

January 7, 2014

This Addendum is being issued to amend, provide, and clarify certain information contained in the above named TORFP. All information contained herein is binding on all offerors who respond to this TORFP.

Changes to the scope of work or any response requirement will be published as an amendment and supersede the original published document per COMAR 21.05.02.07.

The numbering in the Table of Contents and Section 2 has been revised. Please delete these sections from the TORFP and replace with the attached revised documents. No other changes have been made to these sections.

Questions and answers are also provided as part of Addendum No. 1.

End of Addendum No. 1



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SECTION 2 - SCOPE OF WORK

2.1 PURPOSE

MDOT OTTS is issuing this CATS + TORFP to obtain two (2) resources from a single Master Contractor.

The first resource shall be a qualified resource to provide documentation and technical writing services for MDOT. This resource will be required to update existing information system documentation and produce documentation for new systems as they are developed and assist in instances where documentation does not currently exist. The resource will also be required to develop IT procurement documents such as, but not limited to, solicitations: including Request For Proposals (RFPs), Task Orders (TO), and Invitation for Bids (IFBs). Additionally, OTTS has a need to document IT processes and workflows to capture role-specific tasks performed on a daily basis by a variety of staff to include: network engineers, database managers, project managers and computer operations personnel. Documents produced through this effort may include: backup and recovery procedures, training manuals, and operating level agreements. Therefore, the ability to do business analysis is critical to this scope of work.

The second resource shall be an Application/System Resource. The primary focus of this position is to identify synergies and economies of scale in IT best practices that provide improved service and or cost reductions.

This task order will also allow OTTS to expand resources as OTTS identifies the need, up to a maximum of four resources. The request and approval process for any additional future resources will follow the CATS + Task Order Change Order Process.

2.2 REQUESTING AGENCY BACKGROUND

The MDOT has a large inter-departmental IP-based network that provides a high degree of availability and security to support mission critical applications throughout the Department. MDOT strives for efficiency in delivering both network and application services to the Department through continuous process improvement, information technology planning, and budgeting.

MDOT promotes shared services by encouraging best practices and centers of excellence to deliver customer-focused, efficient and effective services through the Office of Transportation Technology Services.

2.3 ROLES AND RESPONSIBILITIES

The roles and responsibilities of this Task Order's Key Management Personnel are defined as follows:

- *TO Procurement Officer* – MDOT representative responsible for managing the TO solicitation and award process, change order process, and resolution of TO Agreement scope issues.
- *MDOT MBE Compliance Officer* – MDOT representative responsible for working with TO Procurement Officer and TO Manager to ensure MBE compliance of issued Task Orders and to gather payment data from both the TO Contractor and MBE Subcontractor(s) for the reporting of MBE participation on MDOT procurements to MDOT and the GOMA.
- *TO Manager* – MDOT representative responsible for managing the day to day activities of the TO including the direct management and supervision of the project tasks. The TO Manager will also be responsible for preparing the task assignments, reviewing and approving invoices and monitoring and reporting task order performance.
- *TO Contractor Key Management Personnel* – Representative of the TO Contractor who oversee their personnel assigned under this TO. This representative will be the point of contact for managing and correcting any disputes related to this TO. This representative will also be responsible for the preparation and submittal of invoices and MBE reports by the due date defined in this TO as well as any other correspondence relating to this TO and its activities.

- MDOT Contract Management Office (CMO) – The CMO is responsible for the management of the contract after award. The CMO will process any Change Order requests; and approval of substitution of personnel.

2.4 TECHNICAL REQUIREMENTS

At a minimum, the work to be accomplished by the TO Contractor personnel under this TORFP shall consist of the following:

2.5 RESOURCE ONE (DOCUMENTATION AND TECHNICAL WRITING RESOURCE):

Scope of Activities

The resource will be required to perform technical writing services for OTTS, including developing IT procurement documents such as Request For Proposals (RFPs), Task Orders (TO), and Invitation for Bids (IFBs). Additionally, the resource may document IT processes and workflows to capture role-specific tasks performed on a daily basis by a variety of staff to include: network engineers, database managers, project managers and computer operations personnel. Documents produced through this effort may include: backup and recovery procedures, training manuals, and operating level agreements.

