

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

Section 1 – General Information			
RFR Number: (Reference BPO Number)	E20B5400002		
Functional Area (Enter One Only)	<i>Functional Area 3 – Electronic Document Management</i>		
Labor Category/s			
<p><i>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.</i></p>			
<i>Enter the labor category/s to be provided:</i>			
<p>The State Treasurer’s Office (STO) is looking to award this contract to one TO Contractor to provide the following two positions that specialize in the area of Enterprise Content Management (ECM):</p> <ol style="list-style-type: none"> 1. <i>Subject Matter Expert</i> 2. <i>Documentation Specialist</i> <p>** Note: <i>While the STO prefers to award the contract to one TO Contractor for both candidates, we reserve the right to select the best candidates from two separate TO Contractors.</i></p>			
Anticipated Start Date	<i>February 1, 2015</i>		
Duration of Assignment	<i>Up to six months</i>		
Designated Small Business Reserve?(SBR): (Enter “Yes” or “No”)	Yes		
MBE Goal, if applicable			N/A
Issue Date: mm/dd/yyyy	11/14/2014	Due Date: mm/dd/yyyy	12/10/2014
		Time (EST): 00:00 am/pm	2:00pm (local time)
Place of Performance:	<i>State Treasurer’s Office – Louis L Goldstein Bldg 80 Calvert Street, Annapolis, MD 21401</i>		
Special Instructions: (e.g. interview information, attachments, etc.)	<i>In-person interviews are required. Photo ID required for front desk security.</i>		
Security Requirements (if applicable):	<p>The personnel selected from this RFR shall be subject to a background investigation, to include criminal history and credit check. The State Treasurer’s Office (the “STO”) reserves the right to reject proposed personnel based on unsatisfactory background investigation. Task Order (“TO”) Contractor shall require its employees to follow the State of Maryland and State Treasurer’s Office IT Security Policy and Standards throughout the term</p>		

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	of the Contract. TO Contractor shall require an executed Non-Disclosure Agreement (Attachment 3).		
Special Invoicing Instructions:	N/A		
Section 2 – Agency Procurement Officer (PO) Information			
Agency / Division Name:	<i>State Treasurer’s Office</i>		
Agency PO Name:	<i>Anne Jewell</i>	Agency PO Phone Number:	<i>410-260-7903</i>
Agency PO Email Address:	<i>ajewell@treasurer.state.md.us</i>	Agency PO Fax:	<i>410-974-3530</i>
Agency PO Mailing Address:	<i>State Treasurer’s Office Louis L Goldstein Bldg 80 Calvert Street, Room 109 Annapolis, MD 21401</i>		
Section 3 – Scope of Work			
Agency / Project Background			
<p>The STO is looking to implement a secure Enterprise Content Management (ECM) system to eliminate the need for paper document processing and storage, reduce duplication of documents utilized across divisions, enhance retrieval capabilities of documents, streamline overall document management and workflow processes throughout the agency, and enhance record control to ensure compliance with government and industry regulations. A bulk of these documents specifically relates to the daily reconciliations of the State’s bank account and daily investment activities. The STO organization has one central location in Annapolis with 57 employees and is comprised of an Executive Office and six Divisions; Budget and Financial Administration, Treasury Management, Information Technology, Debt Management, Insurance and Legal Services.</p> <p>The STO is looking to award this contract to one TO Contractor to provide both a Subject Matter Expert and a Documentation Specialist in the area of ECM. The candidates will conduct business process analysis to document current “As-Is” business processes and system requirements and “To Be” functionality and business requirements of the new ECM solution. This documentation should include work-flow diagrams to include swimlane diagrams and data flows for both the “As-Is” and “To-Be” processes with the new ECM solution. The “To-Be” analysis should incorporate the detailed list of documents to be included in the ECM solution and their workflow within the new system. From this analysis, the Subject Matter Expert and Documentation Specialist will prepare a written document identifying the functional/business requirements, technical requirements, and non-functional/non-technical requirements to be utilized in the solicitation of implementation of an ECM solution.</p> <p>The STO organization is responsible for daily statewide cash flow management, investment, and reconciliation of all state-wide banking activity, including electronic transmission for all receipts and disbursements on behalf of state agencies. The agency produces and stores an estimated 1 million documents annually. The majority of these documents is generated by the Treasury Management Division, and is in the form of bank and investment statements that are uploaded from banking platforms; returned checks and related support submitted by state agencies; Agency ST-151 Forms request for check stop payments, recovery and reissue requests; wire warrant documents and system generated production reports from the statewide accounting system. Currently, these documents are retained in paper copy for an amount of time as outlined in our State Records Retention and</p>			

