



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

DEPARTMENT OF INFORMATION TECHNOLOGY

**CENTRAL COLLECTIONS UNIT (CCU)
PROJECT RESOURCING SERVICES**

**CATS II TORFP PROJECT NUMBER
F50B2400011**

ISSUE DATE: December 21, 2011

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KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services II (CATS II) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS 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 and subsequent Master Contract Project Number 060B9800035, including any amendments.

TORFP Name:	CCU Project Resourcing Services
Functional Area:	Functional Area 10 Information Technology (IT) Management Consulting Services
TORFP Issue Date:	December 21, 2011
Closing Date and Time:	January 31, 2011 at 3:00PM EST
TORFP Issuing Office:	Maryland Department of Information Technology (DoIT)
Send Proposals / Questions to:	Robert Krauss Proposals@doit.state.md.us
TO Procurement Officer	Robert Krauss Proposals@doit.state.md.us 410.260.6135
TO Manager:	Stacia Cropper or designee scropper@doit.state.md.us 410-260-6256
Project Number:	F50B2400011
TO Type:	Fixed Price and/or Time & Material
Period of Performance:	One base year, plus 2 one-year options (up to the expiration of CATS II) at the sole discretion of DoIT
MBE Goal:	0 %
Small Business Reserve (SBR):	No
Primary Place of Performance:	DoIT, 300 W. Preston Street, Baltimore, MD 21201
State Furnish Work Site and/or Access to Equipment, Facilities or Personnel:	Telephones and workstations will be provided as needed.
TO Pre-Proposal Conference:	Not Applicable

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement (TOA) scope issues, and for authorizing any changes to the TO Agreement. See Section 2.12 for information on change orders.

The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement. This includes administrative functions, including issuing direction to the TO Contractor; 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/within scope completion of the Scope of Work (SOW).

1.2 TO AGREEMENT

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

1.3 TO PROPOSAL SUBMISSIONS

Proposals shall be submitted electronically to the Procurement Officer and email address shown in the Key Information Summary Sheet. The TO Procurement Officer will not accept submissions after the date and exact closing time as stated in the Key Information Summary Sheet. The time will be the local DoIT system time stamp on the incoming email as received by the Procurement Officer. Time stamps on outgoing email from Master Contractors shall not be accepted.

The response to this TORFP must be submitted as three separate emails as follows:

Email #1: Technical Proposal

- Subject line: "CATS II TORFP #F50B2400011 – Technical Proposal"
- Attach the Technical Proposal (TORFP Attachment 6) as a single .PDF file to this email.

Email #2: Price Proposal

- Subject line: "CATS II TORFP #F50B2400011 – Price Proposal"
- Attach the Price Proposals (TORFP Attachment 1) as separate .PDF files to this email. Include up to six separate price sheets, each as a separate attachment, for up to six proposed labor categories.

Email #3: Proposal Attachments

- Subject line: "CATS II TORFP #F50B2400011 – Proposal Attachments"
- Attach the signed *Conflict of Interest and Disclosure Affidavit* (TORFP Attachment 3) in .PDF format
- Attach the signed *Living Wage Affidavit* (Attachment I in the CATS II Master Contract RFP)

*Note - DoIT has a 10 Mb size limit on each email. Each of the three emails above must be under that limit.

1.4 INTERVIEWS

Proposed candidates who meet minimum qualifications described in the TORFP will be required to submit to interviews with State representatives. The Procurement Officer will notify Master Contractor of the time and place of interviews.

1.5 CONFLICT OF INTEREST

The TO Contractor(s) awarded the TO Agreement shall provide services for DoIT or component programs with the agency, and must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit and Disclosure form included as Attachment 3 to 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.

1.6 NON-DISCLOSURE AGREEMENT

The TO Contractor awarded the TO Agreement may have access to certain State documentation in order to fulfill the requirements of the TO Agreement. The awarded TO Contractor management staff, employees and agents to be given such access are required to sign a Non-Disclosure Agreement (TORFP Attachment 5).

1.7 LIMITATION OF LIABILITY CEILING

Pursuant to Section 27(C) of the CATS II Master Contract, the limitation of liability ceiling is hereby set as follows: Contractor's liabilities per claim under this TORFP shall not exceed the total TO Agreement amount.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE, AGENCY INFORMATION, AND BACKGROUND

2.1.1 TORFP PURPOSE

DoIT is seeking proposals to provide experienced IT professionals to serve as State representatives on the CCU Modernization Project. This staff will not be tasked with actual system implementation as implementation services will be procured separately. DoIT intends to make awards to up to six Offerors. Each awarded Offeror will be eligible to provide resources in up to six CATS II labor categories (Section 2.2). DoIT reserves the right to award an Offeror for fewer labor categories than proposed. Offerors may propose one, two, three, four, five, or all six labor categories. Offerors shall only propose labor categories for which they are approved under CATS II and for which maximum labor rates were provided.

Please note that subsequent to award of this TO Agreement the awarded Master Contractors may be ineligible for future awards deemed by DoIT to be related to CCU modernization system solution products or services.

2.1.2 TO RESPONSIBILITY DEFINITIONS

- A) TO Procurement Officer - The DoIT person named in the Key Information Summary Sheet responsible for managing the procurement process resulting in a TO Agreement;
- B) TO Manager - The person named in the Key Information Summary Sheet responsible for overseeing the work required under the TO Agreement;
- C) TO Contractor - A CATS II Master Contractor awarded a TO Agreement under this TORFP.
- D) TO Personnel – Project personnel provided by an awarded TO Contractor.

