

**Request for Resume (RFR)  
CATS+ Master Contract  
All Master Contract Provisions Apply**

<b>Section 1 – General Information</b>			
<b>RFR Number:</b> (Reference BPO Number)	P00B4400076		
<b>Functional Area</b> (Enter One Only)	Functional Area 7 – Information System Security		
<b>Labor Category/s</b>			
A single support staff or support groups of up to five members may be engaged for up to six months without renewal options. Awards for Major IT Development Project (MITDP)/Program Manager/Deputy PMs may have tenure of one base year with up to two optional years, or through the end of the project within the Master Contract term. An RFR is limited to only labor categories defined in the CATS+ RFP.			
Enter the labor category/s to be provided:			
3) Senior Subject Matter Expert			
<b>Anticipated Start Date</b>	April 31, 2014		
<b>Duration of Assignment</b>	Limited to three (3) months with monthly renewal options, cannot exceed six (6) months.		
<b>Designated Small Business Reserve?(SBR):</b> (Enter “Yes” or “No”)	Yes		
<b>MBE Goal, if applicable</b>	% 0		
<b>Issue Date:</b> mm/dd/yyyy	3/20/2014	<b>Due Date:</b> mm/dd/yyyy	4/10/2014
		<b>Time (EST):</b> 00:00 am/pm	2:00 P.M.
<b>Place of Performance:</b>	1100 N. Eutaw, Room 303, Baltimore, MD 21201		
<b>Special Instructions:</b> (e.g. interview information, attachments, etc.)	<p>Interviews will be conducted at 1100 N. Eutaw, Room 303, Baltimore, MD 21201. Interviews will be conducted by a panel using a standardized set of interview questions for all candidates. Master contractors should pre-screen candidates. 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 <a href="http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx">http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx</a> under “Policies and Guidance.” These may include, but are not limited to:</p> <ol style="list-style-type: none"> <li>1. State of Maryland Information Technology (IT) Disaster Recovery Guidelines Version 4.0 <ul style="list-style-type: none"> <li>• NIST 800-34 Contingency Planning Guide for Information Technology System</li> <li>• NIST 800-30 Risk Management Guide for Information Technology Systems</li> </ul> </li> </ol>		

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	<p>2. The State's System Development Life Cycle (SDLC) methodology;</p> <p>3. The State Information Technology Security Policy and Standards;</p> <p>The Maryland Emergency Management Agency (MEMA) provides additional information and guidance on Continuity of Operations (COOP) via the link below:  <a href="http://www.mema.state.md.us/MEMA/content_page.jsp?TOPICID=coop">http://www.mema.state.md.us/MEMA/content_page.jsp?TOPICID=coop</a>.                  The State of Maryland ADA Policies and Standards (<a href="http://doit.maryland.gov">http://doit.maryland.gov</a> (search: nva (non-visual access)))</p>		
<b>Security Requirements (if applicable):</b>	<p>Selected personnel must pass background checks and obtain State ID Badges.</p> <p>A. Selected personnel must adhere to the State Information Technology Security Policy and Standards  <a href="http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx">http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx</a></p> <p>B. Selected personnel shall not connect any of its own equipment to an Agency's LAN/WAN without prior written approval by the State.</p> <p>C. Selected personnel shall provide and fill-out any necessary paperwork for security access to sign on at the State's site if access is needed to the State's LAN/WAN, as directed and coordinated with the POC.</p> <p>D. Selected Personnel shall display his or her company ID badges at all times while on State premises. Each such employee or agent upon request of State personnel shall provide additional photo identification.</p>		
<b>Special Invoicing Instructions:</b>			
<b>Section 2 – Agency Procurement Officer (PO) Information</b>			
<b>Agency / Division Name:</b>	Department of Labor, Licensing, & Regulation (DLLR) Office of Information Technology		
<b>Agency PO Name:</b>	Sandy Crisafulli Procurement Officer	<b>Agency PO Phone Number:</b>	410-230-6026
<b>Agency PO Email Address:</b>	sandy.crisafulli@maryland.gov	<b>Agency PO Fax:</b>	410-767-8899
<b>Agency PO Mailing Address:</b>	DLLR, Office of Budget and Fiscal Services, Contracts and Procurement, 500 N. Calvert Street, 4 <sup>th</sup> Floor, Baltimore, MD 21202		
<b>Section 3 – Scope of Work</b>			
<b>Agency / Project Background</b>			
<p>DLLR Information Technology provides services to all DLLR program units, which in turn provide services to the Citizenry of Maryland. Services provided include: System development, personal computer support, telecommunication and local area network support to the various DLLR units. In addition, web site development, web site content support and system engineering support to all DLLR programs is provided.</p> <p>The professional services listed herein are required in response to the State of Maryland Information Technology (IT) Disaster Recovery Guidelines and Continuity of Operations Plan (COOP).</p> <p>COOP is defined as the activities of individual departments and agencies and their sub-components to ensure that their</p>			

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essential functions are performed. This includes plans and procedures that delineate essential functions; specify succession to office and emergency delegation of authority; provide for the safekeeping of vital records and databases; identify alternate operating facilities; provide for interoperable communications; and validate the capability through tests, training, and exercises. All Government agencies, regardless of location, shall have in place a viable COOP capability to ensure continued performance of essential functions from alternate operating sites during any emergency or situation that may disrupt normal operations. The selected recovery, or alternate site, must be able to support the recovery of essential IT resources that support business functions as defined in the IT disaster recovery plan.

