly reporting of the total number of pieces mailed, by day, for the previous week. This information is reported to the TO Manager by e-mail and is used to reconcile the invoices from the Department's pre-sort mail provider.

The Print Center Operator's duties require the lifting of boxes of envelopes or forms which can weigh in excess of 50 lbs.

Analyst: The Analyst is responsible for providing input and guidance regarding the use of the forms software for the development of new forms as well as any required changes to existing forms.

The Analyst is also responsible for the creation and submission of the required monthly reports detailing volumes produced for all SDAT forms. This report is e-mailed to the TO Manager and used in reconciling and distributing the monthly charges across the various SDAT programs. This report is required to be submitted by the third business day of the following month.

The Analyst is also responsible for providing information to the TO Manager regarding more efficient ways to perform current processes as well as recommendations for any new letters or mailings.

TO Contractor Key Management Personnel: This representative of the Master Contractor is responsible for overseeing their personnel assigned under this TO. This representative will be the main point of contact for managing and correcting any disputes related to this TO. This representative will also be responsible for the preparation and submittal of invoices by the due date defined in this TO as well as any other correspondence relating to this TO and its activities.

2.4 REQUIREMENTS

2.4.1 The TO Contractor shall provide facilities management.

2.4.2 The TO Contractor shall operate and maintain forms design software which is compatible with existing SDAT environment and software maintenance for the entire term of the agreement.

2.4.3 The TO Contractor shall provide forms design, consulting services and all training of SDAT support staff.

2.4.4 FACILITIES MANAGEMENT

- A. The TO Contractor shall provide an on-site Print Center Operator, who is an employee of the TO Contractor, for the SDAT Print Center. The Print Center Operator shall be responsible for printing, operating equipment, associated document processing and mailing of all documents on a daily basis.
- B. The TO Contractor's Print Center Operator shall be qualified to operate the Xerox 700 ColorPress printer and all associated hardware and software (refer to Section 2.10). This person shall also be able to distribute reports and other document output, provide electronic verification (e-mail) of mailings to SDAT users, coordinate mail processing, provide delivery and pick up with the Department's mail service vendor, and work with SDAT staff on process engineering tasks (file transfers) regarding document based business processes.
- C. The TO Contractor's Print Center Operator shall be responsible for coordinating the daily delivery and pick-up of all posted mail documents with SDAT's pre-sort Service Company (secured via the DGS/Statewide contract).
- D. The TO Contractor shall have backup personnel who will provide the facilities management services when the primary Print Center Operator is unavailable due to vacation, sickness, training, or other absences. These backup personnel shall have the same qualifications as that of the primary staff person in terms of familiarity with the equipment used and the daily requirements of the site.
- E. The TO Contractor's Print Center Operator shall be responsible for coordinating the daily delivery and pick up of all posted mail documents with SDAT's pre-sort mail processing Service Company (Dept of General Services Statewide Contractor).
- F. The TO Contractor's Print Center Operator or Analyst shall produce monthly system reports and logs detailing all aspects of printer activity to include: usage, downtime, applications developed, output generated, document id's, percentage of usage per document, year to date totals, etc. (See Attachment F)
- G. The TO Contractor's Analyst shall assist SDAT staff with any system problems and analyze and develop plans and requirements to resolve issues related to but not limited to facilities management, forms design, software maintenance, and system production.
- H. The TO Contractor's Analyst shall coordinate and manage the preparation of analysis, evaluations and recommendations for proper implementation of programs and system specifications including but not limited to facilities management, forms design and software maintenance and system production.
- I. The TO Contractor shall submit a proposed schedule for the frequency and duration of preventative maintenance that will be performed by the TO Contractor resources. All preventive maintenance shall be performed during non-work hours unless otherwise agreed to by SDAT. A minimum of 48 hours written notice via email shall be given to SDAT prior to any preventive maintenance being scheduled.
- J. The TO Contractor shall provide for all necessary site preparation at the SDAT's Print Center for any software installation or upgrade that may be required in order to comply with the system requirements as requested in this TO. This shall include all set up, configuration of servers, workstations, printers, and other requirements as warranted (if required).
- K. The TO Contractor solution shall identify all support that will be provided by companies or personnel other than those of the Master Contractor. Good faith documentation for the length of the contract shall be provided for all such partners.

2.4.5 FORMS SOFTWARE SUPPORT AND MAINTENANCE

- A. The TO Contractor shall only propose software solution compatible with existing a) Xerox 700 ColorPress, and b) SDAT environment which includes equipment and communication configuration (See Attachment C).
- B. The TO Contractor shall provide on-line technical support with toll free telephone access between the business hours of 8:00 a.m. and 5:00 p.m. local time, Monday through Friday. State of Maryland designated holidays, service reduction days and furlough days are excluded.
- C. The TO Contractor shall respond to the designated SDAT contact within one hour of a call being placed by SDAT.

- D. The TO Contractor shall also have a software problem escalation procedure and communication plan which shall describe how issues will be escalated to support technicians and senior level support personnel within the TO Contractor support group. This plan shall describe in detail what those procedures are as well as provide all necessary contact information for all parties involved.
- E. The TO Contractor shall provide a toll-free phone service for software technical support during these hours.
- F. The TO Contractor shall be able to provide secured remote diagnostic support for the purpose of connecting to the existing Data Output Center equipment via terminal services which are currently in place in order to diagnose system problems.
- G. The TO Contractor shall perform direct system tests and identify and resolve reported problems in a secure process based upon the State of Maryland's Security Policies and Best Industry Security Practices.
- H. The TO Contractor shall provide software support and maintenance which includes SDAT receiving all new releases of form designs and listening software residing on SDAT servers at no extra cost as they become available during the entire term of the contract. The TO Contractor shall be responsible for installing all current releases of software at no additional cost to SDAT.
- I. The TO Contractor's proposed solution shall not require additional software to be installed on the ADC mainframe. The solution shall be able to merge variable data with electronic forms without modification either to the application, host operating system, or LAN as well as existing SDAT data.
- J. The TO Contractor shall propose software that can create or convert documents through preprocessing, editing, calculating, appending, copying, rotating, highlighting and merging data into multiple fields with multiple fonts. The listening software shall minimally allow print jobs to be held, prioritized, moved or cancelled at any time.
- K. The TO Contractor's proposed software shall support file transfer protocol (ftp). The system shall be able to receive batch files via ftp directly from the ADC mainframe or the SDAT ftp server in a secure file transfer process based upon best industry security practices.

2.4.6 FORMS DESIGN AND CONSULTING SERVICES

- A. The TO Contractor shall complete and successfully test any redevelopment of forms no later than 60 days after the Notice to Proceed (NTP). The TO Contractor shall provide on-site training of SDAT staff within the 60 day redevelopment period noted above.
- B. The TO Contractor's software shall be able to create Optical Mark (OMR) sequencing in order to ensure form and data integrity for both single and multiple page documents and facilitate the automated processing and insertion of documents (refer to the Forms Manual – Attachment E for example of sequencing marks used on specific forms).
- C. The TO Contractor's software shall be capable of producing bar codes as images or as fonts.