2.1.3 REQUESTING AGENCY INFORMATION

DoIT is managing this procurement on behalf of the Maryland Department of Budget and Management (DBM) which operates the CCU program. The DBM CCU program office employs the executive sponsor and project sponsors and the majority of State collections subject matter expertise and system end users. DBM's CCU mission is to collect all delinquent accounts of the State of Maryland. Since its inception in 1973, the CCU has grown to a 115 person organization that supports a total of 400 Clients with a portfolio size of 1.5 million accounts and over \$1.4 billion in receivables.

DoIT serves as the IT support and operations organization for DBM and as such is a major stakeholder in the CCU Modernization Project. DoIT has the responsibility of planning for, provisioning and managing the necessary contractual resources for the project.

2.1.4 PROJECT BACKGROUND

The CCU's primary IT system was implemented 24 years ago. Several risks have been identified that are driving the replacement of that system. The goal of the CCU Systems Modernization project is to use IT to improve business operations and increase the percentage of debt accounts collected in part or in full.

Once fully implemented, the new solution will provide the following functionality:

- Replacement of the core collection system with a state-of-the-art Commercial-off-the-Shelf (COTS) product designed specifically for the government centralized collections market
- Development of a web application with workflow and approval cycles for clients to interact with the CCU to submit new client requests, debt referrals, and debt payment adjustments
- Implementation of a web portal / dashboard for debtors to review account status, clients to review reports, and CCU supervisors / management to review collection metrics
- Development of an interface between the existing telephony, Interactive Voice Response (IVR), Integrated Predictive Dialer (IPD), Automated Call Distribution (ACD), electronic payment processing, and collection systems
- Implementation of a digital imaging archiving system to capture the image of any document associated with an account including debtor correspondence and client files
- Automation of the payment plan contracts with the ability to capture digital signatures
- Enhancement of the accounting module to provide easier reconciliation, balancing, closing, and reporting
- Automation of skip tracing with interaction to nationally recognized investigation services
- Integration of the legal module to produce legal and court documents for judgment filings
- Improvement of the interface architecture
- Consolidation and integration of several desktop databases and spreadsheets used to augment the legacy application
- Implementation of kiosks for accepting payments
- Modification of the CCU-Satellite facilities to accommodate system changes
- Delivery of a fully integrated solution with single sign-on capabilities, hierarchical user level security, and extensive audit and history logging capability.

2.2 LABOR CATEGORIES AND WORK ORDER PROCESS

2.2.1 LABOR CATEGORIES

TO Contractors shall qualify to provide the following labor categories (CATS II labor category #):

- PROGRAM MANAGER (#1)
- PROJECT MANAGER – TECHNICAL (#2)
- PROJECT MANAGER – FUNCTIONAL (#2)
- SENIOR SYSTEMS ENGINEER (#29)
- TECHNICAL WRITER/EDITOR (#56)
- PROJECT CONTROL SPECIALIST (#57)

2.3 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

For each of the labor categories in Section 2.2, actual personnel provided by a TO Contractor must perform the following duties and responsibilities.

2.3.1 PROGRAM MANAGER

Provide program management / leadership on the CCU Modernization project.

- Oversees project management functions consistent with the State of Maryland System Development Life Cycle (SDLC) and the Project Management Institute (PMI) Project Management Body Of Knowledge (PMBOK)
- Oversees and is accountable for overall project execution and control for all lifecycle phases

- Oversees technical and functional project managers responsible for project execution and control tasks
- Provides staff and contract management oversight
- See Attachment 8 for detailed description of program management duties and responsibilities.

2.3.2 PROJECT MANAGER (TECHNICAL)

Perform key requirement analysis and documentation along with developing key strategy documents and required technology artifacts for CCU system implementation.

- Provide support roles in drafting the non-functional (technical) specifications and acceptance criteria for the system implementation services;
- Design and draft specifications and acceptance criteria for the CCU modernization project requirements;
- Design and draft strategy, specifications and acceptance criteria for successful data conversion; and
- Manage according to project protocols and guidelines, reporting to the Program Manager.

2.3.3 PROJECT MANAGER (FUNCTIONAL)

Serve as a key business partner with various business areas of CCU; utilize extensive knowledge of collections functional processes and technologies to develop and validate functional business requirements. Manage multiple project aspects in an organized fashion; must be detail oriented. Fluent in Visio, MS Project, Word and Excel. Need excellent written and verbal communication skills and strong collections information systems experience including requirements gathering and documentation.

- Participate in functional team meetings to document and assess business process changes and their impacts on current State operations.
- Recommend and influence best practice solutions when it comes to business process improvement and application design.
- Facilitate requirements gathering and documentation efforts.
- Refine functional requirements to include: prioritization, elimination and consolidation;
- Document requirements for internal and external interfaces, reporting, workflow and security for CCU business processes;
- Document functional Use Test Cases and scripts;
- Identify, document and escalate risks and issues;
- Serve as the liaison between the project team and State agencies that interface with the CCU. The purpose is for requirements validation, issue resolution and coordination of project activities;
- Manage expectations, timelines and deliverables and thrive in a fast-paced team environment;
- Understand the impact changes to the CCU system configuration will have on existing internal and external interfaces; and
- Manage according to project protocols and guidelines, reporting to the program manager;

2.3.4 SENIOR SYSTEMS ENGINEER

Serve as an expert in requirements management and integration of complex COTS solutions. Evaluate organizational workflows and analyze information system requirements for enterprise architectures. Provide expertise in CMMI and ITIL compliance and best practices. Apply understanding of networking and CTI/UC solutions. Provide expertise with enterprise systems management tools.