Specific Skills and Actions

Resource One shall:

- A) Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.
- B) Maintain records and files of work and revisions on a shared file system provided by MDOT. The resource is not to maintain any MDOT documentation on their local PC.
- C) By various means, including face-to-face meetings and conference calls, perform an analysis of the business requirements of any new or updated process that MDOT is about to undertake.
- D) Edit, standardize, or make changes to material prepared by other writers.
- E) Confer with subject matter experts (SME), stakeholders, and project team members to establish technical specifications and to determine subject material to be developed for publication.
- F) Possess the ability to combine comments and feedback from multiple reviewers into the source revision.
- G) Be responsible for the review of project documentation prior to publication.
- H) Select drawings, sketches, diagrams, charts, and screenshots to illustrate material.
- I) Interview production and engineering personnel and read journals and other material to become familiar with product technologies and production methods.
- J) Arrange for distribution of material.
- K) Analyze developments in specific field to determine need for revisions in previously published materials and development of new material.
- L) Observe, receive, and otherwise obtain information from all relevant sources.
- M) Collaborate with the project team to design and define the screens and reports.
- N) Create many different types of user documentation (how-to guides, quick references, quick cards, or cheat sheets, standard operating procedures (SOP), user manuals, users guides, training guides, white papers, service level agreements (SLA), and/or data stewardship agreements).
- O) Collaborate with internal review of all project documentation.
- P) Turn drafts into concise writing that eliminates verbosity and results in easier reading and better understanding.
- Q) Edit written material for clarity grammar, and appropriate intent without modifying the context.
- R) Take hand drawn illustrations (e.g. workflow diagrams), re-draw them with Microsoft Visio, and embed them into Microsoft Word documents.
- S) Conduct 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.
- T) Have the ability to work independently or under only general direction.

- U) Have the ability to perform business analysis and requirements gathering to provide for an effective usable work product.
- V) Perform other duties as assigned by the TO Manager.

2.6 RESOURCE TWO (APPLICATION/SYSTEM RESOURCE):

Scope of Activities

Specific Skills and Actions

The resource selected for this position will be required to work closely with network and software engineers, project managers, Data Center Director, system administrators, end users and developers in order to document critical Information Technology (IT) systems. Proper documentation of these processes and workflows will assist in knowledge transfer, succession planning, employee development, and streamlining daily work efforts where time-consuming or duplicate tasks may be eliminated. This resource will perform application administrative duties, supporting multiple enterprise-wide systems. These systems are outside the scope of the Network contract.

Resource two shall:

- A) Analyze functional business applications and design specifications.
- B) Prepare required documentation, including both program level-and user level documentation.
- C) Introduce and configure features of Commercial off the Shelf COTS software application to reduce operating time or improve efficiency.
- D) Participate in Enterprise-wide Systems Working Group where duties include evaluating technologies used by individual Transportation Business Units (TBUs) and championing technology standards across MDOT's TBUs to include the administration, management, and proactive engineering of common services.
- E) Liaise with MDOT IT contractors (Network, Email, etc) to support improved service and standards for MDOT.
- F) Have an understanding of the roles and responsibilities of other contractors and state employees
- G) The applications systems resource will work with external vendors and internal system administrators, ensuring that computer applications meet corporate quality standards and conform to industry best practices. The administrator may also augment software / scripts, enter data or processes information, and communicate with users and departmental management. Administration at the application level often includes performing database queries, installing software updates, troubleshooting at the application level, and basic training of the application. Administer enterprise applications, including but not limited to:
 1. LanDesk
 2. Sharepoint
 3. Imprivata One Sign
 4. VMware View
 5. Shavlik
 6. Enterprise Workflow Control System (Custom Application)
- H) Participate in projects for system installs/upgrades.
- I) Provide occasional Tier 1 Coverage due to absence of MDOT IT personnel. This is the initial support level responsible for basic customer issues. It is synonymous with first-line support and applies to desktop inquires.
- J) Support wireless networks.
- K) Support video conferencing.
- L) Perform other duties as assigned by the TO Manager.

2.7 WORK HOURS

The TO Contractor's assigned personnel shall work an eight-hour day (8:00 am to 4:30 pm, to include a 30 minute lunch break), Monday through Friday except for State holidays and Service Reduction days. Any work beyond the given parameters requires prior approval from the TO Manager.