2.4.7 DOCUMENTATION

- A. The TO Contractor shall ensure that SDAT will receive two complete printed sets of all system manuals whether it be hardware or for proposed software applications. The TO Contractor shall also agree to provide one (1) complete set on CD-ROM in Microsoft Office Professional.
- B. The TO Contractor shall ensure that SDAT will receive two complete printed sets of all system administrator and user documentation, before system is accepted. This documentation shall provide at a minimum a complete system work flow and a description of all system tasks detailing all components and operations of the system from the administrator's and user's standpoint. It shall describe, in a step-by-step manner, all administrative and user related functions, tasks, and procedures associated with the operation of all TO Contractor proposed software and SDAT owned hardware and software.

2.5 SOURCE CODE and SOFTWARE LICENSES

If the TO Contractor proposes using any Commercial Off-The-Shelf (COTS) software that may require customization of the code, and the TO Contractor owns the COTS copyright/ownership rights, then the TO Contractor shall escrow their source code with an independent third party who will act as an escrow agent. All customization of the COTS source code done as a result of the TO Agreement for the work associated with this TORFP shall be wholly owned by the State. If the TO Contractor has an established source code policy, the TO Contractor shall provide the following information:

- A. Name and address of third party who acts as escrow agent;
- B. Source code escrow procedures;
- C. Name and address of third party who audits escrow account;
- D. Frequency of updates and maintenance of source code at escrow agent;
- E. Description of licensing arrangements and associated costs;
- F. Provide a copy of any escrow agreement that the Master Contractor would want and the requirements of that escrow agreement; and
- G. The Escrow Agent shall be a valid Maryland based escrow agent.

2.6 BACKUP / DISASTER RECOVERY

SDAT will be responsible for managing the regularly scheduled backup of the servers associated with this project.

2.7 EXISTING HARDWARE, SOFTWARE, AND MATERIALS

At this time, SDAT does not plan to replace any of the servers or printers associated with this project. If during the course of the project, the need arises to replace any equipment, then SDAT will deal with each issue on a case-by-case basis.

2.8 DELIVERABLES

2.8.1 DELIVERABLE SUBMISSION PROCESS

For each written deliverable the TO Contractor shall refer to the requirements listed in Section 2.4.

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 (Refer to Section 2.13 Invoicing).

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.

2.8.2 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
2.8.2.1	Facilities Management Activities	TO Contractor resources shall provide a Microsoft Word Document that provides: <ul style="list-style-type: none"> • Time accounting including hours worked that includes strict adherence to daily work completion schedule • Submission of weekly reports • Accurate inventory of TO Contractor provided copy paper • Notification to TO Manager of Center equipment malfunction occurrences and envelope supply levels 	On-going from NTP. Submitted every Friday for each week.
2.8.2.2	Forms Software Support and Maintenance	TO Contractor shall provide copies of software code (on CD or other electronic format) and release notes (in MS Word) that document the changes in the software as part of its regular scheduled software upgrades.	On-going from NTP. Any forms re-development are due 60 calendar days from NTP
2.8.2.3	Forms Consulting and Design	TO Contractor shall provide: <ul style="list-style-type: none"> • Hard copy of requested form for approval from the TO Manager • Test copy prior to acceptance • Final acceptance based on user input. 	On-going
2.8.2.4	Documentation	TO Contractor shall provide two complete printed sets and one completed electronic copy (in MS Word) of all system manuals for both hardware and software to all system administrators and users. Electronic copy provided via CD to TO Manager.	30 Calendar days from installation / implementation before the system is accepted
2.8.2.5	Software <ul style="list-style-type: none"> • Form Design software 	TO Contractor shall provide copies of software code, release notes, and documented changes in the software as part of its regular scheduled	NTP + 7 Calendar Days

	<ul style="list-style-type: none"> • Diagnostic software • FTP software 	software upgrades.	
2.8.2.6	Software problem escalation procedure and communication plan	<p>TO Contractor shall provide an MS Word document that describes:</p> <ul style="list-style-type: none"> • Plan on how TO Contractor resource shall respond to calls • Document escalation procedure • Document method and approach for communications and support • Addresses SLA defined in 2.20 • Meet requirements of 2.4.5 D. 	NTP +7 Calendar days.

2.9 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. The following policies, guidelines and methodologies can be found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under “Policies and Guidance.” These may include, but are not limited to:

- The State’s System Development Life Cycle (SDLC) methodology
- The State Information Technology Security Policy and Standards
- The State Information Technology Project Oversight
- The State of Maryland Enterprise Architecture

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 sub-contractors are to follow a consistent methodology for all TO activities.

2.10 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS

Print Center Operator

The TO Contractor’s Print Center Operator shall:

- Have a minimum of one year of experience regarding the daily operation of the Xerox X700 Color Press printer and all associated hardware and software.
- Have a minimum of one year of experience in the daily operation of the existing Print Center mail processing equipment. This equipment includes:
 - Hasler M7000 (Leased by SDAT)
 - Hasler IM5000 Postage Machine (Leased by SDAT)
- Have a High School diploma or equivalent.
- Have a minimum of one year of experience in document output facilities work or a related field.

Subject Matter Expert/ Analyst

The TO Contractor’s Analyst shall:

- Be proficient with the proposed software in order to provide guidance and development assistance to SDAT personnel as needed for future development as well as routine changes required to existing forms.
- Have a Bachelor’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

- Have a minimum of five years of experience in the utilization and management of information systems, and database structure; principles and operation of networks, operating systems, standard software applications, hardware and related peripheral equipment and basic principles of system analysis.
- Have at least five years of combined new and related technical experience in the IT field directly related to database structure, principles and operation of networks, operating systems and software applications.

2.11 TO CONTRACTOR MINIMUM QUALIFICATION

The following minimum qualifications are mandatory. The Master Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services.

- TO Contractor shall have successfully supported three instances of providing document output and management services which include related system management, forms design, and support services that is similar in size and scope as SDAT. Verification of meeting this minimum qualification will be based on 3 references provided.

2.12 TO CONTRACTOR EXPERTISE REQUIRED

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

2.13 INVOICING

Payment will only be made upon completion and acceptance of the requirements defined in Section 2.4.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS II Master Contract. A proper invoice for payment shall contain the TO Contractor's Federal Tax Identification Number, as well as the information described below, and must be submitted to the TO Manager for payment approval.

2.13.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

1. The invoice shall identify the SDAT as the TO Requesting Agency, deliverable description, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.
2. 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 SDAT at the following address: Department of Assessments and Taxation, 300 W. Preston Street, Room 403, Baltimore, MD 21201 Attention: LeAnn Reilly.
3. 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 TOA. In no event shall any invoice be submitted later than 60 calendar days from the TOA termination date.

2.14 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS II Master Contract by the 15th day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to Terri L. Winston, TO Procurement Officer at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to Terri L.

Winston, TO Procurement Officer. Ms. Winston, TO Procurement Officer, will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Procurement Officer and TO Manager.