- Provides consulting expertise to the core project team for requirements management using Requisite Pro, system design and integration of complex COTS solutions
- Evaluates system designs and proposed solutions
- Provides expert advice on systems integration issues

2.3.5 TECHNICAL WRITER/EDITOR

- Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports.
- Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents for clarity, flow, proper English and unobtrusive grammar.
- Conducts research and ensures the use of proper technical terminology.
- Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
- Uses the Windows standard help compiler to prepare on-line documentation.
- Assists in performing financial and administrative functions.
- Turns drafts into smooth, tight writing that eliminates verbosity and results in easier reading and better understanding.
- Takes hand drawn illustrations (e.g. workflow diagrams), re-draw them to MS Visio, and embed them into Microsoft Word documents.
- Scans documents, add Meta tags, and store in the Microsoft SharePoint project repository.
- Questions team members, research topics and incorporate findings into documents.

2.3.6 PROJECT CONTROL SPECIALIST

- Establishes and maintains project and contract files
- Monitors and reports status on financial and administrative aspects of project contracts and deliverables.
- Performs schedule updates as required and generates reports used for tracking project progress.
- Uses spreadsheets and project management tools to track deliverables, financial transactions, and manage contract information.

2.4 PERFORMANCE EVALUATION AND STANDARDS

2.4.1 MONTHLY PERFORMANCE RATINGS FOR PROJECT PERSONNEL

Each month the TO Contractor shall send to the TO Manager a Performance Evaluation Form (PEF) (TORFP Attachment 4) for each individual TO Personnel. The TO Contractor shall fill out the top section of the PEF only. The TO Manager or designee shall fill out the “Project Personnel Performance Rating” section of the PEF and return it to the TO Contractor for invoicing purposes. **For each unsatisfactory rating among the six performance categories on the PEF, the TO Contractor shall deduct one-sixth (1/6) of the monthly invoice amount for that TO Personnel.** In the event of unsatisfactory performance ratings, the TO Manager also may invoke the mitigation procedures described in TORFP Section 2.4.2.

2.4.2 MITIGATION PROCEDURES FOR UNSATISFACTORY PERFORMANCE

At any time during the task order should TO Personnel receive a Project Personnel Performance Rating of “unsatisfactory” for any of the rating areas as determined by the TO Manager, DoIT may pursue the following mitigation procedures:

- A) The TO Manager shall document performance issues and give written notice to the TO Contractor(s), clearly describing problems and delineating remediation requirement(s).
- B) The TO Contractor(s) shall respond with a written remediation plan within three business days and implement plan immediately upon written acceptance by the TO Manager.
- C) Should performance issues persist, the TO Manager may give written notice or request the immediate removal of the person(s) whose performance is at issue, and determine whether a substitution is required. Substitutions must have equal or better qualifications compared to the incumbent as determined by DoIT.

2.5 WORK HOURS

The TO Contractor's assigned personnel must be available to work between the hours of 7:00 AM and 6:00 PM Monday through Friday except for State holidays.

Services may also involve some evening and/or weekend hours in addition to core business-day hours. For personnel compensated via an hourly labor rate, additional weekly hours in excess of 40 hours must be approved in writing and in advance by the TO Manager and shall be billed at the proposed regular hourly rate.

Requests for leave should be submitted to the TO Manager at least two weeks in advance. The TO Manager reserves the right to request a temporary replacement if leave extends longer than one consecutive week. In cases where there is insufficient coverage, leave may be denied.

2.6 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor staff dedicated to this project 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 staff 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 www.doit.maryland.gov. Select "Contractor" and "IT" Policies, Standards and Guidelines"; these may include, but are not limited to:

- A) The nine project management knowledge areas in the Project Management Institute's (PMI's) Project Management Body of Knowledge (PMBOK). The TO Contractor shall follow the project management methodologies that are consistent with the most recent edition of the PMBOK Guide. TO Contractor's staff and sub Contractors are to follow a consistent methodology for all TO activities
- B) The State's System Development Life Cycle (SDLC) methodology at: www.DoIT.maryland.gov - keyword: SDLC.
- C) The State's IT Security Policy and Standards at: www.DoIT.maryland.gov. - keyword: Security Policy.
- D) The State's IT Project Oversight at: www.DoIT.maryland.gov. - keyword: IT Project Oversight.
- E) The State of Maryland Enterprise Architecture at www.DoIT.maryland.gov. - keyword: MTAF (Maryland Technical Architecture Framework).

2.7 PROPOSED PERSONNEL MINIMUM QUALIFICATIONS

Proposed TO Personnel must meet ALL of the minimum qualifications below for that labor category as determined by the State. Candidates who do not meet ALL minimum qualifications shall not be interviewed by the State.

2.7.1 PROGRAM MANAGER

- Ten years project management experience on IT systems projects.
- PMI certification as a PMP.
- Bachelor's degree from an accredited college in Computer Science, Business Administration, Human Resources or a comparable field of study.

2.7.2 PROJECT MANAGER (TECHNICAL)

- Three years project experience involving the development of automated financial collections systems.
- Five years project experience developing technical requirements for implementing IT systems for private or public sector organizations.
- PMI certification as a PMP.
- Bachelor's degree from an accredited college in Computer Science, Management Information Systems, or a comparable field of study.

2.7.3 PROJECT MANAGER (FUNCTIONAL)

- Three years project experience involving the development of automated financial collections systems.
- Five years project experience developing functional (non-technical) requirements for implementing IT systems for private or public sector organizations.
- PMI certification as a PMP.
- Bachelor's degree from an accredited college in Computer Science, Management Information Systems, or a comparable field of study.