The Contingency /disaster recovery Plan must be develop, document following the National Institute of Standards and Technology (NIST), Federal Information Security Management Act (FISMA). In addition the alternate site recovery plan must incorporate applicable provisions of the National Response Framework (NRF), National Incident Management System (NIMS) and is consistent with the Maryland Emergency Management Agency (MEMA) COOP guidelines @ <http://memamaryland.gov/memacomcommunity/Pages/COOP.aspx>.

All essential DLLR IT systems and applications must have sufficient Disaster Recovery (DR) capability to recover DLLR data with system/application functionality (data is available and usable to customer) according to agree upon, pre-defined Recovery Time Objective(s)/Recovery Point Objective(s)/Maximum Tolerable Downtime (RTO/RPO/MTD) documented in the Information System Contingency Plans (ISCP).

<b>Job Description/s</b>	
<b>Labor Category/s (From Section 1 Above)</b>	<b>Duties / Responsibilities</b>
3) Senior Subject Matter Expert	<ol style="list-style-type: none"> <li>1. ALL VENDOR's will identify in details the following Disaster Recovery phases: (The VENDOR will evaluate for each Phase and calculate with Project Timeline)               <ol style="list-style-type: none"> <li>a. Risk Assessment</li> <li>b. Business Impact Analysis</li> <li>c. Requirement Gathering / DR Assessment</li> <li>d. Gap Analysis</li> <li>e. Proposal Development / Solution Design</li> <li>f. Project Planning</li> <li>g. Post Planning</li> <li>h. Document Disaster Recovery Manual</li> <li>i. Awareness and Training Programs</li> <li>j. DRP Testing and Maintenance</li> </ol> </li> <li>2. Deliverable Product and Services               <ol style="list-style-type: none"> <li>a. Services                   <ol style="list-style-type: none"> <li>i. Review, develop, document &amp; update DR                       <ol style="list-style-type: none"> <li>1. Executive Summary</li> <li>2. Department Strategy</li> <li>3. Technical guides</li> <li>4. Individual checklists</li> <li>5. Full copies of DRP</li> </ol> </li> <li>ii. Identify, develop mitigation DR strategies                       <ol style="list-style-type: none"> <li>1. Due Diligence</li> </ol> </li> </ol> </li> </ol> </li> </ol>

