

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

SECTION 1 –GENERAL INFORMATION			
RFR Number: (Reference BPO Number)	R00B9200143		
Functional Area (Enter One Only)	Functional Area Sixteen – Media and Training Center Support		
Position Title/s or Service Type/s (Short term staff or PMP)			
28. Training Specialist and Application User Support (Each Master Contractor can only submit one candidate for the RFR)			
Anticipated start date	May 16, 2011		
Duration of assignment	Six Months		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	No		
MBE goal, if applicable	0%		
Issue Date: mm/dd/yyyy	April 12, 2011	Due Date: mm/dd/yyyy	April 19, 2011
		Time (EST): 00:00 am/pm	2:00 PM
Place of Performance:	Maryland State Department of Education Division of Accountability, Assessment and Data Systems 200 West Baltimore Street; Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	Interviews will be conducted by a panel of three persons using a standardized set of interview questions. Structured interviews will be performed via phone		
Security Requirements (if applicable):	Pass reference checks and obtain State ID Badge		
Invoicing Instructions:	Standard invoicing procedures for the CATS II Master Contract		
SECTION 2 – AGENCY POINT OF CONTACT (POC) INFORMATION			
Agency / Division Name:	Maryland State Department of Education Division of Accountability, Assessment and Data Systems		
Agency POC Name:	Dorothy Richburg Procurement Specialist	Agency POC Phone Number:	410-767-0628
Agency POC Email Address:	drichburg@msde.state.md.us	Agency POC Fax:	410-333-2017
Agency POC Mailing Address:	Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201		

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SECTION 3 – SCOPE OF WORK	
Background	
<p>Maryland State Department of Education (MSDE) has assumed a progressive stance in the collection, validation and reporting of education accountability data. The state established its first Educational Data Warehouse (EDW) in 1999 and today strives to achieve the ten essential elements and fundamentals for PreK-12 longitudinal data systems established by the Data Quality Campaign, see www.dataqualitycampaign.org for additional information on the ten essential requirements.</p> <p>With the increase in reporting requirements for Federal, and State longitudinal student data, MSDE is increasing the kinds of student data collected and analyzed. To help MSDE achieve this aim, The Division of Accountability and Assessment is modernizing and enhancing its; (1) Educational Data Warehouse (EDW) and (2) associated data reporting systems. As a result of a multitude of new dashboard and data entry applications within DAA for the Race to the Top projects, there is an increased need for specialized end-user training, education, and Q&A phone and online support.</p> <p>The objective of this Request for Resume (RFR) is to acquire the short-term services of One (1) Training and Application User Support Specialist. This specialist will prepare and deliver end-user training and provide online and phone support to help users navigate and use analytical reports, dashboards, and data entry applications.</p>	
Job Description/s	
Position Title/s or Service Type/s (From Section 1 Above)	Duties / Responsibilities
<p>28. Training Specialist and Application User Support</p>	<p>Conducts the research necessary to develop and revise training courses</p> <p>Prepares all instructor materials (course outline, background material, and training aids).</p> <p>Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).</p> <p>Trains end-users by conducting webinars, workshops, and seminars.</p> <p>Provides online and phone Q&A support to end-users for new application rollouts and every day use.</p>

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Minimum Qualifications	
Position Title/s or Service Type/s (From Section 1 Above)	Required Experience/Knowledge/Skill
28. Training Specialist and Application User Support	<p>For minimum requirements, see CATS II Labor Category number 28 Training Specialist.</p> <p>THE CANDIDATE MUST ALSO:</p> <ol style="list-style-type: none"> 1. Demonstrate all aspects of proper communication skills, both verbal and non-verbal. 2. The candidate must articulate clear and concise responses to the interview questions 3. Possess good interpersonal communication skills and proper attire. <p>CANDIDATES MUST MEET THE FOLLOWING CRITERIA:</p> <ol style="list-style-type: none"> 1. EDUCATION – BS REQUIRED, MASTERS DEGREE PREFERRED. 2. Minimum of four (4) years experience preparing and delivering end-user training material 3. Minimum of four (4) years experience delivering training in a K12 environment, or other classroom environment 4. Minimum of one (1) years experience providing application support end-users via phone or the Internet. 5. Minimum of one (1) years experience with online webinar systems such as GoTo Meeting or Webex. 6. Evidence of education as trainer or educator.
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 MBE Forms D1 and D2 if applicable (Attachment D in the CATS II RFP) 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 	

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1. Resume showing evidence of all skills listed in Section 3. Scope of Work
2. Statement within the Price Proposal that rate is all inclusive – Use Attachment 2 for the Price Proposal
3. Two (2) current references that can be called for performance verification of the submitted consultant(s) work experience and skills
SECTION 5 – EVALUATION CRITERIA (Provide a list of evaluation criteria in descending order of importance)
1. Candidate must meet minimum qualifications in Section 3 to be considered for an interview.
2. Candidate interview will be ranked based on technical questions
3. Price rankings of the proposals
4. References
Basis for Award Recommendation
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.

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ATTACHMENT 1 – RFR RESUME FORM

RFR # R00B9200143

TRAINING SPECIALIST AND APPLICATION USER SUPPORT

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
RFR # R00B9200143**

TRAINING SPECIALIST AND APPLICATION USER SUPPORT

(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)
28. Training Specialist	\$	1040 hrs	\$
Total RFR Price (Sum of Labor Category Prices):			\$

VENDOR'S NAME _____

ADDRESS _____

CITY, STATE AND ZIP CODE _____

FIN _____ DUNS _____

TELEPHONE NO. _____ FAX NO. _____

EMAIL ADDRESS _____

SIGNATURE _____

PRINTED NAME _____

TITLE _____ DATE _____

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower. Rates must include all direct and indirect costs and profit for the Master Contractor to perform under the TOA.