2.7.4 SENIOR SYSTEMS ENGINEER

- Six years of experience in IT systems engineering.
- Bachelor's degree from an accredited college in Communications, Business Administration, Management of Information Systems or a comparable field of study.

2.7.5 TECHNICAL WRITER/EDITOR

- Three years of experience in technical environments, developing technical documentation such as requirements specification, design documents, and production support documents.
- Associate's degree in communications or a related field.

2.7.6 PROJECT CONTROL SPECIALIST

- Three years of experience organizing, tracking, and reporting on the financial, contractual and administrative elements of projects using Microsoft Excel, Project, and PowerPoint.
- High school diploma or equivalent.

2.8 OFFEROR MINIMUM QUALIFICATIONS

- Two past or current instances where the Offeror furnished support personnel to an IT project.
- Approved for Functional Area 10 under the CATS II Master Contract.
- Approved maximum labor rates at the CATS II Master Contract level for each proposed labor category.

2.9 SUBSTITUTION OF PERSONNEL

Each selected TO Contractor shall abide by the substitution of personnel requirements in the CATS II Master Contract, Section 2.9.6. Substitutions must have qualifications equal to or better than the originally proposed individuals as determined by DoIT.

2.10 INVOICING

The TO Contractor(s) shall send to the TO Manager a PEF (TORFP Attachment 4) at monthly intervals for each individual TO Personnel. Approval of the PEF by the TO Manager is subject to the approval of time sheets, monthly performance ratings indicated on the PEF, and mitigation procedures described in Section 2.4. The TO Contractor shall submit PEFs as MS Word documents by email. Following the return of the PEF signed by the TO Manager, the TO Contractor(s) shall submit a proper invoice for the TO Personnel in accordance with the procedures in Section 2.10.1. The invoice must be accompanied by a copy of the executed PEF and copies of approved time sheets or payment shall be withheld.

One monthly invoice may cover multiple TO Personnel, but a separate PEF is required for each employee.

Payments to the TO Contractor also shall be governed by the terms and conditions defined in the CATS II Master Contract. TO Contractor shall invoice and receive payment for actual hours worked only. Upon verification and acceptance of the proper invoices by the TO Manager, payment will be made to the TO Contractor.

2.10.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) The invoice shall identify the Department of IT as the TO Requesting Agency and indicate the TO Agreement title as “CCU Project Resourcing Services”, the TO Agreement number F50B2400011, invoice number and date, period of performance covered by the invoice, total labor hours for TO Personnel with detailed supporting documentation (attached time sheets), the invoice dollar amount consistent with the Price Proposal Form (Attachment 1) and the PEF (Attachment 4), the TO Contractor’s Federal Employer Identification Number, a “REMIT TO” address (if different from letterhead address), and a point of contact with email address and telephone number.
- B) Yearly Labor Rate Awards – If the TO Agreement is awarded for the Yearly Labor Rate shown in the accepted price proposal, monthly invoices shall be for one-twelfth of the yearly rate, subject to PEF deductions (Section 2.4.1). DoIT may pro-rate a monthly payment if TO Personnel worked less than 160 hours that month.
- C) The TO Contractor shall send the original of each invoice along with a copy of the approved PEF and time sheets for each TO Personnel covered by the invoice. Invoices for payment shall be sent electronically as .PDF files by email to the Director, DoIT Fiscal Services (or designee) with a copy to the DoIT TO Manager.
- D) The last invoice submitted under the TO Agreement shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.12 CHANGE ORDERS

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

SECTION 3 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS II TORFP must respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of the following possible responses: 1) A proposal or 2) A completed Master Contractor Feedback form submitted electronically via the CATS II web site explaining why the Master Contractor will not be submitting a proposal. The form is accessible via your CATS II Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

3.2 TECHNICAL RESPONSE 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 and must follow the *Technical Proposal Template* and instructions (TORFP Attachment 6).

3.3 FINANCIAL RESPONSE

The Financial Response of the TO Proposal shall include:

- A) A description of any assumptions on which the Master Contractor's Financial Proposal is based. (Assumptions must not constitute conditions, contingencies, or exceptions to the price proposal).
- B) Completed Price Proposal (TORFP Attachment 1) – There are six price proposal forms, each corresponding with a labor category described in Section 2.2. Offerors shall propose for one, two, three, four, five, or all six labor categories and provide pricing for a base year, option year one, and option year two. Offerors shall propose fixed yearly and hourly labor rates. Proposed rates must be fully loaded and include all direct and indirect costs and profit for the Master Contractor to perform under the TOA. Hourly rates are not to exceed the rates provided by the Offeror for the CATS II Master Contract.

SECTION 4 - PROCEDURE FOR AWARDING A TO AGREEMENT

4.1 AWARD ELIGIBILITY

Up to six TO Contractors will be selected from among all eligible Master Contractors within the functional area designate in the Key Information Summary Sheet. In making the TO Agreement award determination, DoIT will consider all information submitted in accordance with Section 3.

4.2 SELECTION PROCEDURES

- 4.2.1 Technical proposals will be assessed for compliance with minimum qualifications (Sections 2.7 and 2.8).
- 4.2.2 If a technical proposal meets minimum qualifications, the associated financial proposal will be opened. Proposals not meeting minimum qualifications will not be selected and the Offeror will receive an e-mail notice accordingly from the TO Procurement Officer.
- 4.2.3 Qualified financial proposals will be reviewed and ranked from lowest to highest evaluated price.
- 4.2.4 Awards shall be based on best value to the State.