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	<ul style="list-style-type: none"><li>2. <i>Governance</i></li><li>3. <i>Plan Execution</i></li><li>iii. <i>Identify mission-critical functions</i><ul style="list-style-type: none"><li>1. <i>Support the DLLR organization's primary mission statement</i></li><li>2. <i>Support Divisions within the agencies mission critical functions</i></li><li>3. <i>Must recover immediately and quickly</i></li><li>4. <i>Function that have a high-dollar value</i></li><li>5. <i>Function that have high client/customer impact</i></li><li>6. <i>Function with political implications or ramifications</i></li><li>7. <i>Functions with legal requirements or liabilities</i></li></ul></li><li>b. <i>Documents</i><ul style="list-style-type: none"><li>i. <i>Quantitative Risk Analysis</i><ul style="list-style-type: none"><li>1. <i>Risk</i></li><li>2. <i>Mitigation</i></li></ul></li><li>ii. <i>Disaster Recovery Strategy</i><ul style="list-style-type: none"><li>1. <i>List of Vital Records</i></li><li>2. <i>List of Critical Business Areas</i></li><li>3. <i>Recovery Strategy in Case of Disaster (HQ Only)</i><ul style="list-style-type: none"><li>a. <i>Loss of Physical Structure</i></li><li>b. <i>Damage or Destruction of Work Station Computers &amp; Printers</i></li><li>c. <i>Loss of Destruction of Servers</i></li><li>d. <i>Recovery of Database Synchronization Relationship</i></li><li>e. <i>Procedures for Equipment Replacement and Repairs</i></li></ul></li></ul></li><li>iii. <i>DR Prevention Measures</i><ul style="list-style-type: none"><li>1. <i>System architecture</i></li><li>2. <i>Network architecture</i></li><li>3. <i>Application architecture</i></li><li>4. <i>Security architecture</i></li></ul></li><li>iv. <i>DR Procedures</i><ul style="list-style-type: none"><li>1. <i>Outline</i></li></ul></li><li>v. <i>DR Procedures Testing Plan</i><ul style="list-style-type: none"><li>1. <i>Schedule</i></li><li>2. <i>Test Procedure</i></li><li>3. <i>Test Results Report Procedures</i></li></ul></li><li>vi. <i>DR Procedures Maintenance Plan</i></li></ul></li><li>3. <i>Acceptance Criteria</i><ul style="list-style-type: none"><li>a. <i>The Vendor will give detailed models to DLLR OIT to become responsible for communicating any significant upgrades to their</i></li></ul></li></ul>
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	<p>system so DR Testing is repeated to update their outdated DR documentation from the previous DR test.</p> <p>b. The vendor will assist DLLR OIT to prioritize their application in their COOP plan and work out a plan with the VENDOR to have a DR Plan for Recovery</p> <p>c. Recovery Time Objective (Downtime) and Recovery Point Objective (Data Loss) will be explained and documented to fulfill business continuity planning.</p> <p>d. The vendor must submit all the final versions of the documents listed in 2.b in an editable word 2010 format or higher.</p> <p>e. The vendor will provide documented proof of all the services and any work products that are generated as part of the services listed in 2.b</p> <p>4. Additional Terms and Conditions</p> <p>a. Sequential list of disaster recovery tasks</p> <p>b. Production schedule</p> <p>c. Operation schedule</p> <p>d. Schedule to process all applications</p> <p>e. Test date</p> <p>f. DR Plan Document</p> <p>i. Document Information</p> <p>ii. Purpose</p> <p>iii. Scope</p> <p>iv. Assumptions</p> <p>v. Exclusions</p> <p>vi. Systems Descriptions</p> <p>vii. Roles and Responsibilities</p> <p>viii. Contact Details</p> <p>ix. Activation Procedures</p> <p>x. Execution Procedures</p> <p>xi. Reconstitution Procedures</p>
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**Minimum Qualifications**

For minimum qualifications, see the labor category description in the CATS+ RFP for the subject RFR labor category. In addition, qualified candidates must meet the minimum qualifications specified below. **Candidates that do not meet minimum qualifications will be deemed not reasonably susceptible for award and will not progress to full evaluation.**

<b>Labor Category/s (From Section 1 Above)</b>	<b>Minimum Qualifications</b>
3) Senior Subject Matter Expert	<p><b>Education:</b></p> <p>Bachelor’s Degree from an accredited college or university in the specific discipline required by the State. A Master’s Degree or Ph.D. Degree is preferred.</p> <p>The VENDOR shall have personnel residing in the Baltimore Metro area who are available to travel to DLLR’s premises to provide support services.</p>

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	<p><b>General Experience:</b> At least twelve (12) years of relevant industry experience in the discipline is required.</p> <p><b>Specialized Experience:</b> At least ten (10) years of combined new and related older technical experience in the IT field directly related to the required area of expertise. Requires expertise in the formulation of specifications and in the execution of technical initiatives in vertical areas. Defines requirements, performs analyses, and develops plans and requirements for systems.</p>
<p><b>Preferred Qualifications</b> The additional Experience/Knowledge/Skills listed below are preferred by the State.</p>	
<p>3) <i>Senior Subject Matter Expert</i></p>	<p><b>Education / General Experience / Specialized Experience:</b></p> <ul style="list-style-type: none"> <li>• Contract/agreement duration</li> <li>• Cost/fee structure for disaster declaration and occupancy (daily usage), administration, maintenance, testing, annual cost/fee increases, transportation support cost (receipt and return of offsite data/supplies, as applicable), cost/expense allocation (as applicable), and billing and payment schedules</li> <li>• Disaster declaration (i.e., circumstances constituting a disaster, notification procedures)</li> <li>• Site/facility priority access and/or use</li> <li>• Site availability</li> <li>• Site guarantee</li> <li>• Process to negotiate extension of service</li> <li>• Guarantee of compatibility</li> <li>• IT system requirements, including any special needs</li> <li>• Security requirements</li> <li>• Staff support provided/not provided</li> <li>• Facility services provided/not provided</li> <li>• Testing, including scheduling, availability, test time duration, and additional testing, if required</li> <li>• Records management (onsite and offsite), including electronic media and hardcopy</li> <li>• Service level management (specify performance measures and service levels or quality of IT service provided)</li> <li>• Workspace requirements as applicable (desks, telephones, PCs, chairs, etc.)</li> <li>• Supplies provided/not provided</li> <li>• Additional costs not covered elsewhere</li> <li>• Other contractual issues, as applicable</li> <li>• Other technical requirements, as applicable</li> <li>• Review, develop, update and/or integrate disaster recovery, continuity of operations plans, contingency plans, and risk assessments</li> </ul>