2.8 DELIVERABLES

2.9 DELIVERABLE DESCRIPTIONS/ACCEPTANCE CRITERIA

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
2.9.1	Deliverable A – Weekly Status Reports	A MS Word document or MS Excel spreadsheet that shall document for each project: <ul style="list-style-type: none"> • Activities completed, • Activities in progress, • Next week’s planned activities, • Activities on hold, • Emergency work efforts and issues identified, • Project issues • Hours worked by the TO Contractor resource. TO Contractor shall be responsible for compiling and submitting to the TO Manager	Weekly by the close of business on Fridays

2.10 DELIVERABLE SUBMISSION PROCESS

Upon completion of a deliverable, the TO Contractor shall document each deliverable in final form to the TO Manager for acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form. The TO Manager shall countersign the Agency Receipt of Deliverable Form (Attachment 7) indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 8). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State’s issues have been addressed and resolutions are accepted by the TO Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Section 2.15 Invoice Submission Procedure).

When presented for acceptance, a written deliverable defined as a final document shall satisfy the scope and requirements of this TORFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings or incorrect punctuation, and shall:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable’s content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the section of the deliverable being discussed.

The required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the project.

2.11 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically. The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. The following policies, guidelines and methodologies can be found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under "Policies and Guidance." These may include, but are not limited to:

- The State's System Development Life Cycle (SDLC) methodology
- The State Information Technology Security Policy and Standards
- The State Information Technology Project Oversight
- The State of Maryland Enterprise Architecture
- The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute's Project Management Body of Knowledge Guide. TO Contractor's staff and subcontractors are to follow a consistent methodology for all TO activities.

2.12 TO CONTRACTOR EXPERTISE REQUIRED

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

2.13 OFFEROR'S PERSONNEL MINIMUM QUALIFICATIONS

The Master Contractor's proposed resources **shall meet all minimum qualifications for the labor category proposed as identified in the CATS+ Master Contract.** In addition, the following qualifications are mandatory. The Master Contractor's assigned personnel shall demonstrate expertise in the following:

Master Contractors may propose one resource for each position for a maximum total of two proposed resources.

Resource one:

- A minimum of five (5) years of experience with Microsoft Word, Microsoft Excel, and Microsoft Project.
- Individuals proposed for this TORFP shall have excellent verbal and written communication skills. Resumes shall demonstrate at least five (5) years of experience where these skills were applied working with project managers, customers and/or developers of IT systems.
- Individuals proposed shall have experience in creating and updating SDLC documents. Resumes shall demonstrate at least three (3) years of experience preparing documentation where SDLC methodologies were utilized.
- Demonstrate at least four (4) years of experience with collecting and organizing information for preparation of at least four of user manuals, training materials, installation guides, proposals, reports, reviewing and editing functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.
- Demonstrate at least six (6) years of technical writing experience in technical environments, developing technical documentation such as design documents, specifications, training materials, and production support documents.

Resource two:

- A minimum of three (3) years of experience in application systems support, specifically commercial off the shelf products.
- A minimum of 3 years of experience performing database administration on Oracle or other relational data bases.
- A minimum of three (3) years of experience in developing SQL and/or scripts to satisfy design objectives.
- A minimum of three (3) years of experience in working on COTS application troubleshooting.

2.14 SUBSTITUTION OF PERSONNEL

- A. In conjunction with Section 2.9.6 of the CATS+ Master Contract, the policy of the Department of Information Technology stated below is provided for your information regarding substitution of personnel.
- B. Post Award – Sections labeled “Substitution of Personnel” applies to substitutions after the TO Agreement has been awarded. Once awarded, the Master Contractor/s are required to replace resources named in the TO Proposal, if necessary.
- C. Pre-Award – Substitutions of proposed personnel during the evaluation period, prior to award, is prohibited. Substitutions of any kind, post proposal due date, but prior to award is considered to be the equivalent of an alternate proposal and is prohibited.

2.15 PERFORMANCE EVALUATION

TO Contractor Personnel will be evaluated by the TO Manager on an annual basis for tasks performed. The established performance evaluation and standards are included as Attachment 11. Performance issues identified by the agency at any time throughout the duration of the contract are subject to the mitigation process described in Section 2.12 below.