4.3 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

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

ATTACHMENT 1 - PRICE PROPOSAL – PROGRAM MANAGER
CATS TORFP #F50B2400011

Program Manager – CATS II Labor Category #1				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or compensation.

SUBMIT WITH THE FINANCIAL RESPONSE

ATTACHMENT 1 - PRICE PROPOSAL – PROJECT MANAGER (TECHNICAL)
CATS TORFP #F50B2400011

Project Manager (Technical) - CATS II Labor Category #2				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or pricing.

SUBMIT WITH THE FINANCIAL RESPONSE

ATTACHMENT 1 - PRICE PROPOSAL - PROJECT MANAGER (FUNCTIONAL)
CATS TORFP #F50B2400011

Project Manager (Functional) - CATS II Labor Category #2				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or pricing.

SUBMIT WITH THE FINANCIAL RESPONSE

ATTACHMENT 1 - PRICE PROPOSAL – SENIOR SYSTEMS ENGINEER
CATS TORFP #F50B2400011

Senior Systems Engineer – CATS II Labor Category #29				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or pricing.

SUBMIT WITH THE FINANCIAL RESPONSE

ATTACHMENT 1 - PRICE PROPOSAL – TECHNICAL WRITER/EDITOR
CATS TORFP #F50B2400011

Technical Writer/Editor – CATS II Labor Category #56				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or pricing.

SUBMIT WITH THE FINANCIAL RESPONSE

ATTACHMENT 1 - PRICE PROPOSAL – PROJECT CONTROL SPECIALIST
CATS TORFP #F50B2400011

Project Control Specialist – CATS II Labor Category #57				
Period of Performance	Yearly Labor Rate*	Hourly Labor Rate**	Evaluation Hours	Hourly Evaluation Price (Hourly Labor Rate x Evaluation Hours)
Base Year 1	\$	\$	1920	\$
Option Year 1	\$	\$	1920	\$
Option Year 2	\$	\$	1920	\$
Total Hourly Evaluation Price:				\$

 Authorized Company Signature

 Company Name

 Signer's Name and Title

 Company Tax ID #

*Offerors shall propose a fixed Yearly Labor Rate in addition to an Hourly Labor Rate. The yearly rate requires a minimum of 1920 hours worked annually. DoIT shall award initially at either the hourly or yearly rate. DoIT reserves the right to modify the TO Agreement at any time to change from the yearly rate to the hourly rate or vice versa.

**The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower.

All proposed labor rates must include all direct and indirect costs and profit for the Master Contractor to perform under the awarded task order. Evaluation hours and prices are for evaluation purposes only and do not represent actual work hours or pricing.

Submit with the Financial Response

ATTACHMENT 2 - TASK ORDER AGREEMENT

CATS II TORFP #F50B2400011 OF MASTER CONTRACT #060B9800035

This Task Order Agreement (“TO Agreement”) is made this ___ day of _____, 2011 by and between (MASTER CONTRACTOR) and the STATE OF MARYLAND, Department of Information Technology.

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 Department of Information Technology, as identified in the CATS II TORFP #F50B2400011.
 - b. “CATS TORFP” means the Task Order Request for Proposals #F50B2400011, issued on December 21, 2011, including any addenda.
 - c. “Master Contract” means the CATS Master Contract between the Maryland Department of Information Technology and (MASTER CONTRACTOR), dated June 1, 2009.
 - d. “TO Procurement Officer” means the individual named in the Key Information Summary Sheet. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
 - e. “TO Agreement” means this signed TO Agreement between the Maryland Department of Information Technology and (MASTER CONTRACTOR).
 - f. “TO Contractor” means the CATS Master Contractor awarded this TO Agreement, whose principal business address is _____.
 - g. “TO Manager” means TO Manager 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 #F50B2400011.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS II TORFP #F50B2400011.
 - 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 incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
 - a. The TO Agreement,
 - b. Exhibit A – CATS II TORFP #F50B2400011

- c. Exhibit B – TO Proposal-Technical
- d. Exhibit C – TO Proposal-Price

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 the right to an adjustment under this section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance.

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS II TORFP upon receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of one base year, followed by two option years, commencing on the date of Notice to Proceed and terminating on May 31, 2014.

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 \$ _____. Payment shall be at the _____ **labor rate** specified in the accepted price proposal. Any work performed by the TO Contractor in excess 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 in Section 2 of the CATS II TORFP, but no later than thirty (30) days after the Agency's receipt of a proper 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.

COMPANY NAME

Signed: TO Contractor

Date

Witness: _____

STATE OF MARYLAND, Maryland Department of Information Technology

Signed: TO Procurement Officer

Date

Witness: _____

ATTACHMENT 3 - 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, Master Contractor, 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 Master Contractor 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 Master Contractor agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Master Contractor shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Master Contractor has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

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

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

SUBMIT AS A .PDF FILE WITH TECHNICAL RESPONSE

ATTACHMENT 4 - PERFORMANCE EVALUATION FORM (PEF)

(The TO Contractor shall fill out the top portion and submit one PEF monthly for each TO Personnel)

TO Personnel Name:
CATS II Labor Category:
Evaluation Month & Year:

TO Contractor Company Name:
Contact Name:
Contact Phone / Email:

TO Requesting Agency: Department of Information Technology
TO Agreement Name: CCU Modernization Project Resources
TO Agreement #: F50B2400011

The TO Manager or Designee Shall Complete the Information Below

PROJECT PERSONNEL PERFORMANCE RATING*

Performance Area	Satisfactory	Unsatisfactory
1. Attendance / Timeliness		
2. Work Productivity		
3. Work Quality		
4. Teamwork		
5. Communication		
6. Customer Service		

*Performance is rated on fulfillment of the duties and responsibilities described for each position in Section 2.3. **For each unsatisfactory rating, the TO Contractor shall deduct one-sixth (1/6) of the monthly invoice amount for the individual TO Personnel.** The TO Manager also may invoke the Mitigation Procedures for Unsatisfactory Performance as defined in Section 2.4.2 of TORFP.