2.15 PROFESSIONAL DEVELOPMENT

Technology and software products continuously change. The TO Contractor shall ensure continuing education opportunities for the personnel provided. This education would be associated with the technologies currently utilized by SDAT or anticipated to be implemented by SDAT in the near future. All costs, including, but not limited to, the actual course costs and course attendance time are the responsibility of the TO Contractor. SDAT will not cover any costs associated with the professional development of the TO Contractor personnel.

2.16 WORK HOURS

The TO Contractor's assigned personnel shall work an eight-hour day with core hours being 8:00 AM - 5:00 PM (hours to be approved by the TO Manager) Eastern Time which includes one hour for lunch, Monday through Tuesday except for State holidays, Service Reduction days and Furlough days observed by the SDAT.

TO Contractor's assigned personnel shall work an four-hour day with core hours being 8:00 AM to 12:00 PM (hours to be approved by the TO Manager) Eastern Time, Wednesday through Friday except for State holidays, Service Reduction days and Furlough days observed by the SDAT. Annual Overtime Hours Required for large batch mailings: As needed or as requested by SDAT.

There can be no deviation from the above noted work hours.

2.17 PERFORMANCE EVALUATION

TO Contractor personnel will be formally evaluated by the TO Manager on a bi-annually basis for each assignment performed during that period. The established performance evaluation and standards are included as Attachment 14. Performance issues identified by the agency at any time and throughout the duration of the contract are subject to the mitigation process described in Section 2.18 below.

2.18 PERFORMANCE PROBLEM MITIGATION

In the event the agency is not satisfied with the performance of the TO Contractor personnel, the mitigation process is as follows: The TO Manager will notify the TO Contractor in writing describing the problem and delineating remediation requirements. The TO Contractor shall have three business days to respond with a written remediation plan. The plan shall be implemented immediately upon acceptance by the TO Manager. Should performance issues persist, the TO Manager may give written notice or request immediate removal of the individual whose performance is at issue.

2.19 SUBSTITUTION OF PERSONNEL

The TO Contractor may not substitute personnel without the prior approval of the agency. All requests for substitution shall comply with Section 2.9.6 of the CATS II Master Contract. The TO Manager shall notify the Master Contractor of acceptance or denial of the requested substitution. The TO Manager shall have the option to interview the proposed substitute personnel. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the requested substitution.

2.20 SERVICE LEVEL AGREEMENT

TO Contractor shall work with TO Manager to meet the following required service levels for all software loaded on servers to included but not limited to: forms design software; listening software and any vendor proprietor software utilized in the execution of this TO . If service levels cannot be met based on maintenance and support workload, the TO Contractor is required to notify TO Manager in advance. In the event that adequate notification is not given and the Service Level Agreements are not met, TO Manager may withhold up to 5% of each monthly invoice if the

State concludes that the TO Contractor has not met its responsibility. The State has the authority to establish and modify the defined service levels.

Service Levels	Phone Response	On-Site Response	Response Availability	Resolution Time	Comments
Urgent	1 hour	4 hours after first notification	5 days/week, Mon-Fri, 8AM-5PM. Weekend and holiday support provided when planned or necessary.	Within 3 Hours after first notification	The issue causes the systems or users to be unable to work or perform a significant portion of their job.
High	2 hours	1 business day after first notification	5 days/week, Mon – Fri, 8 AM-5 PM. Weekend support provided when planned or necessary.	Within 24 hours after first notification	The issue severely impairs functionality such that data is incorrectly processed or stored. A work around may exist but its use is not satisfactory.
Normal	4 hours	5 business days	5 days/week, Mon – Fri, 8 AM-5 PM.	Within 48 hours after first notification	The issue causes failure of non-critical aspects of the system. There is a reasonably satisfactory work around.

SECTION 3 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS II TORFP shall respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal; or 2) a completed Master Contractor Feedback Form. The feedback form helps the State understand for future contract development why Master Contractors did not submit proposals. The form is accessible via the CATS II Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

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 II TORFP. A TO Proposal shall contain the following sections in order:

3.2.1 TECHNICAL RESPONSE

A. Proposed Services

- 1) Executive Summary: A high level overview of the Master Contractor's understanding of the background, purpose, and objectives of the TORFP. The Executive Summary shall summarize the Master Contractor's capabilities and experience, and summarize the proposed methodology and solution for achieving the objectives of the TORFP.
- 2) Proposed Solution: A detailed narrative of the Master Contractor's proposed methodology and solution for completing the requirements and deliverables in Section 2 - Scope of Work. This section should include a comprehensive schedule of tasks and estimated time frames for completing all requirements and deliverables, including any tasks to be performed by State or third party personnel.
- 3) Draft Work Breakdown Structure (WBS): A matrix or table that shows a breakdown of the tasks required to complete the requirements and deliverables in Section 2 - Scope of Work. The WBS should reflect the chronology of tasks without assigning specific time frames or start / completion dates. The WBS may include tasks to be performed by the State or third parties as appropriate, for example, independent quality assurance tasks. If the WBS appears as a deliverable in Section 2 - Scope of Work, the deliverable version will be a final version. Any subsequent versions should be approved through a formal configuration or change management process.
- 4) Draft Project or Work Schedule: A chart containing tasks and estimated time frames for completing the requirements and deliverables in Section 2 - Scope of Work. The final schedule should come later as a deliverable under the TO after the TO Contractor has had opportunity to develop realistic estimates. The Project or Work Schedule may include tasks to be performed by the State or third parties as appropriate.
- 5) Draft Risk Assessment: Identification and prioritization of risks inherent in meeting the requirements in Section 2 - Scope of Work. Should include a description of strategies to mitigate risks. If the Risk Assessment appears as a deliverable in Section 2 - Scope of Work, that version will be a final version. Any subsequent versions should be approved through a formal configuration or change management process.
- 6) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal. Master Contractors should avoid assumptions that counter or constitute exceptions to TORFP terms and conditions.
- 7) Proposed Tools: A description of any tools, for example hardware and/or software applications, that will be used to facilitate the work.

B. Proposed Personnel

- 1) Identify and provide resumes for all proposed personnel by labor category. The resume should prominently feature the proposed personnel's skills and experience as they relate to the Master Contractor's proposed solution and Section 2 - Scope of Work.
- 2) Certification that all proposed personnel meet the minimum required qualifications and possess the required certifications in accordance to Section 2.10.
- 3) Provide the names and titles of the Master Contractor's management staff who will supervise the personnel and quality of services rendered under this TOA.
- 4) Complete and provide, at the time of the interview, Attachment 5 – Labor Classification Personnel Resume Summary.

C. MBE Participation

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

D. Subcontractors

The Master Contractor solution must identify all hardware and software support that will be provided by companies or personnel other than those of the Master Contractor. Identify all proposed subcontractors, including MBEs, and their roles in the performance of Section 2 - Scope of Work.

E. Master Contractor and Subcontractor Experience and Capabilities

The Master Contractor must provide a minimum of three references who attest to the Master Contractor's ability to provide the hardware, software, and support services as requested in this RFP within the past three years. If the Master Contractor uses any subcontractor(s) for any of the hardware, software, or services requested in this RFP, then the Master Contractor must meet this reference requirement for the subcontractor(s) for their portion of responsibility.

