

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

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	D80B2400005		
Functional Area (Enter One Only)	Functional Area 6 - Systems/Facilities Management and Maintenance		
Position Title/s or Service Type/s (Short term staff or PMP)			
Labor Category #84 – Senior Network Technician			
Anticipated start date	11/25/11		
Duration of assignment	up to 6 months		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	No		
MBE goal, if applicable	0%		
Issue Date: mm/dd/yyyy	10/27/2011	Due Date: mm/dd/yyyy	11/18/2011
		Time (EST): 00:00 am/pm	3:00 PM
Place of Performance:	Maryland Insurance Administration 200 St. Paul Place Baltimore Md. 21202		
Special Instructions: (e.g. interview information, attachments, etc.)	Must be able to interview in person.		
Security Requirements (if applicable):	Selected personnel must pass background checks and obtain Md. State ID badges.		
Invoicing Instructions:	Invoices will be submitted with every fourth time sheet for the duration of the task order. Invoices comply with all requirements in Section 2.8 of the CATS II Master Contract RFP. Accounts Payable, Rhonda Green 200 St. Paul Place Baltimore Md. 21202		
Section 2 – Agency Point of Contact (POC) Information			
Agency / Division Name:	Maryland Insurance Administration/MIS		
Agency POC Name:	Lucy Sager	Agency POC Phone Number:	410-468-2374
Agency POC Email Address:	lsager@mdinsurance.state.md.us	Agency POC Fax:	410-468-2396
Agency POC Mailing	200 St. Paul Place		

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Address:	Baltimore, MD 21202
Section 3 – Scope of Work	
Background	
<p>The Maryland Insurance Administration (MIA) is an independent State agency that regulates Maryland's insurance industry and protects consumers by ensuring that insurance companies and health plans act in accordance with insurance laws.</p> <p>More information about the agency can be located at: http://www.mdinsurance.state.md.us/sa/jsp/Mia.jsp</p> <p>The MIA is seeking a Network and or Desktop Specialist who will be responsible to architect and implement a Windows 7 Laptop and Desktop Deployment to be completed by 12/31/11. The 50 computer deployments must be performed using Novell's ZCM 10 platform.</p> <p>MIA's Exam & Audit division needs to upgrade to TeamMate version 10.x before December 31, 2011. At the same time the E&A Unit will deploy new laptops and upgrade existing desktops computers to a windows 7 platform. The selected offeror will assist MIA's staff to deploy these new computers, while upgrading to TeamMate version 10.x. This will include determining the most advantageous way to configure the new laptops and existing desktops, addressing the compatibility of the operating systems, other software, and hardware to be installed on the computers.</p> <p>The Network/Computer Specialist will need to perform the following using Novell's ZCM 10.x management system running on a SUSE Linux 10 server:</p> <ol style="list-style-type: none">1. Create at least three (3) base images for rapid deployment of laptops and desktops.2. Configure all Laptops and desktops, within the scope of this project, with Windows 7.x operating systems and all current Microsoft Security Patching.3. Create software bundles using Novell's ZCM 10 Console for Office 2010, Adobe Reader, Winzip, Iprint, TeamMate 10x client, Citrix or Remote client, Cisco VPN client, Novell Client.4. Perform the installation of the ZCM client, Inventory, Remote Management, and Security patching modules.5. Configure local disk encryption partition or folder on laptops to adhere to FIPS-2 security or MD DoIT's minimum security requirement on system deployment date. <p>Project scope tasks will also include the following:</p> <ol style="list-style-type: none">1. Install TeamMate 10.x on the two (2) test laptops and two (2) test desktops following the instructions supplied by the MIA.2. Evaluate E&A's current peripheral hardware list and determine Windows 7 compatibility. This list will include Kingston 7000 Data Traveler USB Flash Drives, external hard disks, scanners, printers, Verizon mobile air cards, HP Dual monitor cards in desktops, Linksys	

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- Wireless Switch/router.
3. Migrate user's local data and user profile settings.
 4. Work with E&A staff to test and approve the laptop and desktop configuration of the TeamMate 10.x software.
 5. Testing will include creating and updating TeamMate projects, printing, scanning, VPN access to project files on internal h:\shared folders, connection to Lynksis wireless switches/router.
 6. Once E& A has signed off on the test laptops and desktops, the remaining new laptops and existing desktops will be made available to configure and deploy on 12/x/11 – 12/x/11 (TBD).
 7. Ensuring all Laptop, desktop, and security configurations will be documented and approved by MIS staff. All laptop and desktop security settings and policies configured by the vendor must adhere to the State of MD. DoIT Information Security Policy Ver. 2.3 or any Updated versions, located on the following web site http://doit.maryland.gov/support/Documents/security_guidelines/DoITSecurityPolicy.pdf . Additional Legislative Audit Security Guidelines will be made available only after the start of the project.
 8. Provide written daily and weekly status reports to management team.

Job Description/s	
Position Title/s or Service Type/s (From Section 1 Above)	Duties / Responsibilities
1. Senior Network Technician	This position will require deployment of computer systems using Novell's ZCM management system.
Minimum Qualifications	
Position Title/s or Service Type/s (From Section 1 Above)	Required Experience/Knowledge/Skill
1. Senior Network Technician	<p>Solid understanding of computer networks with at least minimum of two (2) years experience in hardware and software deployments using Novell ZCM and/or ZenWorks to manage and deploy user computers.</p> <p>Minimum of two (2) years working knowledge of Novell E-Directory/MS Active Directory, SUSE Linux,</p> <p>Minimum of two (2) years experience working with wireless networks, IPrint, GroupWise 7, network printing & shares, and other management utilities is preferred.</p>

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	<p>Education and Certifications: Associate’s degree in IT, Computer Science, or a related field.</p> <p>Novell CNE or CLP designations.</p> <p>MCTS: Windows 7 and Microsoft Office 2010, Deployment</p> <p>Other vendor Certifications in relevant fields may also apply.</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 Documents listed below as required by the hiring agency 	
<p>1. Provide three (3) candidate references as an attachment to the RFR.</p>	
Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)	
<p>1. Candidate must meet minimum qualifications in Section 3 to be considered for an interview.</p>	
<p>2. Candidate interview will be ranked based on technical questions.</p>	
<p>3. Price rankings of the proposals.</p>	
<p>4. References</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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ATTACHMENT 1 – RFR RESUME FORM

RFR # D80B2400005

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>			

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 - SUPPORT STAFF

RFR # D80B2400005

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

Proposed Labor Category	Hourly Labor Rate	Total Hours (up to 6 months)	Labor Category Price (Labor Rate x Hours)
1.	\$	1040	\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
Total RFR Price (Sum of Labor Category Prices):			\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Proposed labor categories must be from those described in the CATS II Master Contract and must correspond to the resume/s provided. Support staff are limited to engagements of up to six months. The "Hourly Labor Rate" is the actual fully-loaded rate that the State will pay for services recorded in dollars and cents. Hourly rates must be equal to or less than the rates proposed by the Master Contractor for the CATS II Master Contract.