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Disposal Schedule, and are stored onsite in filing cabinets and/or boxes in secured rooms and offsite with the State Records Center (SRC). The ST-151 document is an STO generated document and creates a bulk of the daily work within the Banking Services Unit of the Treasury Management Division before being routed to the Accounting Unit for further processing. This form could be standardized for OCR functionality to help eliminate data input and create an automated workflow. In addition, there are several manual processes, such as direct keying of data into Excel that could be streamlined through direct download functionality from various financial systems. Ultimately, we are looking for a solution that will incorporate all of these factors and provide us with a more automated and secure method of processing and storing data.

In addition to the documents listed above, this TO would also include contracts and legal documents, bond issuance documents and lease agreements, insurance policies and underwriting contracts, accounting records and invoices, personnel documents including HIPAA information, general agency correspondence, state generated ledgers, and statutorily required reports.

The STO is housed physically in one building, although on 2 different floor levels. All locations are connected on 1 local area network (LAN). User endpoints are connected at either 100MB or 1GB Ethernet speed.

Microsoft Windows Active Directory is used for user identification and authentication.

User endpoints run Microsoft Windows 7 Professional OS. At the current time there are no plans to use Macintosh or Apple iOS clients with the procured system, but the STO is interested in client access from these systems in the event these systems are added in the future.

The STO operates an IBM i5 system and desires to automatically output reports and files from the i5 system into the repository, with the ability to add the same indexing and classification to the uploaded/sent reports as would be possible on a physically scanned document.

In preparation for this project, the STO has put together a cross functional team of employees from each division within the agency to identify records and documents to be included in the ECM solution, and to document current processes while identifying potential areas for automation. As a result, we have created a comprehensive list of documents and compiled copies of these documents in order to prepare for the next phase of this project. The winning Offeror must demonstrate that they can successfully carry out the required analysis, document "As-Is" and "To-Be" processes and generate the requirement documents within the six month prescribed period and in the formats requested.

Note: Offeror and subcontractor(s) awarded this Contract may NOT submit proposal(s) in response to any subsequent ECM solicitation(s) associated with the acquisition or implementation of the ECM project.

Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
1. <i>Subject Matter Expert</i>	<p><i>Subject Matter Expert will perform in person interviews with employees, technical staff, managers, and directors and review related documents to have a clear understanding of the organizations objectives, existing technologies, end-user needs and key business processes.</i></p> <p><i>Identify and document "As-is" and "To-be" business processes and system requirements, incorporating the detailed list of documents to be included in the ECM</i></p>

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<p>2. Documentation Specialist</p>	<p><i>solution and their proposed workflow within the new system. Prepare related workflow diagrams, including swimlane diagrams and data flow diagrams, of both processes.</i></p> <p><i>Provide written recommendations for a proposed ECM solution, including process management, forms standardization options, hardware and software requirements, scanning equipment specifications, data storage and data security requirements.</i></p> <p><i>Prepare a written document describing the functional/business requirements, technical requirements, and non-functional/non-technical requirements for the recommended ECM solution.</i></p> <p><i>Will work with the Subject Matter Expert and assist in all areas of technical documentation, including documenting "As-Is" and "To-Be" processes, preparing workflow diagrams, and generating a written document describing the functional/business requirements, technical requirements, and non-functional/non-technical requirements for the recommended ECM solution.</i></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.**

Labor Category/s (From Section 1 Above)	Minimum Qualifications
<p>1. Subject Matter Expert</p>	<p>Education: A Bachelor’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific technical discipline. A Master’s Degree is preferred.</p> <p>General Experience: Must have seven (7) years of experience in the IT field.</p> <p>Specialized Experience:</p> <ul style="list-style-type: none"> • At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise. • At least three (3) years of experience within the past five (5) years in conducting similar scope of work with state or local governments and/or within the finance/banking Industry with comparable ECM projects.
<p>2. Documentation Specialist</p>	<p>Education: Associate’s Degree in related field. A Bachelor’s degree is preferred.</p> <p>General Experience: Must have four (4) years of experience in technical writing and documentation experience pertaining to all aspects of IT.</p> <p>Specialized Experience:</p> <ul style="list-style-type: none"> • A minimum of two (2) years of experience in preparing technical documentation, which is to include researching for applicable standards.