Examples of projects must include contracts the Master Contractor has completed that were similar to Section 2 - Scope of Work. Each example must include the following information:

- 1) Name of organization.
- 2) Point of contact name, title, and telephone number.
- 3) Services provided as they relate to Section 2 - Scope of Work.
- 4) Start and end dates for each example project or contract. If the Master Contractor is no longer providing the services, explain why not.

F. State Assistance

Provide an estimate of expectation concerning participation by State personnel.

G. Confidentiality

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

3.2.2 FINANCIAL RESPONSE

- A. A description of any assumptions on which the Master Contractor's Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the price proposal);
- B. Attachment 1 and 1A - Completed Financial Proposal with all rates fully loaded.

The Master Contractor shall also include in their proposal a cost for up to an additional 200 hours of annual forms, software and design and consulting support by a senior level technician. The cost shall be based on

direct labor hours expended at the fully loaded hourly rates that include all direct and indirect costs (mileage, telephone, parking, etc.).

SECTION 4 – TO AWARD PROCESS

4.1 OVERVIEW

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS II TORFP. In making the TOA award determination, the TO Requesting Agency will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL PROPOSAL EVALUATION CRITERIA

The following are the technical criteria for evaluating a TO Proposal in descending order of importance:

- The Master Contractor's proposed solution and understanding of the TORFP Scope of Work based on the required response.
- Personnel experience required.

4.3 SELECTION PROCEDURES

1. TO Proposals will be assessed throughout the evaluation process for compliance with the minimum personnel qualifications in Section 2.10 and Section 2.11 and quality of responses to Section 3.2.1 of the TORFP.
2. TO Proposals deemed technically qualified will have their financial proposal considered. All others will be deemed not reasonably susceptible to award and will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
3. The State will conduct interviews of all personnel proposed in each TO Proposal that meets minimum qualifications.
4. Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.
5. The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, greater emphasis will be placed on technical merit.

4.4 COMMENCEMENT OF WORK UNDER A TOA

Commencement of work in response to a TOA shall be initiated only upon issuance of a fully executed TOA, Attachment 11 - Non-Disclosure Agreement (TO Contractor), a Purchase Order, and by a Notice to Proceed authorized by the TO Procurement Officer. **See Attachment 7 - Notice to Proceed (Sample).**

ATTACHMENT 1 – SAMPLE PRICE PROPOSAL

SAMPLE PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS II TORFP # E50B3400023

LABOR CATEGORIES

Labor Categories	Hourly Labor Rate	Total Class Hours	Total Proposed CATS II TORFP 1-Year, 4-Month (16 Month) Total Evaluated Price
Print Center Operator	\$	X 2040	
Analyst	\$	X 1500	
Additional Forms, Software and Design and Consulting Support (if needed)	\$	X 200	
Total 1-year, 4-months (16 Months) Cost:			

Authorized Individual Name:

Company Name:

Title:

Company Tax ID#:

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower. Rates must include all direct and indirect costs and profit for the Master contractor to perform under the TOASUBMIT AS A .PDF FILE WITH FINANCIAL RESPONSE

ATTACHMENT 1A

SAMPLE PRICE PROPOSAL FORM

SAMPLE PRICE PROPOSAL FOR CATS II TORFP # E50B3400023

Identification	Deliverable	Proposed Price
Deliverables ID	Title of Deliverable	
2.8.2.4	Documentation	
2.8.2.5	Software <ul style="list-style-type: none">• Form Design software• Diagnostic software• FTP software	
2.8.2.6	Software problem escalation procedure and communication plan	
Total Proposed Fixed Price		

Authorized Individual Name:	Company Name:
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Title:	Company Tax ID #:
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SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

Summary Sheet

Total One Year, 4-Month Price (Attachment 1):	
Total Proposed Fixed Price (Attachment 1A):	
TOTAL EVALUATED PRICE:	

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS
TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING
REQUIREMENTS

CATS II TORFP # E50B3400023

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

1. As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (TO Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2. The TO Contractor must complete a separate Form D-5 for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.
3. The TO Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy of and/or hard copy) of Form D-6. The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize Form D-6 (upper right corner of the form) for the subcontractor the same as the Form D-5 was customized by the TO Manager for the benefit of the TO Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15th of each month, regardless of whether there was any MBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form D-5. The TO Manager will contact the TO Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The TO Contractor must promptly notify the TO Manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE contract provisions and reporting requirements may result in sanctions, as provided by COMAR 21.11.03.13.

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 1

CERTIFIED MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT

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

In conjunction with the offer submitted in response to TORFP No. E50B2400070, I affirm the following:

1. I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of 0 percent and, if specified in the TORFP, sub-goals of 0 percent for MBEs classified as African American-owned and 0 percent for MBEs classified as women-owned. I have made a good faith effort to achieve this goal.

OR

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

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

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

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

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

Offeror Name

Signature of Affiant

Address

Printed Name, Title

Date

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE

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

TO Prime Contractor (Firm Name, Address, Phone)	Task Order Description
Task Order Agreement Number E50B3400023	
List Information For Each Certified MBE Subcontractor On This Project	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	
Minority Firm Name	MBE Certification Number
Work To Be Performed/SIC	
Percentage of Total Contract	

USE ATTACHMENT D-2 CONTINUATION PAGE AS NEEDED

SUMMARY

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

Document Prepared By: (please print or type)

Name: _____ Title: _____

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 2

MINORITY BUSINESS ENTERPRISE PARTICIPATION SCHEDULE (CONTINUED)

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

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 3

OUTREACH EFFORTS COMPLIANCE STATEMENT

In conjunction with the bid or offer submitted in response to TORFP # E50B3400023, 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 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 4

SUBCONTRACTOR PROJECT PARTICIPATION STATEMENT

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

Provided that _____ is awarded the TO Agreement in
(Prime TO Contractor Name)

conjunction with TORFP No. E50B3400023, it and _____,
(Subcontractor Name)

MDOT Certification No. _____, intend to enter into a contract by which the subcontractor shall:

(Describe work to be performed by MBE):

- No bonds are required of Subcontractor
- The following amount and type of bonds are required of Subcontractor:

By:

By:

Prime Contractor Signature

Subcontractor Signature

Name

Name

Title

Title

Date

Date

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

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 5

MINORITY BUSINESS ENTERPRISE PARTICIPATION TO CONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____ Reporting Period (Month/Year): _____ Report is due by the 15th of the following month.	CATS II TORFP #E50B3400023 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____
--	--

Prime TO Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX:		
Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			
List all unpaid invoices over 30 days old received from the MBE subcontractor named above:			
1.			
2.			
3.			
Total Dollars Unpaid: \$ _____			

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

Return one copy of this form to the following address:

(TO MANAGER OR APPLICABLE POC) LeAnn Reilly, TO Manager SDAT 300 West Preston St, Room 403 Baltimore, Maryland 21201 lreilly@dat.state.md.us	(TO PROCUREMENT OFFICER OR APPLICABLE POC) Terri L. Winston, TO Procurement Officer SDAT 300 West Preston St, Room 605 Baltimore, Maryland 21201 twinston@dat.state.md.us
---	--