REASON(S) FOR UNSATISFACTORY EMPLOYEE PERFORMANCE RATING/S (Indicate which Performance Area/s above were deficient):

OTHER COMMENTS:

TO Manager Signature

Date Signed

FORM REQUIRED PER SECTION 2.4

ATTACHMENT 5 - NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT ("Agreement") is made as of this ___ day of _____, 2011, by and between the State of Maryland ("the State"), acting by and through its Maryland Department of Information Technology (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 Statewide Personnel System Project – Project Support Services TORFP #F50B2400011 issued December 21, 2011, (the "TORFP") issued under the Consulting and Technical Services II 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:

Maryland Department of Information Technology:

Signed: _____

Signed: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

SUBMIT AS REQUIRED IN SECTION 1.6 OF THE TORFP

EXHIBIT A – NON DISCLOSURE AGREEMENT (TO CONTRACTOR)

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
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____(Add rows as needed)	_____	_____

ATTACHMENT 6 – TECHNICAL PROPOSAL TEMPLATE



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

TECHNICAL PROPOSAL
FOR

DEPARTMENT OF INFORMATION TECHNOLOGY

**CENTRAL COLLECTIONS UNIT (CCU)
PROJECT RESOURCING SERVICES**

**CATS II TORFP PROJECT NUMBER
F50B2400011**

Issued By:
Department of Information Technology

December 2011

(INSERT DATE, MASTER CONTRACTOR NAME AND CONTACT INFORMATION)

Introduction - Each Offeror shall submit only **one technical proposal**. Each proposal shall be printable on 8 ½ x 11" paper, have 1 inch margins, and be single-spaced in a font size no smaller than 11 point. Each proposal shall have a table of contents and the body shall contain clearly marked sections and page numbers. The proposal shall contain the following sections and information **IN ORDER**:

1. General Information

1.1. Overview

A brief overview of the Offeror's general experience and areas of expertise.

1.2 Resourcing Methods

A brief description of the Offeror's recruitment and vetting methods for proposed staff.

1.3 Assumptions (Optional)

If necessary, describe any assumptions made by the Master Contractor in formulating the technical proposal. Do not include anything DoIT may construe to be a condition, contingency, or exception to the TORFP. Proposals with conditions, contingencies, or exceptions may rendered ineligible for consideration.

2. Offeror Experience

2.1 Staffing Experience

Provide two instances of past or current experience where the Offeror provided IT project support personnel. Each instance must include the following:

- *Name of the agency or organization for which IT project support personnel was provided.*
- *Name, telephone number, and email address of an organizational contact with knowledge of the Offeror's performance.*
- *Indicate whether the Offeror is currently providing staff, and if not, explain why.*

2.2 State of Maryland Experience

Not including experience described above in Section 2.1, list all contracts the Offeror has held within the past five years with any government entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:*

- *Name of the State contracting agency or entity.*
- *Name, telephone number, and email address of a State employee at the agency or entity who is familiar with the Offeror's contract/s.*
- *Contract period of performance, including any renewal options.*
- *If applicable, explain why the contract was terminated before the period of performance was completed, including any renewal options.*

**Note – State of Maryland experience is neither required nor given added weight in evaluating proposals.*

3. Resume's

Offeror's may propose only one individual for each labor category. For each proposed labor category, fill out and insert TORFP Attachment 7 – Resume Format. Do not attach or provide other resume formats. In Section A, concisely describe ONLY the work experience relevant to the minimum qualifications for that labor category found in TORFP Section 2.7.

4. State Assistance

Describe any expectations for the use of State equipment, personnel, or materials in conjunction with task order performance.

5. 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.

ATTACHMENT 7 – RESUME FORMAT

RESUME

Provide the following information for proposed personnel. Follow this format for each person. **Master Contractors must complete each field and shall not reference separate resume documents.**

CANDIDATE NAME			
CATS II Labor Category			
EDUCATION / TRAINING (<i>Begin with baccalaureate or other initial professional education.</i>)			
INSTITUTION AND LOCATION	DEGREE / CERTIFICATE <i>(if applicable)</i>	YEAR(s)	FIELD OF STUDY

Section A. Work Experience Meeting the Minimum Qualifications (TORFP Section 2.7)

(Fill in completely with most recent experience first; Do not indicate “see resume”)

[Company/Organization] [Contact Name & Phone] [Position or Title] [Employment End Month/Year] [Employment Start Month/Year]	<i>Description of Work Performed</i>
[Company/Organization] [Contact Name & Phone] [Position or Title] [Employment End Month/Year] [Employment Start Month/Year]	<i>Description of Work Performed</i>
[Company/Organization] [Contact Name & Phone] [Position or Title] [Employment End Month/Year] [Employment Start Month/Year]	<i>Description of Work Performed</i>
[Company/Organization] [Contact Name & Phone] [Position or Title] [Employment End Month/Year] [Employment Start Month/Year]	<i>Description of Work Performed</i>

