

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

Section 1 – General Information			
RFR Number: (Reference BPO Number)	CSEA/RFRPR/14-001-S; N00B4400209		
Functional Area (Enter One Only)	Functional Area 17: Documentation/Technical Writing		
Labor Category/s			
<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>			
<i>Enter the labor category/s to be provided:</i>			
1. Technical Writer/Editor			
Anticipated Start Date	March 5th 2014		
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	01/14/2014	Due Date: mm/dd/yyyy	02/12/2014
		Time (EST): 00:00 am/pm	12 Noon EST
Place of Performance:	Department of Human Resources (DHR) 311 West Saratoga Street Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	<p>The selected TO Contractor and any subcontractor(s) shall not be eligible for award to a contract or task order supporting the Privatization of Child Support Services in Baltimore City.</p> <p>Interviews will be conducted, via telephone, on February 14th, 2014, and follow-up in person interviews for those with the combined skill set and experience that are deemed highly qualified will be conducted on February 18th and 19th between 8:30 a.m., and 4:30 p.m., at 311 W. Saratoga Street. Candidates submitting resumes must be available for an interview on all dates provided. Candidates will be provided the specific time information after receipt of all resumes. All interviews will be conducted using a standardized set of interview questions.</p>		

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**Security Requirements
(if applicable):**

- 1. Unless otherwise determined by DHR, the Master Contractor shall provide its own laptop. Master Contractor equipment shall meet or exceed DHR's standards for virus protection and security. Please note any deliverables produced must be produced in a version of software that is compatible with DHR's version. For example Microsoft Office 2003 - MS Word, PowerPoint, Excel, and Adobe Version 7.**

- 2. When visiting State facilities, the Master Contractor shall adhere to all State security requirements. This includes presenting photo ID when inside State facilities and presenting ID upon request at any time. The Master Contractor shall:**
 - A. Abide by the requirements of the State of Maryland Information Technology (DoIT) Security Policies and any accompanying State and federal regulations.**

 - B. Agree to enter into a connectivity agreement with DHR. The agreement shall include, but not be limited to, the following:**
 - 1. Refraining from connecting any non-State owned computers or equipment to any State network without prior permission and assurances that the State security standards are met. Examples of equipment would include but not be limited to PCs, printers, routers, switches and servers. Commercially available diagnostic tools may receive a blanket approval for use on the network, state owned PCs or other equipment as necessary to diagnose and resolve incidents.**
 - 2. Maintaining security settings to meet or exceed State security standards.**
 - 3. Once established, not modifying security provisions for firewalls, client, and server computers without written State approval.**
 - 4. Maintaining current updated virus software and virus definition files that are enabled to perform real time scans on all Master Contractor-supplied hardware.**
 - 5. Disallowing dialup modem use while attached to the State network.**
 - 6. Refraining from installing or utilizing remote control or file sharing software unless explicitly approved by the State.**
 - 7. Signing any documents that are reasonably necessary to keep the Contractor in compliance with the State IT Security Policies.**

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Failure to comply with State security requirements on the part of the Master Contractor or any of its agents or employees will be regarded as a breach of the Contract and may be followed by termination for default. State Information Technology Security Policies and Standards can be found at :