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 2 – MINORITY BUSINESS ENTERPRISE FORMS

FORM D – 6

MINORITY BUSINESS ENTERPRISE PARTICIPATION SUBCONTRACTOR PAID/UNPAID INVOICE REPORT

Report #: _____ Reporting Period (Month/Year): __/_____ Report Due By the 15th of the following Month.	CATS II TORFP #E50B3400023 Contracting Unit _____ Contract Amount _____ MBE Sub Contract Amt. _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____	
MBE Subcontractor Name: _____		
MDOT Certification #: _____		
Contact Person: _____		
Address: _____		
City: _____	State: _____	ZIP: _____
Phone: _____	FAX: _____	
Subcontractor Services Provided: _____		
List all payments received from Prime TO Contractor during reporting period indicated above. 1. _____ 2. _____ 3. _____ Total Dollars Paid: \$ _____	List dates and amounts of any unpaid invoices over 30 days old. 1. _____ 2. _____ 3. _____ Total Dollars Unpaid: \$ _____	
Prime TO Contractor: _____		Contact Person: _____

Return one copy of this form to the following address:

TO MANAGER LeAnn Reilly, TO Manager SDAT 300 West Preston St, Room 403 Baltimore, Maryland 21201 lreilly@dat.state.md.us	TO PROCUREMENT OFFICER Terri L. Winston, TO Procurement Officer SDAT 300 West Preston St, Room 605 Baltimore, Maryland 21201 twinston@dat.state.md.us
---	--

Signature: _____ Date: _____

SUBMIT AS REQUIRED IN TO CONTRACTOR MBE REPORTING REQUIREMENTS

ATTACHMENT 3 – TASK ORDER AGREEMENT

CATS II TORFP# E50B3400023 OF MASTER CONTRACT #060B9800035

This Task Order Agreement (“TO Agreement”) is made this _____ of _____, 2013 by and between _____ (TO Contractor) and the STATE OF MARYLAND, _____ Requesting Agency.

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 SDAT, TO Requesting Agency, as identified in the CATS II TORFP # E50B3400023 PO.
 - b. “CATS II TORFP” means the Task Order Request for Proposals # E50B3400023, dated DECEMBER 11, 2012, including any addenda.
 - c. “Master Contract” means the CATS II Master Contract between the Maryland Department of Information Technology and TO Contractor dated _____.
 - d. “TO Procurement Officer” means Terri L. Winston. 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 SDAT, Requesting Agency and _____ TO Contractor.
 - f. “TO Contractor” means the CATS II Master Contractor awarded this TO Agreement, whose principal business address is _____.
 - g. “TO Manager” means LeAnn Reilly 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 II TORFP dated date of TO Proposal – Technical.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS II 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 supersede 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 II 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. CATS II TORFP
 - c. TO Proposal-Technical
 - d. 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 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 II TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of One year and 4 months, commencing on the date of Notice to Proceed and terminating on _____.

4. Consideration and Payment

4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS II TORFP and shall not exceed the total amount of the 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 II 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 _____. 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, SDAT Requesting Agency

By: Terri L. Winston, 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 TO 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 TO Procurement Officer of any contrary action to be taken.

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

Date: _____ By: _____

(Authorized Representative and Affiant)

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 5 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 060B9800035.
2. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS II TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements. This summary is required at the time of the interview.

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

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

ATTACHMENT 6 – DIRECTIONS TO THE PRE-TO PROPOSAL CONFERENCE

300 West Preston Street, Baltimore Maryland 21201

1st floor Auditorium

Self-pay parking is next to the building.

Master Contractors, please notify the Department of your intention to attend the Pre-Proposal Conference at (410) 767-1196.

For Directions to the State Center Complex visit one of these web sites:

<http://www.mapquest.com>

<http://maps.google.com/maps>

<http://maps.yahoo.com/>

ATTACHMENT 7 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS II Task Order Agreement #E50B3400023

Dear TO Contractor Contact:

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

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

Sincerely,

TO Procurement Officer

Enclosures (2)

cc: TO Manager

Procurement Liaison Office, DoIT

Project Management Office, DoIT

ATTACHMENT 8 – AGENCY RECEIPT OF DELIVERABLE FORM

I acknowledge receipt of the following:

TORFP Title: Document Output Management System

TO Agreement Number: #E50B3400023

Title of Deliverable: _____

TORFP Reference Section # _____

Deliverable Reference ID # _____

Name of TO Manager: LeAnn Reilly

TO Manager Signature

Date Signed

Name of TO Contractor's Project Manager: _____

TO Contractor's Project Manager Signature

Date Signed

SUBMIT AS REQUIRED IN SECTION 2.8 OF THE TORFP.

ATTACHMENT 9 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: SDAT

TORFP Title: Document Output Management System

TO Manager: LeAnn Reilly, 410-767-8148

To:

The following deliverable, as required by TO Agreement #E50B3400023 has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.8 OF THE TORFP.

ATTACHMENT 10 – NON-DISCLOSURE AGREEMENT (OFFEROR)

This Non- Disclosure Agreement (the "Agreement") is made this ___ day of _____ 201_, by and between _____ (hereinafter referred to as "the OFFEROR") and the State of Maryland (hereinafter referred to as "the State").

The OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS II TORFP #E50B340023 for Document Output Management System. 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 above, the 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 Terri L. Winston, TO Procurement Officer, SDAT, TO Requesting Agency 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, the OFFEROR and such employees and agents of the 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. The OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: _____ BY: _____
NAME: _____ TITLE: _____
ADDRESS: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

ATTACHMENT 11 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ____ day of _____, 201____, by and between the State of Maryland (“the State”), acting by and through its SDAT (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 Document Output Management System TORFP No. E50B3400023 dated _____, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 060B9800035; and

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

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

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

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

TO Contractor/TO Contractor's Personnel:

SDAT:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP

ATTACHMENT 12 – TO CONTRACTOR SELF-REPORTING CHECKLIST

The purpose of this checklist is for CATS II Master Contractors to self-report on adherence to procedures for TOs awarded under the CATS II Master Contract. Requirements for TO management can be found in the CATS II Master Contract RFP and at the TORFP level. The Master Contractor is requested to complete and return this form by the **Checklist Due Date** below. Master Contractors may attach supporting documentation as needed. Please send the completed checklist and direct any related questions to contractoversight@doit.state.md.us with the TO number in the subject line.