B. Other Experience

ATTACHMENT 8 – PROGRAM MANAGEMENT ACTIVITIES

Program Management Activities	
1	<p>Become thoroughly knowledgeable on all current CCU system collection activities to function as the Program Manager for the CCU Modernization Project. Perform the role of the CCU Program Manager consistent with PMI standards and in accordance to PMBOK principles of project management and the State of Maryland Software Development Life Cycle. Define project management (PM) best practices for the project and perform CCU project activities consistent with the nine PM knowledge areas including:</p> <ul style="list-style-type: none"> • Procurement Management consisting of COTS and/or peripheral system(s) procurement planning, contracts planning, requesting solicitation responses, selecting contractor(s), administering contract(s), and contract(s) closing activities. • Schedule Management consisting of activity definition and sequencing, resource estimating, duration estimating, schedule development, and schedule control activities. • Integration Management consisting of project plan development, project plan execution, and integrated change control activities. • Scope Management consisting of project initiation, scope planning, scope definition and scope change control activities. • Cost Management consisting of resource planning, cost estimating, budgeting and cost control activities. • Human Resources Management consisting of organizational planning, project team acquisition, and staff development activities. • Risk Management consisting of risk management planning, risk identification, risk quantitative and qualitative analysis, response planning, monitoring, and control activities. • Quality Management consisting of quality planning, quality assurance, and quality control activities. • Communications Management consisting of communications planning, information distribution, progress and performance reporting, and stakeholder communications management activities.
2	<p>Create and/or maintain the ongoing CCU Project Management Plan (PMP) which describes the PM processes and activities for the CCU project and how the project will be executed, monitored and controlled. The plan defines the managerial, technical, and supporting processes and activities and should address topics such Scope Management, Schedule Management, Financial Management, Quality Management, Resource Management, Communications management, Project Change Management, Risk Management, Procurement Management and others deemed necessary to manage the modernization project. In addition, the PMP defines the organization and infrastructure required to execute the CCU modernization project.</p>
3	<p>Manage all project resources which include the COTS Contractor(s) and their PMs who may be selected to customize and/or implement their COTS application and/or peripheral system(s).</p>
4	<p>Create and/or maintain the ongoing CCU Integrated Master Schedule suitable for tracking all current and pending CCU related project activities including project management activities,</p>

	COTS Contractor(s) activities, and agency activities. At a minimum, the master schedule shows milestones, deliverables, times of performance, degrees of completion and resources for all CCU activities starting with Notices To Proceed (NTP) and ending with award of solicitation(s). Subsequent SDLC phases from gap analyses and detailed requirements to implementation shall be added and integrated once the COTS Contractor(s) for the replacement of CCU system and/or peripheral system(s) have been selected. Prior to the Master Schedule, the Program Manager will develop a high level Work Breakdown Structure (WBS) for all CCU solicitation(s) and SDLC phase activities.
5	Work with COTS Contractor(s) once selected to integrate their plan and methodology into the CCU Integrated Master Schedule once the COTS Contractor(s) is selected to track project progress. Revise and maintain ongoing updates to the appropriate CCU Project Management Plan and related project components as outlined in the State's SDLC methodology.
6	Create and/or maintain the ongoing CCU Communications Plan for all project stakeholders including stakeholder contact list, distribution structure, description of information to be disseminated, schedule listing when information will be produced and method for updating the communications plan. Ensure all appropriate stakeholders have been identified and their requirements and expectations have been documented and managed within the scope of the project.
7	Develop and/or maintain the ongoing CCU Master Risk Management Plan (RMP) and Risk Registry . The CCU Master RMP shall identify and prioritize potential risks to successful completion of the CCU solicitation(s). The CCU Master RMP shall identify potential risk impacts and recommended risk responses. The CCU Master RMP shall incorporate pertinent risk information found in the CCU Master Project Status Report (see below). The CCU Master RMP will be keep a Risk Registry of all CCU project risk and the Risk Registry will be updated throughout the project.
8	Develop documented issues escalation and resolution processes for the CCU project and communicate the processes with all CCU stakeholder and project team members.
9	Develop and/or maintain the CCU Deliverable Comments Matrix (DCM) Template for use in documenting comments and recommended changes to all deliverables from COTS Contractor(s) and CCU SDLC phases prior to acceptance. The Program Manager or designee will review and submit completed deliverable comment matrices to COTS Contractor(s) or document author and review subsequent versions of CCU deliverables to ensure all comments and/or changes have been addressed adequately. Additionally, review contract deliverables for completeness, adherence to standards and contract requirements.
10	Develop and/or maintain the CCU Change Management Plan that describes the processes for assuring that the project has adequate control over changes to all items (scope, requirements, and cost) necessary for creating or supporting the project deliverables. At a minimum, the plan should address the change management procedure, approvals process, and tools used (i.e. change request form, change order). The Change Management Plan should include: <ol style="list-style-type: none"> 1. Coordination with TO Manager for process to review and approval of proposed changes to the project;