2.16 PERFORMANCE PROBLEM MITIGATION

In the event the Agency is not satisfied with the performance of TO Contractor personnel, the mitigation process is as follows:

- The TO Manager will notify the TO Contractor and MDOT Contract Management Office in writing describing the problem and delineating remediation requirements;
- The TO Contractor shall have three (3) business days to respond with a written Remediation Plan;
- The Remediation Plan will be implemented immediately upon acceptance by the TO Manager;
- Should performance issues persist, the TO Manager will notify MDOT CMO; and
- MDOT CMO will give written notice to the TO Contractor to request immediate removal, or substitution of the individual whose performance is at issue.

2.17 PREMISES AND OPERATIONAL SECURITY

TO Contractor employees and sub TO Contractors to be assigned to perform work under the resulting Contract shall be required to submit background check certification from recognized Law Enforcement Agencies, including the FBI (see Attachment 12). TO Contractor shall be responsible for ensuring that its employees' and sub TO Contractors' background check certifications are renewed annually, and at the sole expense to the TO Contractor. MDOT reserves the right to disqualify any TO Contractor employees or subcontractors whose background checks suggest conduct, involvements, and/or associations that MDOT determines, in its sole discretion, may be inconsistent with the performance and/or security requirements set forth in this TORFP. MDOT reserves the right to perform additional background checks on TO Contractor and subcontractor employees.

- Further, TO Contractor employees may be subject to random security checks during entry and leaving State secured areas. The State reserves the right to require TO Contractor employees to be accompanied while in secured premises.
- TO Contractor employees shall, while on State premises, display their State issued identification cards without exception.
- TO Contractor shall require its employees to follow the State of Maryland and Maryland Transportation Information Technology Security Policy and Standards throughout the term of the Contract.
- The State reserves the right to request that the TO Contractor submit proof of employment authorization of non-United States citizens, prior to commencement of work under the resulting Contract.
- TO Contractor shall remove any employee from working on the resulting Contract where the State of Maryland provides evidence to the TO Contractor that said employee has not adhered to the security requirements specified herein.
- The cost of complying with all security requirements specified herein are the sole responsibilities and obligations of the TO Contractor and its subcontractors and no such costs shall be passed through to or reimbursed by the State or any of its agencies or units.

NOTE: The Awarded TO Contractor shall submit a Criminal Background Check Affidavit (Attachment 12) within 60 days of notice to proceed attesting that a background check has been conducted on all resources selected to work on this TORFP.

2.18 INVOICING

Payment will only be made upon completion and acceptance of the deliverables defined in Section 2.5. Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS+ Master Contract. A proper invoice for payment shall contain the TO Contractor's Federal Tax Identification Number, as well as the information described below, and must be submitted to the TO Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form – Attachment 8, is not submitted.

The TO Contractor shall submit invoices for payment upon acceptance of separately priced deliverables, on or before the 15th day of the month following receipt of the approved notice(s) of acceptance from the TO Manager. A copy of the notice(s) of acceptance shall accompany all invoices submitted for payment.

2.19 INVOICE SUBMISSION PROCEDURE

- A) The invoice shall identify The Maryland Department of Transportation as the TO Requesting Agency, name of resource and labor category, associated TO Agreement number, date of invoice, and total hours for the period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.
- B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 8, for each deliverable being invoiced) submitted electronically in email and by US Mail for payment to The Maryland Department of Transportation at the following address:

Bill Bryant, IT Financial Services
MDOT/OTTS
One Orchard Road
Glen Burnie, Maryland 21060
Phone: 410-768-7425
Fax: 410-768-3057
Email: bbryant@mdot.state.md.us

MDOT may change the IT Financial Services contact person at any time by written notice.

- C) Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.20 MBE PARTICIPATION REPORTS

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS+ Master Contract by the 10th day of each month. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to MDOT at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to MDOT. MDOT will monitor both the TO Contractor’s efforts to achieve the MBE participation goal and compliance with reporting requirements. The TO Contractor shall email all completed forms, copies of invoices and checks paid to the MBE directly to the TO Procurement Officer and TO Manager.

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