

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	J01B9200024		
Functional Area (Enter One Only)	Functional Area 10 – IT Management Consulting Services		
Position Title/s or Service Type/s (Short term staff or PMP)			
1. Management Consultant			
Anticipated start date	January 18, 2010		
Duration of assignment	Not To Exceed Six Months		
Contract Type	Firm Fixed Price		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	Yes		
MBE goal, if applicable			%
Issue Date: mm/dd/yyyy	December 30, 2009	Due Date: mm/dd/yyyy	January 11, 2010
		Time (EST): 00:00 am/pm	3:00pm
Place of Performance:	Maryland Transit Administration 6 St Paul Street, Baltimore MD21202 1515 Washington Blvd, Baltimore MD 21230		
Special Instructions: (e.g. interview information, attachments, etc.)	Interviews will be conducted by a panel of three people using a standard set of questions.		
Security Requirements (if applicable):			
Invoicing Instructions:	Monthly Progress Invoices are to be submitted to Ron Nizer, 6 St. Paul Street, Baltimore, MD 21202		
Section 2 – Agency Point of Contact (POC) Information			
Agency / Division Name:	Maryland Transit Administration Information Technology Group		
Agency POC Name:	Ron Nizer	Agency POC Phone Number:	410-767-3890
Agency POC Email Address:	rnizer@mtamaryland.com	Agency POC Fax:	410-333-0773
Agency POC Mailing Address:	MTA, 6 St. Paul Street, Baltimore, MD 21202 Attn: Ron Nizer 20 th floor		

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Section 3 – Scope of Work	
Background	
<p>The MTA operates and supports transit operations across the state of Maryland. The transportation modes include Local Bus, Metro/subway, Light Rail, Mobility/Para transit, MARC Train, and Commuter Bus. The Transit Insurance Group (TIG) within the MTA manages all claims and liability issues related to the transit operations. Currently TIG uses a series of Microsoft Access Databases written over 8 years ago, to support their day to day operation. This series of databases are becoming more and more difficult to maintain and to continue to support TIG's requirements.</p> <p>The MTA is seeking a Management Consultant to analyze the TIG business functions, the existing IT support of these functions, as well as existing COTS products used by other transit organization that perform similar functions. The result of this research should be a comprehensive final report that contains a detailed list of short term and long term recommendations to better support the TIG requirements in the agency.</p>	
Job Description/s	
Position Title/s or Service Type/s (From Section 1 Above)	Duties / Responsibilities
1. Management Consultant	Examine current business requirements of the MTA TIG Group which would include interviews with the TIG management and employees. Analyze existing Access Databases and their use by TIG. Research systems being used by other Transit organizations across the country with particular focus on COTS programs that could potentially be used at the MTA. Provide comprehensive final report detailing all the steps of the process. This report would include any short term and long term recommendations to help TIG to perform their business function. Also provide written weekly reports outlining all activity, including any issues or requests from prior week.
Minimum Qualifications	
Position Title/s or Service Type/s (From Section 1 Above)	Required Experience/Knowledge/Skill
1. Management Consultant	Considerable understanding of current and emerging IT products, services, processes, and methodologies. Demonstrated understanding of the business functions and processes. Candidate must have experience in requirements elicitation and definition, requirements planning and management, requirements and gap analysis and documentation, conducting feasibility studies, preparing

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	<p>business cases, solution assessment and validation. Resumes must demonstrate at least five (5) years of this experience. Candidate must have excellent verbal and written communication skills, contract management, Risk and Claim Management experience and coordination and organizational skills. Resumes must demonstrate at least three (3) years experience where these skills were applied. Minimum of five (5) years of transit and/or Insurance, risk or claims related business or IT experience.</p>
Section 4 - Required Submissions	
<p>NOTE:</p> <ul style="list-style-type: none"> - Master Contractors electing <u>not</u> to propose in response to the RFR must submit a "CATS II Master Contractor Feedback Form" located under "Master Contractor Login" on the CATS II web site. - Master Contractors proposing in response to the RFR <u>must</u> submit the following documents: <ul style="list-style-type: none"> o Resume for each position / service type described in the RFR (Attachment 1) o Price Proposal (Attachment 2 <u>or</u> 2A) o Conflict of Interest Affidavit (Attachment G in the CATS II RFP) o Living Wage Affidavit (Attachment I in the CATS II RFP) o SBR Affidavit o Documents listed below as required by the hiring agency 	
<p>1. Resume should include work history relevant to this task and no less than two references.</p>	
Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)	
<p>1. Work Experience</p>	
<p>2. Knowledge, references</p>	
<p>3. Price</p>	
<p align="center">Basis for Award Recommendation</p> <p>RFRs will be awarded in accordance with the competitive Sealed Proposals process under COMAR 21.05.03. The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The agency POC will initiate and deliver a RFR Agreement to the selected Master Contractor. Master Contractors should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the RFR Scope of Work, depending upon specific circumstances.</p>	

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Section 6 – Required Deliverables

Monthly status report to be received on the last business day of each month until the project is complete. The status report should include at least:

- **Work items performed**
- **Description of interviews with MTA personnel including persons name, job function, their interaction with the current system, current system deficiencies, suggestions on improvement**
- **Research done on COTS products available that perform Transit Insurance functions**
- **Research done on any COTS products being used by other State agencies performing similar insurance functions**
- **Discussions with other Transit agencies on how they handle this business function which should include contact information and title of persons contacted as well as their comments**
- **Monthly Progress Payments may be approved based on quality/quantity of monthly status reports**

Final Report in Microsoft Word format to be submitted electronically as well as one paper copy. This document should include:

- **A summary overview of the process performed including the information submitted in the monthly status reports.**
- **Short term recommendations that could be implemented in less than a year in order to improve the support for the TIG Business function. These recommendations should include process changes as well as IT related changes.**
- **Recommendations on software available to support this Transit Insurance function. List each software package reviewed with their strengths and weakness and reason for the recommendation**

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ATTACHMENT 1 – RFR RESUME FORM

RFR # J01B9200024

Instructions: Insert resume information in the fields below; do not submit other resume formats. Submit only one resume per Position or Service described in Section 1 of the RFR. If the RFR requests multiple Positions or Services, use a separate resume form for each proposed candidate.

Candidate Name:	Position Title or Service Type (from Section 1 of the RFR):
Master Contractor:	

A. Education / Training

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

B. Relevant Work Experience

Describe work experience relevant to the Duties / Responsibilities and Required Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person (Optional if current employer)]	
[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person]	

<add lines as needed>

C. Employment History

List employment history, starting with the most recent employment first

Start and End Dates	Job Title or Position	Organization Name	Reason for Leaving
<add lines as needed>			

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D. References

List persons the State may contact as employment references

Reference Name	Job Title or Position	Organization Name	Telephone / Email
<add lines as needed>			

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ATTACHMENT 2

RFR PRICE PROPOSAL

RFR # J01B9200024

(This form is to be filled out by Master Contractors)

PROJECT NOT TO EXCEED SIX MONTHS		
		TOTAL PRICE
Firm Fixed Price		\$
Total RFR Price:		
		\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

This price proposal must accompany the Management Consultant resume provided. The Total Price is the actual fully-loaded price that the State will pay for the services necessary to provide all deliverables.