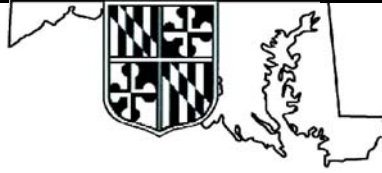


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Amendment #1

August 30, 2019

ELECTION PROJECT AND OTHER SUPPORT RESOURCES

Dear Offerors:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

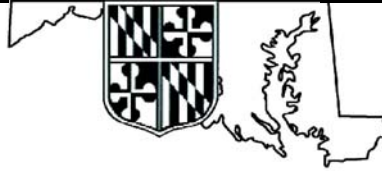
Key Information Sheet:

TO Proposals Due (Closing) Date and Time:	September 12, 2019 at 2:00 pm <u>September 18, 2019 at 2:00 pm</u> Local Time Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see Section 5).
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Amendment #2

September 3, 2019

ELECTION PROJECT AND OTHER SUPPORT RESOURCES

Dear Offerors:

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

Key Information Summary Sheet:

<u>TO Manager:</u>	<u>Nikia Wilbon-Turner</u>
	<u>151 West St. Suite 200, Annapolis MD 21401</u>
<u>e-mail:</u>	<u>nikia.wilbon-turner1@maryland.gov</u>
<u>Office Phone:</u>	<u>410-269-2875</u>

2. TO CONTRACTOR REQUIREMENTS: SCOPE OF WORK

2.1. Summary Statement

SEE BELOW

2.1.3. SBE will have the option of adding any number of the following resources/labor categories based on the needs of the SBE. The resources will be requested through a Work Order process (See Section 3.8). If two Master Contractors are selected for award under the TORFP, each TO Contractor will have the opportunity to respond to Work Orders. SBE anticipates issuing nine (9) to twelve (12) Work Orders for Critical resources soon after the Task Order award. Refer to **Appendix 6 – Examples of Resource Services and Support for the services and support that may be required:**

- A. Analyst, Computer Software/Integration (Senior)
- B. Analyst, Computer Systems (**Junior**)
- C. Analyst, Computer Systems (Senior)
- D. Auditor, Senior
- E. Business Process Consultant (Senior)
- F. Computer Programmer (Senior)
- G. Database Management Specialist (Junior)
- H. Database Manager
- I. Facilities Operations Supervisor
- J. Facilities Specialist Level 1
- K. Geographic Information Systems Analyst
- L. Help Desk Manager
- M. Help Desk Specialist (Senior)
- N. Office Automation Specialist
- O. Operations Research Analyst (Senior)
- P. Program Administration Specialist
- Q. Project Control Specialist
- R. Project Manager
- S. Quality Assurance Manager
- T. Quality Assurance Specialist
- U. Technical Writer/Editor
- V. Testing Specialist
- W. Training Specialist/Instruction
- X. Subject Matter Expert (Senior)

2.3 TO Contractor Responsibilities and Tasks

2.3.1. Requirements for Office Workspace, Hardware, Software, and Materials

- ~~A. The TO Contractor shall propose an appropriate workspace for the TO Contractor personnel outside of the SBE's main office located at 151 West St. Suite 200, Annapolis MD 21401. The workspace proposed should be space leased/owned by the TO Contractor, and may be located within a workspace facility. The workspace shall be made available between contract award and July 1, 2020, and from that date forward shall be the primary place of performance for TO Contractor personnel. An exception to this requirement is if the individual TO Contractor personnel resource's work location is assigned to an SBE location which will be indicated in the Work Order. At a minimum, the TO Contractor's workspace should be able to accommodate up to 20 resources and have space for team meetings (e.g. conference room).~~

TO Contractor personnel shall have their base work location at either an SBE location (e.g. office in Annapolis, warehouse facility in Glen Burnie, or other election location) or the base work location will be remote from the TO Contractor personnel SBE approved home location or other SBE approved location.

“Local” remote will be a work location within 50 miles (routine travel) of the SBE main office in Annapolis MD.

“Long-distance” remote will be any work location greater than 50 miles from the SBE main office.