<http://doit.maryland.gov/support/pages/securitypolicies.aspx>
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Special Invoicing Instructions:	<p>1. Invoices shall be submitted monthly for the prior month's work. Invoices must be submitted by the 15th business day of the month following the month the services were provided. Invoices must be accompanied by status reports that account for all hours billed and the activity that was being performed. Upon verification and acceptance of the invoices, payment will be made to the Master Contractor.</p> <p>2. Invoice payments to the Master Contractor shall be governed by the terms and conditions defined in the CATS+ Master Contract. Invoices for payment shall contain the Master Contractor's Federal Employer Identification Number (FEIN), as well as the information described below, and must be submitted to the DHR Project Manager, Gina Higginbotham for payment approval.</p> <p style="margin-left: 40px;">A. The invoice shall identify Department of Human Resources/Child Support Enforcement Administration, labor category, associated Contract Agreement number, date of invoice, period of performance covered by the invoice, and a Contractor point of contact with telephone number.</p> <p style="margin-left: 40px;">B. The Master Contractor shall send the original of each invoice and supporting documentation (itemized billing reference to include detail of work hours) submitted for payment to Department of Human Services/Child Support Enforcement Administration at the following address:</p> <p style="margin-left: 40px;"><u>Attention:</u> Gina Higginbotham, Deputy Executive Director, DHR/CSEA, 311 West Saratoga Street, Baltimore, Maryland</p> <p style="margin-left: 40px;">C. Invoices for final payment shall be clearly marked as "FINAL" and submitted when all work requirements have been completed and no further charges are to be incurred under the Contract Agreement. In no event shall any invoice be submitted later than 60 calendar days from the Contract termination date.</p>
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Section 2 – Agency Procurement Officer (PO) Information

Agency / Division Name:	Maryland Department of Human Resources (DHR) Child Support Enforcement Administration (CSEA)		
Agency PO Name:	L'Aaron Johnson Procurement Officer	Agency PO Phone Number:	410-238-1376

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Agency PO Email Address:	L'AARON.JOHNSON@MARYLA ND.GOV	Agency PO Fax:	410-238-1260
Agency PO Mailing Address:	1100 Eastern Blvd. Baltimore, MD 21221		
Section 3 – Scope of Work			
Agency / Project Background			
<p>CSEA, a unit within DHR, is seeking a Technical Writer with at least five (5) years of experience in technical writing and technical editing support. This individual will develop and write the Request For Proposals (RFP) for the Privatization of Child Support Services in Baltimore City. The successful candidate must be organized and detail-oriented, with exceptional writing and communication skills. DHR desires a Technical Writer with documented successful experience in drafting technical specifications for programs, preferably related to child support programs.</p> <p>DHR values a team approach to project work efforts; therefore, the successful candidate must possess exemplary communication and people skills and be skilled in facilitating project team interactions.</p>			
Job Description/s			
Labor Category/s (From Section 1 Above)	Duties / Responsibilities		
Labor Category: Technical Writer/Editor	<p>The Master Contractor shall:</p> <ol style="list-style-type: none"> 1. Develop comprehensive technical specifications of the child support services that will be privatized, that reflects a cost-effective program designed to provide optimal customer services. The RFP shall include innovative services with specific emphasis on increasing support collections that will be needed to propel the Baltimore City program into the top ten urban performers based upon the federally mandated performance measures. 2. Require the Technical Writer to coordinate and facilitate meetings and obtain input from subject matter experts (front-line workers, team leaders, middle managers, senior managers, DHR Executive Leadership, etc.) within DHR. 3. Be prepared to work during the hours of 8:00 AM and 6:00 PM. In addition, be prepared to work evenings, nights, weekends, holidays, and other non-standard work hours, as may be necessary, to complete the tasks outlined in this RFR, or as the work and DHR dictate. Services requiring non-standard work hours may include but are not limited to: issue resolution and research, work required to meet established deliverable due dates, and other activities that must occur outside regular business hours to meet the needs of this RFR. 4. Be precluded from development, implementation, or 		

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hosting projects for DHR that result from the Master Contractor's activities under this RFR. The Master Contractor shall be precluded both as the prime contractor, subcontractor, or consultant.