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- Identify and develop mitigation strategies to increase the effectiveness of operations and the continuity of service
- Contract/agreement change or modification processes
- Contract/agreement termination conditions
- Change management and notification requirements, inclusive of hardware, software, and infrastructure

**Section 4 - Required Submissions**

**NOTE:**

- Master Contractors may propose only one candidate for each position requested.
- Master Contractors electing not to propose in response to the RFR must submit a “Master Contractor Feedback Form” via the “Master Contractor Login” on the CATS+ web site.
- Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows:

**Email 1 of 2 with “Technical”: Master Contractor Name, RFR number, & candidate name in the subject line**

- Resume for each labor category described in the RFR (Attachment 1)
- Three (3) current references that can be contacted for performance verification of the submitted consultant’s work experience and skills. Telephone number and email address of reference is needed.

**Email 2 of 2 with “Financial”: Master Contractor Name, RFR number, & candidate name in the subject line**

- Price Proposal (Attachment 2)
- Conflict of Interest Affidavit (Attachment G in the CATS+ RFP)
- Living Wage Affidavit (Attachment I in the CATS+ RFP)

*List any other required documents to be submitted by Master Contractors, for example, copies of professional certifications, school / training transcripts, company references, etc.*

1. *Disaster Recovery Training in ITIL Service Continuity Management (Disaster Recovery Planning)*

2. Disaster Recovery Certification (DRI) preferred

3.

4.

**Section 5 – Evaluation Criteria**

Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:  
*(Provide a list of evaluation criteria in descending order of importance)*

1. Relevant Disaster Recovery experience

2. Training and education

3. Price

4. References

**Basis for Award Recommendation**

The Agency PO 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 PO will initiate and deliver a Task Order 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.**

## Request for Resume (RFR) CATS+ Master Contract

### ATTACHMENT 1 RFR RESUME FORM RFR # P00B4400076

Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per Labor Category described in Section 1 of the RFR. If the RFR requests multiple Labor Categories, use a separate resume form for

Labor Category: *Senior Subject Matter Expert*

Candidate Name:

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 Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Starts with the most recent experience first; do not include non-relevant experience.

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

[Organization] *Description of Work...*  
 [Title / Role]  
 [Period of Employment / Work]  
 [Location]

<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>			

#### 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>			



## Request for Resume (RFR) CATS+ Master Contract

### LABOR CATEGORY PERSONNEL RESUME SUMMARY (ATTACHMENT 1 CONTINUED)

\*“Candidate Relevant Experience” section must be filled out. Do not enter “see resume” as a response.

<b>Proposed Individual’s Name/Company:</b>	<b>How does the proposed individual meet each requirement?</b>
<i>Functional Area 7 – Information System Security</i>	
<b>Requirement</b>	<b>Candidate Relevant Experience *</b>
<b>Education:</b> <ul style="list-style-type: none"> <li>Enter the minimum required education for this position as described in Section 2.10 of the CATS+ RFP.</li> </ul>	<b>Education:</b> 5+ years’ experience as a Disaster Recovery Certified Specialist (DRCS) or equivalent experience. Certification from either Disaster Recovery Institute International (DRI) and/or Business Continuity (BCI) or equivalent experience 5+ years’ experience as a Plan Do Check Act (PDCA) 5+ years’ experience implementing DR Analysis, Gap identification and design
<b>General Experience:</b> <ul style="list-style-type: none"> <li>Enter the minimum required general experience for this position as described in Section 2.10 of the CATS+ RFP.</li> </ul>	<b>General Experience:</b>
<b>Specialized Experience:</b> <ul style="list-style-type: none"> <li>Enter the minimum required specialized experience for this position as described in Section 2.10 of the CATS+ RFP.</li> </ul>	<b>Specialized Experience:</b>
Describe additional professional experience, knowledge, and skills required for this position.	

The information provided on this form for this labor category is true and correct to the best of my knowledge:

**Master Contractor Representative:**

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

**Proposed Individual:**

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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**ATTACHMENT 2  
PRICE PROPOSAL  
RFR # P00B4400076**

(This form is to be filled out by Master Contractors - Submit with the Financial Response)

	A	C	D
<i>Senior Subject Matter Expert</i>	Fully Loaded Hourly Labor Rate	Evaluation Hours	Evaluation Price (A x C)
(Enter the proposed resource name)	\$	1000	\$

\_\_\_\_\_  
Authorized Individual Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Tax ID #

The Hourly Labor Rate cannot exceed the Master Contract rate, but may be lower. Proposed rates must be fully loaded, all inclusive, and shall include all direct and indirect costs for the Master Contractor to perform under the TOA. Evaluation Hours are for evaluation purposes only and do not represent actual hours to be worked or invoiced.