Master Contractor:	
Master Contractor Contact / Phone:	
Procuring State Agency Name:	
TO Title:	
TO Number:	
TO Type (Fixed Price, T&M, or Both):	
Checklist Issue Date:	
Checklist Due Date:	
Section 1 – Task Orders with Invoices Linked to Deliverables	
<p>A) Was the original TORFP (Task Order Request for Proposals) structured to link invoice payments to distinct deliverables with specific acceptance criteria? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 2.)</p>	
<p>B) Do TO invoices match corresponding deliverable prices shown in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>	
<p>C) Is the deliverable acceptance process being adhered to as defined in the TORFP? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>	
Section 2 – Task Orders with Invoices Linked to Time, Labor Rates and Materials	
<p>A) If the TO involves material costs, are material costs passed to the agency without markup by the Master Contractor? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>	
<p>B) Are labor rates the same or less than the rates proposed in the accepted Financial Proposal? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>	
<p>C) Is the Master Contractor providing timesheets or other appropriate documentation to support invoices? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>	
Section 3 – Substitution of Personnel	

<p>A) Has there been any substitution of personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, skip to Section 4.)</p>
<p>B) Did the Master Contractor request each personnel substitution in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>C) Does each accepted substitution possess equivalent or better education, experience and qualifications than incumbent personnel? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>D) Was the substitute approved by the agency in writing? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>Section 4 – MBE Participation</p>
<p>A) What is the MBE goal as a percentage of the TO value? (If there is no MBE goal, skip to Section 5) _____ %</p>
<p>B) Are MBE reports D-5 and D-6 submitted monthly? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>C) What is the actual MBE percentage to date? (divide the dollar amount paid to date to the MBE by the total amount paid to date on the TO) _____ % (Example - \$3,000 was paid to date to the MBE sub-contractor; \$10,000 was paid to date on the TO; the MBE percentage is 30% (3,000 ÷ 10,000 = 0.30))</p>
<p>D) Is this consistent with the planned MBE percentage at this stage of the project? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>E) Has the Master Contractor expressed difficulty with meeting the MBE goal? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>(If yes, explain the circumstances and any planned corrective actions) _____</p>
<p>Section 5 – TO Change Management</p>
<p>A) Is there a written change management procedure applicable to this TO? Yes <input type="checkbox"/> No <input type="checkbox"/> (If no, explain why) _____</p>
<p>B) Does the change management procedure include the following?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Sections for change description, justification, and sign-off</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Sections for impact on cost, scope, schedule, risk and quality (i.e., the impact of change on satisfying TO requirements)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> A formal group charged with reviewing / approving / declining changes (e.g., change control board, steering committee, or management team)</p>
<p>C) Have any change orders been executed? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>(If yes, explain expected or actual impact on TO cost, scope, schedule, risk and quality) _____</p>

D) Is the change management procedure being followed?

Yes No (If no, explain why) _____

ATTACHMENT 13 – LIVING WAGE AFFIDAVIT OF AGREEMENT

Contract No. _____

Name of Contractor _____

Address _____

City _____ State _____ Zip Code _____

If the Contract is Exempt from the Living Wage Law

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland's Living Wage Law for the following reasons: (check all that apply)

- Bidder/Offeror is a nonprofit organization
- Bidder/Offeror is a public service company
- Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than \$500,000
- Bidder/Offeror employs more than 10 employees and the proposed contract value is less than \$100,000

If the Contract is a Living Wage Contract

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

B. _____ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons (check all that apply):

- All employee(s) proposed to work on the State contract will spend less than one-half of the employee's time during every work week on the State contract;
- All employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or
- All employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date: _____ Title: _____

Witness Name (Typed or Printed): _____

Witness Signature & Date: _____

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 A

LIST OF ANNUAL BATCH JOBS
MBES

<u>DESCRIPTION</u>	<u>CYCLE DATE</u> <u>(Data Available)</u> <u>TURNAROUND</u>	<u>ANNUAL</u> <u>VOLUME</u>	<u>REQUIRED</u>
Bulk Estimate Form	Late July	12,500	8-10 working days
Foreign Courtesy Notice	Late August	10,250	8-10 working days
Domestic Final Notice	Late September	41,000	10-15 working days
Foreign Final Notice	Late October	7,500	5-7 working days

LIST OF ANNUAL BATCH JOBS
REAL PROPERTY

Supplemental Notice - #1	3 rd week of January	25,000	10 working days
Supplemental Notice - #2	3 rd week of February	15,000	10 working days
Supplemental Notice - #3	3 rd week of March	5,000	5 working days
Supplemental Notice - #4	3 rd week of April	5,000	5 working days
Commercial & Industrial Letters and Questionnaire Over \$5 Million Properties	2 nd week of February	1,500	5 working days
Commercial & Industrial Letters and Questionnaire Under \$5 Million Properties	2 nd week of February	12,500	10 working days
Commercial & Industrial Letters and Questionnaire Over \$5 Million Properties Second Mailing	2 nd week of May	1,500	5 working days

ATTACHMENT B

**CURRENT CONFIGURATION OF SERVERS
DETAILS OF HOST AT ADC**

All servers listed in Attachment C are the property and responsibility of SDAT. They are located at 301 W. Preston Street, inside the Department's Operations Center.

TABLE I

LOCATION	SERVER FOR	SERVER TYPE	SPEED	HARD DRIVE	MEMORY	OPERATING SYSTEM
Preston Street	NearStar	Dell	2.00 GHZ	146 GB	4 GB	Windows Server 2003 R2 Standard Edition – SP2

TABLE II

LOCATION	SERVER FOR	SERVER TYPE	SPEED	HARD DRIVE	MEMORY	OPERATING SYSTEM
Preston Street	Attachmate** LAN Gateway	Dell PowerEdge 1300	550 MHz	9 GB	.5 GB RAM	Windows NT 4.0
Preston Street	Attachmate** LAN Gateway	Dell PowerEdge 2300	400 MHz	18 GB	.5 GB RAM	Windows NT 4.0

**Attachmate Software – Version 6.5 (Service Pack 2)

ANNAPOLIS DATA CENTER

Host Server (ADC)