	<ol style="list-style-type: none"> 2. Coordination with COTS Contractor(s) for process to review and agree on proposed changes to COTS activities and deliverables; and 3. For approved changes, perform project integration management consistent with the PMBOK.
11	Develop and/or maintain the <i>CCU Quality Assurance Plan</i> that describes how the State will ensure that all steps of the project from procurement through the State of Maryland SDLC phases are monitored with proper acceptance criteria defined for each stage of the SDLC. The plan should also define signoff procedures for various milestones and deliverables. Additionally, the Program Manager or designee will provide CCU deliverable Quality Assurance (QA) by evaluating and providing critical comments on all CCU deliverables. QA shall be based on comparing deliverables to the detailed requirements of the CCU solicitation(s) and Project Manager's industry expertise. Comments shall describe changes required for deliverable acceptance. Comments shall be documented in the <i>CCU Deliverable Comments Matrix</i> .
12	Obtain reviewer comments on all CCU project deliverables from DBM and DoIT staff as identified by the TO Manager. Also obtain comments from key stakeholders on all SDLC deliverables and COTS Contractor(s) deliverables submitted. Compile comments in the <i>CCU Deliverable Comments Matrix</i> .
13	Schedule and facilitate regular weekly CCU status, risk and issue discussions with the TO Manager covering all pending and current CCU project activities. Project status, hours worked, project financials, risk and issue dispositions for the past week, and action items for week pending, shall be captured and tracked in table format in a <i>CCU Master Status Report</i> . The <i>CCU Master Status Report</i> also shall have sections describing PM activities, updates to the <i>CCU Integrated Master Schedule</i> and <i>CCU Master RMP</i> . The <i>CCU Master Status Report</i> shall contain a section on lessons learned from CCU project and any other pertinent CCU status information.
14	Coordinate with CCU COTS Contractor(s) to control CCU project to <i>CCU Project Management Plans</i> . Work with CCU COTS Contractor(s) to address schedule variances. Document schedule variances in the <i>CCU Integrated Master Schedule</i> and <i>CCU Master Status Report</i> .
15	Collect, organize, store, and manage CCU project artifacts and information. This includes maintaining current and archival CCU files (electronic and paper), collecting and distributing CCU information to and from CCU project stakeholders, entering CCU updates into DoIT internal weekly status reports, Clarity, and project tracking systems, and recommending ways to optimize DoIT's project management office for the CCU project.
16	Function as a liaison between DoIT personnel, DBM personnel, CCU Stakeholders and the COTS Contractor(s).
17	Perform other minor duties related to CCU project management support as assigned by the TO Manager. Minor duties may include responding to CCU related phone calls and email, making photo copies, scheduling and attending ad hoc CCU related meetings, engaging in TO performance discussions, coordinating CCU COTS Contractor(s) invoice receipt and

	approval, and participating in IV&V assessments.
Procurement Activities	
1	Identify CCU objectives, deliverables, and all Scope of Work requirements for incorporation into the one or more CCU solicitation(s) for the project.
2	Work with the TO Manager to determine the appropriate procurement strategy for the modernization of the CCU system including evaluation of CCU and peripheral system(s) to be upgraded. Recommend an appropriate strategy for the CCU solicitation(s).
3	Compile CCU target project information for incorporation into SOW(s) for one or more CCU solicitation(s).
4	Work with DBM as an advisor to assist in the solicitation process including the finalization of the solicitation(s), evaluation of responses to the solicitation(s), perform due diligence in review of potential COTS financials for completeness as well as confirming the CCU COTS Contractor(s) are SAS 70 certified prior to final selection, and other duties as assigned directly related to the CCU solicitation(s).
5	Draft the <i>Section 2 – Statement of Work(s)</i> for one or more CCU solicitation(s). The SOW(s) will capture at a minimum the CCU project purpose, description, agency background, and functional requirements for the CCU replacement system and/or peripheral system(s) as part of the modernization project. Additionally, the PM will review and provide input on all other sections of each CCU solicitation(s) with a focus on identifying and mitigating risks to the overall CCU project.
6	Facilitate the DBM effort in gathering and validating requirements and in the selection of the best software package(s).
7	Participate in procurement processes, including: Provide input on CCU procurement schedule; Formulate proposal evaluation criteria; Provide input to amendments to CCU solicitation(s); Create DoIT responses to Master Contractor questions; and Serve on evaluation committee.
8	Manage change orders in accordance with the <i>CCU Change Management Plan</i> . Define change order scope and cost, and impact on CCU project. Perform cost / benefit analyses, and provide valid justifications for change orders. Document changes orders in a <i>Change Order information Sheet</i> to be provided by the TO Manager. Coordinate the implementation of change orders with the TO Manager and CCU Contractor(s).
9	Upon COTS Contractor(s) selection and NTPs, schedule and facilitate informal “meet and greet” session with the CCU Contractor(s) to discuss roles and set expectations for the CCU project. Document session points in the <i>CCU Master Status Report</i> .
Other SDLC Duties	
1	Conduct CCU Project Kickoff Meeting and follow-on Kick-off meeting(s) with COTS Contractor(s).

2	Schedule and facilitate bi-weekly CCU status and issue discussions with COTS Contractor(s) based on project status report deliverables submitted by COTS Contractor(s). Transfer pertinent COTS Contractor(s) status and issue dispositions to the <i>CCU Master Status Report</i> .
3	Prepare and submit to DoIT periodic CCU project financial and status reports.
4	Make available through project team meetings required SDLC and reporting documentation and prepare summary minutes for all meetings.
5	Ensure project governance processes are documented and practiced.
6	Review and as necessary develop a written procedure for configuration control for application code promotion.
7	Perform QA tasks throughout the duration of the project to ensure the State receives a thorough tested and integrated COTS working system.
8	Coordinate and manage appropriate product-related training for users.
9	Work closely with DoIT functional managers to resolve team members' workload conflicts.
10	Participate and provide IV&V Contractors with all project artifacts to accurately assess project health as required.
11	Other duties as assigned by TO Manager for the successful implementation of the CCU project.

----- END TORFP DOCUMENT -----