The workspace location will be indicated in the Work Order. The key Project Manager’s base work location will be the SBE main office.,

- B. ~~The location of the workspace should be within a 10-mile radius of the SBE main office. The location and office technology capabilities of the workspace shall enable TO Contractor personnel to perform their daily activities and duties as if they were located at the SBE offices. This includes attendance at meetings at the SBE main office both in person and via conferencing when specified. The TO Contractor shall also provide remote access to SBE and/or its information technology systems (as appropriate and as directed by SBE), accessible from any location within the contiguous United States, for TO Contractor personnel working on projects pre-determined by the SBE. SBE must provide prior approval to the TO Contractor for any remote work arrangements.~~

The TO Contractor shall also provide remote access to SBE and/or its information technology systems (as appropriate and as directed by SBE), accessible from any location within the contiguous United States, for TO Contractor personnel working on projects pre-determined by the SBE. SBE must provide prior approval to the TO Contractor for any remote work arrangements.

- C. **All remote (local and long-distance) TO Contractor personnel shall be required to participate in video and teleconference meetings or work sessions. TO Contractor personnel shall be accessible by phone and shall return calls within one to two hours during the workday.**
- D. **All local remote TO Contractor personnel shall be required, upon request (with at least one day’s notice), to attend meetings at the SBE main office in Annapolis or at the SBE warehouse facility in Glen Burnie.**
- E. **There will be no travel expense reimbursements for local remote TO Contractor personnel for any meetings at the SBE main office or warehouse facility from the remote base work location.**

- F. **On occasion, especially during the start of the engagement of TO Contractor personnel, the base work location will be at the SBE main office or SBE warehouse location.**
- G. **SBE shall reserve the right to change remote work location to an SBE location for TO contract personnel on a temporary or permanent basis.**
- H. The TO Contractor shall supply TO Contractor personnel with the necessary computer hardware, software, network, printers, phones and general office supplies to perform the duties outlined in this TORFP. Computer hardware shall include a laptop with Windows 10 or greater, wireless capability, antivirus software that is updated regularly, MS Office 2013 or greater and capabilities for Google apps. The laptops should have the hard drive encrypted. Dependent on the role, personnel may require MS Visio 2013 or greater and MS Project 2013 or greater. **In addition, each laptop shall have the capability for video (e.g. Skype) or teleconferencing. The laptops shall also have Cisco Anyconnect installed for any needed access to the SBE's environment. The cell phones shall have the DUO Security application installed for the 2nd factor authentication.** Additional software, software licenses, and hardware requirements for certain projects will be detailed in the appropriate Work Order(s).

3. TO Contractor Requirements: General

3.7.2. Personnel Experience

- A. Offerors shall identify proposed personnel that are considered Key Personnel and must include in the Technical Proposal, Appendix 4 – Labor Classification Personnel Resume Summary Form with the experience and skills of the Key Personnel proposed. **In addition, the Technical Proposal must include a letter of commitment from the Key Personnel candidate indicating their availability to work and commitment to fulfill the duties of the position in the event of an award to the TO Contractor.**

C.

Job Description	Experience
Project Manager (KEY)	Preferred Qualifications/Experience:

Job Description	Experience
	<ul style="list-style-type: none"> A. Twelve (12) years of experience in project management, at least eight (8) of which include experience in managing IT-related projects. B. <u>Have a project management certification (e.g. Project Management Professional (PMP)).</u> C. Managing election administration or election technology related projects. D. Knowledge and understanding of common challenges to COTS integration. E. Project management and leadership skills in leading challenging stakeholder groups through the delivery of complex projects. F. Experience with projects that are COTS implementations. G. Experience managing distributed projects with multiple regional stakeholders (e.g. election local boards), H. Complete understanding of the system development lifecycle from project inception through operations and maintenance. I. Experience managing project scope and business requirements change. J. Experience monitoring, evaluating, and reporting on project quality and performance. K. Strong decision making and problem-solving skills. L. Experience with project delivery to include projects with complex logistics (e.g. transportation, facilities, equipment disposal).

3.8 Work Order Process

- A. Additional services and resources will be provided via a Work Order process. Work shall not begin in advance of a fully executed Work Order. A Work Order may be issued for time and materials (T&M) pricing. T&M Work Orders will be issued in accordance with pre-approved Labor Categories with the fully loaded rates proposed in Attachment B – Price Proposal.
- B. The TO Manager shall e-mail a Work Order Request to the TO Contractor to provide services or resources that are within the scope of this TORFP. The Work Order Request will include:
 - 1) Technical requirements and description of the services needed.
 - 2) Performance objectives and/or deliverables, as may be applicable.
 - 3) **Work location arrangement to include whether onsite at an SBE location or remote.**

Attachment B: Price Sheet

Line 7, Tab 3: Critical Labor Category Rates
Analyst, Computer Systems **Junior**