IBM Z10 Enterprise Server Model BC 2098-E10

Operating System – Z/OS 1.11

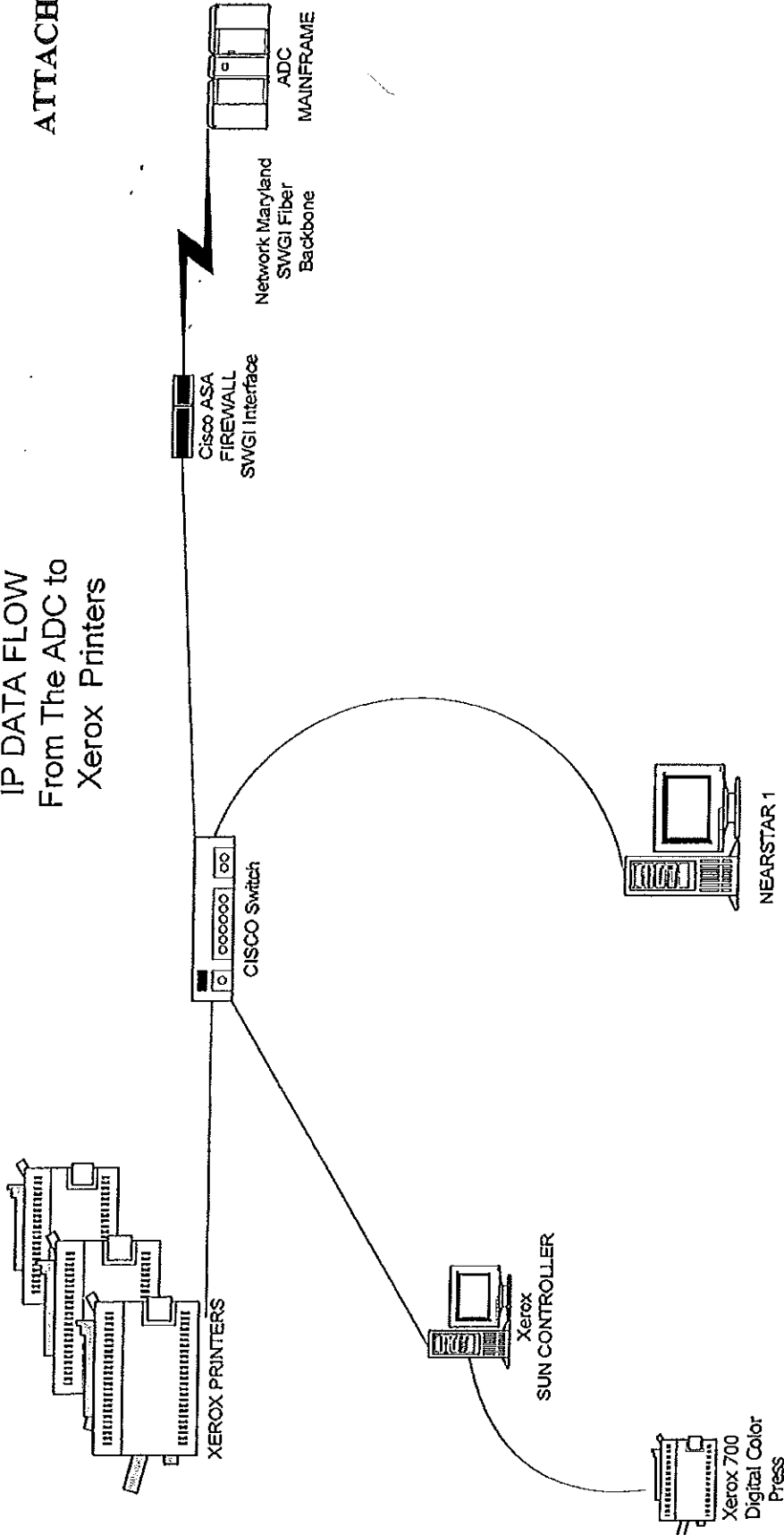
Network Connectivity – SNA 3745 Front-End Processor (FEP) for TCP/IP and TN3270 services.

Router Model Detail

Router at Preston Street – Cisco Model 3660

ATTACHMENT C

IP DATA FLOW From The ADC to Xerox Printers



The end users fill out a form on their PC. (The end user specifies the printer to be used.) The form is sent to the Annapolis Data Center. The data passes through via IP from the Network Maryland Fiber Backbone to the NearStar server at Preston Street. When the data is processed through the server, the appropriate environment and forms as defined in Elixir/Vitesse are wrapped around the data. At that point, it is sent to the MBES specified T number (i.e., designated printer) as requested by the individual user. The specified T number determines whether the print job is sent to an SDAT local printer or to the X700 printer located in the SDAT Print Center. These specified T numbers are configured by SDAT programming staff via the Annapolis Data Center VPS System. These T numbers are then configured inside NearStar with the specified configuration parameters by the current vendor. The majority of these jobs are printed on the Xerox 700 Digital Color Press at the Print Center. Large print jobs use a fixed length record as the print file. This file is sent via ftp to the Sun controller at the Print Center for printing on the Xerox 700 Digital Color Press.

DEPT. OF ASSESSMENTS AND TAXATION
XEROX PRINTER DETAIL LISTING

ATTACHMENT D

T Number	Make and Model	Serial Number	Physical Location	I.P. Address	RIPPT	PURCHASE YEAR
T238	Phaser 4510 DX	ART303831	Homestead Div.		RIPPT238	2008
T880	Phaser 5550 DN	KPA017833	Charter – Near 890		RIPPT096	2012
T881	Phaser 6250 DX	PWG641682	Charter – Near Cynthia		RIPPT095	2004
T882	Phaser 5550 DN	KPA017344	Charter – Brenda W.		RIPPT094	2012
T884	Phaser 4510 DX	ART376200	Charter – Legal		RIPPT092	2010
T885	Phaser 5550 DN	KPA017817	Pers. Prop. – Joe F.		RIPPT091	2012
T886	Phaser 4400 DX	LDT021104	Pers. Prop. – Mike G.		RIPPT090	2003
T887	Phaser 4400 DX	LDT101360	Pers. Prop. – Terry D.		RIPPT089	2003
T889	Phaser 5500 DX	RET572376	Charter – Public Area		RIPPT087	2006
T890	Phaser 6250 DX	PWG641699	Charter – Near Pub. Area		RIPPT086	2004
T891	Phaser 5400	FNV-007212	OT – 300 W. Preston		RIPPT085	2003
T892	Xerox 700X**	MAV780303	Print Outsourcing Center		RIPPT084	N/A
T893	Phaser 5550 DT	KPA008599	Charter – UCC Area		RIPPT083	2009
IN STORAGE						
Back-up Printer	Phaser 5500 DN	RET580296	Storage ~ Old T882			

IP Addresses will be provided at time of Contract Award.