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	<ul style="list-style-type: none"> • A minimum of two (2) years of experience within the past four (4) years in drafting technical documentation including functional/business requirements, technical requirements, and non-functional/non-technical requirements. • A minimum of two (2) years of experience within the past four (4) years in preparing documented work-flow analysis utilizing swimlane diagrams and data flow diagrams. • Prior experience within the past four (4) years in drafting a Task Order Request For Proposal (RFR) for a State of Maryland project.
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Preferred Qualifications
The additional Experience/Knowledge/Skills listed below are preferred by the State.

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Section 4 - Required Submissions

NOTE:

- Master Contractors must propose one candidate for each position requested. (Submissions that propose more than one candidate for each position or that propose a candidate for only one of the positions requested will not be considered.)
- 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 for each labor category that can be contacted for performance verification of the proposed candidate’s work experience and skills. At least one (1) of these references must have involved similar duties and responsibilities for a similar project as outlined in Section 1 for each labor category. Telephone number and email address of reference is needed.
- MS Project document showing the overall proposed project plan including dates, roles and responsibilities required by STO staff and any other resources needed for this project as defined above.
- Sample documentation from a similar project, showing:
 - “As-Is” and “To-Be” workflows and business processes utilizing swimlane diagrams and data flows; and
 - Functional/business requirements, technical requirements, and non-functional/non-technical requirements

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)**

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Section 5 – Evaluation Criteria

Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:

1. Specific work experience and relevant technical expertise as indicated in Attachment 1 and in the interview
2. Sample documentation provided, how it demonstrates comparability with this project and usability in drafting future related procurement documentation to solicit implementation services for the ECM solution
3. Proposed project plan as it meets the required timeframe and desired outcome in line with STO resources and objectives
4. References
5. Price Proposal

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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.**

*** Note: While the STO prefers to award the contract to one TO Contractor for both candidates, we reserve the right to select the best candidates from two separate TO Contractors.*

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**ATTACHMENT 1
RFR RESUME FORM
RFR # E20B5400002**

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: *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>			

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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: *Documentation Specialist*

Candidate Name:

Master Contractor:

E. Education / Training

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

F. 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>

G. 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>			

H. 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
PRICE PROPOSAL
RFR # E20B5400002**

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

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

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**ATTACHMENT 3
RFR # E20B5400002**

NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ____ day of _____, 20____, by and between the State of Maryland (“the State”), acting by and through its **TO Requesting Agency** (the “Department”), and _____ (“TO Contractor”), a corporation with its principal business office located at _____ and its principal office in Maryland located at _____.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the “TO Agreement”) for RFR No. E20B5400002 dated _____, (the “RFR” issued under the Consulting and Technical Services procurement issued by the Department, Project Number 060B2490023; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor’s employees and agents (collectively the “TO Contractor’s Personnel”) with access to certain confidential information regarding _____ (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the RFR and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor’s performance of the RFR or who will otherwise have a role in performing any aspect of the RFR, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor’s Personnel or the

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TO Contractor's former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).

6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.

7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the Master Contract Agreement between the TO Contractor and the State.

8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.

9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.

10. The parties further agree that:

This Agreement shall be governed by the laws of the State of Maryland;

The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;

The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;

The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;

Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and

The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

State Treasurer's Office:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

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**EXHIBIT A – FOR THE NONDISCLOSURE AGREEMENT (TO CONTRACTOR)
TO CONTRACTOR’S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO
THE CONFIDENTIAL INFORMATION**

Printed Name and Address
of Employee or Agent

Signature

Date

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____