

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

Section 1 – General Information			
RFR Number: (Reference BPO Number)	F50B5400035		
Functional Area (Enter One Only)	FA 6- Systems/Facilities Management and Maintenance		
Labor Category/s			
<i>A single support staff or support groups of up to five members may be engaged for up to <u>six months without renewal options</u>. An RFR is limited to only labor categories defined in the CATS+ RFP.</i>			
<i>Enter the labor category/s to be provided:</i>			
Project Manager (one position)			
Anticipated Start Date	April 2015		
Duration of Assignment	Up to six months		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	Yes		
MBE Goal, if applicable	% 0.0		
Issue Date: mm/dd/yyyy	March 17,2015	Due Date: mm/dd/yyyy	March 31, 2015
		Time (EST): 00:00 am/pm	10:00am
Place of Performance:	Department of Information Technology (DoIT), 45 Calvert St. Annapolis, MD 21401		
Special Instructions: (e.g. interview information, attachments, etc.)	This is a new position. In-person interviews are required. There will be <u>no</u> telephone interviews.		
Security Requirements (if applicable):	Selected personnel shall pass background checks and obtain State ID badges		
Special Invoicing Instructions:	Refer to purchase order; issued upon award		
Section 2 – Agency Procurement Officer (PO) Information			
Agency / Division Name:	Department of Information Technology, Procurement Office, 45 Calvert St. Annapolis, MD 21401		
Agency PO Name:	Michael E. Balderson	Phone Number:	410-260-7549
Agency PO Email Address:	Mike.Balderson@maryland.gov	PO Fax:	410-974-5615
Agency PO Mailing Address:	Same as above		

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Section 3 – Scope of Work	
Agency / Project Background	
<p>DoIT procured in December 2014, an Information Technology Service Management (ITSM) software service utilizing a SaaS ServiceNow software for DoIT to support all IT technical operations under DoIT’s control and responsibility.</p>	
Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
Project Manager	<p>The Project Manager is assigned the management of the Information Technology Support Management (ITSM) Software as a Service (SaaS) project using Triad led ServiceNow software. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the Department of Information Technology and Triad Technology Partners, LLC, the IT contractor. Is responsible for ensuring that work performed is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to date status reports. Demonstrates excellent writing and oral communications skills.</p>
Minimum Qualifications	
<p>For minimum qualifications, see the labor category description in the CATS+ RFP for the subject RFR labor category. In addition, qualified candidates <u>must</u> 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.</p>	
Labor Category/s (From Section 1 Above)	Minimum Qualifications
Project Manager	<p>a. Education: Bachelor’s Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master’s degree or project management certification is preferred.</p> <p>b. General Experience: At least five (5) years of experience in project management.</p> <p>c. Specialized Experience:</p> <ol style="list-style-type: none"> 1) At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget. 2) At least five (5) years of experience in managing Information Technology Support Management (ITSM) software projects and demonstrates a leadership role.

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Preferred Qualifications	
The additional Experience/Knowledge/Skills listed below are preferred by the State.	
Project Manager	<p>a. Specialized Experience: At least five (5) years' experience working with ServiceNow.</p>
Section 4 - Required Submissions	
<p>NOTE:</p> <ol style="list-style-type: none"> 1. Master Contractors may propose only <u>one</u> candidate for the position requested. 2. 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. 3. Master Contractors proposing in response to the RFR must submit the documents below as separate files contained in two separate emails as follows: <p>Email 1 of 2 with "Technical": Master Contractor Name, RFR number, & candidate name in the subject line</p> <ol style="list-style-type: none"> 1. Resume for each labor category described in the RFR (Attachment 1) 2. 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. <p>Email 2 of 2 with "Financial": Master Contractor Name, RFR number, & candidate name in the subject line</p> <ol style="list-style-type: none"> 1. Price Proposal (Attachment 2) 2. Conflict of Interest Affidavit (Attachment G in the CATS+ RFP) 3. Living Wage Affidavit (Attachment I in the CATS+ RFP) <p><i>List any other required documents to be submitted by Master Contractors, for example, copies of professional certifications, school / training transcripts, company references, etc.</i></p>	
1. Resume showing evidence of all skills listed in Section 3, Scope of Work, Completed in Attachment 1	
2. Copy of current PMI certificate or equivalent	
3.	
Section 5 – Evaluation Criteria	
Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows: <i>(Provide a list of evaluation criteria in descending order of importance)</i>	
1. Specific work experience and relevant technical expertise as indicated in Attachment 1 and in the interview	
2. Price	
3. Education and certifications	
4. References	
Basis for Award Recommendation	
<p>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.</p>	

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**ATTACHMENT 1
RFR RESUME FORM
RFR # F50B5400035**

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: Project Manager

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>			

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LABOR CATEGORY PERSONNEL RESUME SUMMARY (ATTACHMENT 1 CONTINUED)

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

Proposed Individual’s Name/Company:	How does the proposed individual meet each requirement?
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LABOR CATEGORY TITLE – Project Manager

Requirement	Candidate Relevant Experience *
Education: Bachelor’s Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master’s degree or project management certification is preferred.	Education:
General Experience: At least five (5) years of experience in project management.	General Experience:
Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.	Specialized Experience:
At least five (5) years of experience in managing Information Technology Support Management (ITSM) software projects and demonstrates a leadership role.	Specialized Experience:
Preferred Experience: At least five (5) years’ experience working with ServiceNow.	Preferred Experience:

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

Instruction: Sign each form.

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**ATTACHMENT 2
PRICE PROPOSAL**

RFR # F50B5400035

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

	A	C	D
Project Manager	Fully Loaded Hourly Labor Rate	Evaluation Hours	Extended Price (A x C)
(Enter the proposed resource name)	\$	1000	\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Signature

Date

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.