**This printer has been leased by SDAT via a separate agreement outside of our Xerox Contract ~ BPO E50B7200044

Outsourcing Center Report - December 2011					
Corporate Charter (36003)					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
BADCHK =	0	0.00%	0.00%	0	0.00%
CACCPT =	9274	57.57%	20.10%	128623	16.02%
CHKBAD =	5	0.03%	0.01%	39	0.00%
CHTACC =	0	0.00%	0.00%	0	0.00%
CHTREJ =	0	0.00%	0.00%	0	0.00%
CRBLNK =	0	0.00%	0.00%	0	0.00%
CREJCT =	301	1.87%	0.65%	4945	0.58%
CRTGST =	4052	25.16%	8.78%	50364	5.88%
CRTGRE =	0	0.00%	0.00%	1262	0.15%
FC1NOT =	0	0.00%	0.00%	0	0.00%
FC2NOT =	0	0.00%	0.00%	0	0.00%
FD1NOT =	0	0.00%	0.00%	0	0.00%
FD2NOT =	0	0.00%	0.00%	0	0.00%
FF1NOT =	0	0.00%	0.00%	0	0.00%
FF2NOT =	0	0.00%	0.00%	0	0.00%
FORFC1 =	1	0.01%	0.00%	9120	1.06%
FORFC2 =	0	0.00%	0.00%	162	0.02%
FORFD1 =	2	0.01%	0.00%	38102	4.45%
FORFD2 =	1	0.01%	0.00%	1862	0.19%
FORFF1 =	1	0.01%	0.00%	6163	0.72%
FORFF2 =	0	0.00%	0.00%	133	0.02%
GRCERT =	3	0.02%	0.01%	63	0.01%
GRRENT =	0	0.00%	0.00%	0	0.00%
PENREF =	0	0.00%	0.00%	0	0.00%
PENRFD =	9	0.06%	0.02%	71	0.01%
RDUPNS =	0	0.00%	0.00%	716	0.08%
RECDUP =	0	0.00%	0.00%	0	0.00%
RECNOP =	0	0.00%	0.00%	0	0.00%
RFENRM =	6	0.04%	0.01%	37	0.00%
RINCID =	0	0.00%	0.00%	1	0.00%
RNOPEM =	1	0.01%	0.00%	6	0.00%
RSOSTD =	40	0.25%	0.09%	854	0.10%
SOPACC =	197	1.22%	0.43%	2698	0.32%
SOPAFD =	0	0.00%	0.00%	23	0.00%
SOPSTD =	1	0.01%	0.00%	191	0.02%
SRVPRC =	0	0.00%	0.00%	0	0.00%
STDRSN =	0	0.00%	0.00%	0	0.00%
TRDNEW =	1877	11.65%	4.07%	21711	2.54%
TRDSTD =	337	2.09%	0.73%	5425	0.63%
TRENEW =	0	0.00%	0.00%	0	0.00%
Total =	16108		34.90%	272361	31.80%
Corporate Receipts (36003)					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
PENINC =	0	0.00%	0.00%	0	0.00%
RDUPFL =	114	33.83%	0.25%	1178	0.14%
RDUPPN =	19	5.64%	0.04%	233	0.03%
RECFEE =	0	0.00%	0.00%	0	0.00%
RECFIL =	0	0.00%	0.00%	0	0.00%
RECINC =	0	0.00%	0.00%	0	0.00%
RECNOF =	0	0.00%	0.00%	0	0.00%
RECNRQ =	0	0.00%	0.00%	0	0.00%
RECPPD =	0	0.00%	0.00%	0	0.00%
RFEEIN =	0	0.00%	0.00%	0	0.00%
RFEERQ =	168	49.85%	0.36%	6147	0.72%
RNOFEE =	20	5.93%	0.04%	653	0.08%
RNOREQ =	6	1.78%	0.01%	463	0.05%
RPENAM =	4	1.19%	0.01%	50	0.01%
RPENRM =	6	1.78%	0.01%	37	0.00%
Total =	337		0.73%	8761	1.02%

Personal Property (51001)					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
BUSEXM =	0	0.00%	0.00%	0	0.00%
DSCRY1 =	0	0.00%	0.00%	0	0.00%
DSCRY2 =	0	0.00%	0.00%	0	0.00%
DSCRY3 =	0	0.00%	0.00%	0	0.00%
DSCRY4 =	0	0.00%	0.00%	0	0.00%
ESNOTE =	0	0.00%	0.00%	0	0.00%
EXTAMT =	0	0.00%	0.00%	1	0.00%
EXTDLT =	0	0.00%	0.00%	34	0.00%
EXTDUP =	0	0.00%	0.00%	9	0.00%
EXTFEE =	0	0.00%	0.00%	0	0.00%
EXTIDO =	0	0.00%	0.00%	0	0.00%
EXTSTD =	0	0.00%	0.00%	15	0.00%
FNLNOT =	0	0.00%	0.00%	0	0.00%
PDSCY1 =	0	0.00%	0.00%	464	0.05%
PDSCY2 =	0	0.00%	0.00%	140	0.02%
PDSCY3 =	0	0.00%	0.00%	18	0.00%
PDSCY4 =	0	0.00%	0.00%	0	0.00%
PDSCY5 =	0	0.00%	0.00%	0	0.00%
PDSCY6 =	0	0.00%	0.00%	0	0.00%
PDSCY7 =	0	0.00%	0.00%	345	0.04%
PDSCY8 =	0	0.00%	0.00%	0	0.00%
PENDEL =	0	0.00%	0.00%	0	0.00%
PENDLT =	430	4.66%	0.93%	4559	0.53%
PENNOT =	0	0.00%	0.00%	2	0.00%
PENNTE =	1888	20.47%	4.09%	16281	1.90%
PENORG =	0	0.00%	0.00%	0	0.00%
PENREM =	0	0.00%	0.00%	0	0.00%
PENREV =	47	0.51%	0.10%	479	0.06%
PENRMV =	138	1.50%	0.30%	1207	0.14%
PPCERT =	503	5.45%	1.09%	7244	0.85%
PPESMT =	4	0.04%	0.01%	11818	1.38%
PPFINL =	0	0.00%	0.00%	5	0.00%
PPREJ =	0	0.00%	0.00%	0	0.00%
PPCERT =	503	5.45%	1.09%	7244	0.85%
PRCERT =	0	0.00%	0.00%	0	0.00%
PPNOTE =	5423	58.79%	11.75%	131985	15.41%
PRNOTE =	0	0.00%	0.00%	3	0.00%
RPENRM =	8	0.07%	0.01%	37	0.00%
RPPSTD =	242	2.62%	0.52%	8862	1.03%
RSOSTD =	40	0.43%	0.09%	854	0.10%
Total =	9224		19.99%	191586	22.37%
UCC (37003)					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
UACCPT =	4156	92.58%	9.01%	56439	6.59%
UCCACC =	0	0.00%	0.00%	0	0.00%
UCCREJ =	0	0.00%	0.00%	0	0.00%
UCCSTD =	0	0.00%	0.00%	0	0.00%
UREJCT =	92	2.05%	0.20%	2082	0.24%
USTDAL =	241	5.37%	0.52%	2486	0.29%
Total =	4489		9.73%	61007	7.12%
Internet Jobs(37003)					
	Pages	% of Internet Work	% of Total Work	Pages YTD	% of YTD Work
CRBLNK =	2659	100%	5.76%	29474	3.44%

Real Property Notices 20101					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
ADDR CHG	0	0.00%	0.00%	135	0.02%
CI5F =	0	0.00%	0.00%	2985	0.35%
CNIF =	0	0.00%	0.00%	13598	1.59%
CYCLE =	0	0.00%	0.00%	886	0.10%
FINAL =	1419	59.32%	3.07%	64704	7.56%
GENNOT =	0	0.00%	0.00%	13740	1.60%
HNT =	973	40.68%	2.11%	24308	2.84%
Total =	2392		5.18%	120356	14.05%
Tax Credits 81001					
	Pages	% of Division Work	% of Total Work	Pages YTD	% of YTD Work
CERTS =	360	12.11%	0.78%	29036	3.39%
DENIAL =	1167	39.27%	2.53%	18957	2.21%
REJECTS =	1445	48.62%	3.13%	27320	3.19%
Total =	2972		6.44%	75313	8.79%
Homestead Credit (82003)					
	Pages	% of Internet Work	% of Total Work	Pages YTD	% of YTD Work
HOMDNL =	523	6.56%	1.13%	4881	0.57%
HOMTRN =	5634	70.71%	12.21%	69895	8.16%
HOMSTD =	1323	18.60%	2.87%	15962	1.86%
HMINFO =	474	5.95%	1.03%	6562	0.77%
HMINF1 =	14	0.18%	0.03%	271	0.03%
Total =	7968		17.27%	97561	11.39%
Total =		46149		YTD Total = 856419	