5. Ensure that it does not engage in additional business development activities related to DHR without first consulting with the agency and obtaining a formal opinion so as to avoid any potential conflict of interest. Should the DHR Project Manager learn that the Master Contractor has failed to observe these guidelines, the Master Contractor shall be immediately dismissed from the engagement.
6. Deliver all notes, meeting minutes, work papers and project artifacts to CSEA upon request and at the conclusion of this Contract.
7. Maintain open communication and provide a weekly status report to the DHR Project Manager in a format to be determined jointly by DHR and the Master Contractor following start of Contract.
8. Oversee and manage the development of the RFP, to include: project plan, scope management, budget management, resource management, time management (activities & task planning), communications, risk, transition planning, and support.
9. Coordinate meetings with Subject Matter Experts (SMEs) identified by DHR's Project Manager and analyze and synthesize information learned from SMEs to be incorporated into RFP.
10. Research privatized child support services, on a national level, and provide a detailed comparison of the services among the states, performance of each state based on the federally mandated performance measures, and related costs.
11. Ensure that the RFP conforms to industry best practices, federal and Maryland State laws, regulations and policies.
12. Perform additional job-related duties as requested.

DELIVERABLES:

The Master Contractor shall comply with the following Deliverables:

1. A detailed report of the comparison of privatized child support services on a national level, due April 15, 2014.
2. An initial RFP Draft for DHR, due May 15, 2014.
3. A second RFP Draft, due June 15, 2014.
4. The final RFP, due July 15, 2014.

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	<p>Note: Adjustments to the due dates of the RFP drafts and final version may only be made, in writing, by the DHR Project Manager.</p> <p>5. Prepare and file minutes of meetings with DHR. Meeting notes shall be due within four (4) business days of a meeting.</p> <p>6. Prepare a weekly status report for DHR, due on the Monday of each week. The status report shall cover the status of all tasks, new risks identified, scope changes and any other project issues. Issues must include identification, escalation and resolution steps.</p>
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<p>Minimum Qualifications</p> <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>
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Labor Category/s (From Section 1 Above)	Minimum Qualifications
<p>Labor Category: Technical Writer/Editor</p>	<p>Education:</p> <ul style="list-style-type: none"> • Associates Degree in Liberal Arts, such as English or Journalism. <p>General Experience:</p> <ul style="list-style-type: none"> • A minimum of five (5) years of experience of comparable RFP development. <p>Specialized Experience:</p> <ul style="list-style-type: none"> • At least two (2) years of experience in preparing and editing documents, including technical documents. Also includes researching for applicable standards.

<p>Preferred Qualifications</p> <p>The additional Experience/Knowledge/Skills listed below are preferred by the State.</p>

<p>Labor Category: Technical Writer/Editor</p>	<p>Education:</p> <ul style="list-style-type: none"> • A Bachelor of Arts Degree is preferred from an accredited college or university in Liberal Arts, such as English or Journalism. <p>Specialized Experience:</p> <ul style="list-style-type: none"> • At least two (2) years of RFP privatization writing experience in government service areas. • At least five (5) years experience with supervising program development/operations in federally-regulated child support programs during the past seven years
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	<p>preferred.</p> <ul style="list-style-type: none"> • At least five (5) years experience creating and maintaining technical documentation using Microsoft Office Suite products.
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<p>Section 4 - Required Submissions</p> <p>NOTE:</p> <ul style="list-style-type: none"> – 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: <p>Email 1 of 2 with “Technical”: Master Contractor Name, RFR number, & candidate name in the subject line</p> <ul style="list-style-type: none"> • Resume for each labor category described in the RFR (Attachment 1) • Three (3) references, within the past three years, that can be contacted for performance verification of the submitted candidate’s work experience and skills. Telephone number and email address of reference is needed. • At least one writing sample, specifically a copy of an RFP developed for a government entity by the individual proposed to serve as the RFP Writer. Preferably, the RFP should be related to privatization of government services. <p>Email 2 of 2 with “Financial”: Master Contractor Name, RFR number, & candidate name in the subject line</p> <ul style="list-style-type: none"> • Price Proposal (Attachment 2) • Conflict of Interest Affidavit (Attachment G in the CATS+ RFP) • Living Wage Affidavit (Attachment I in the CATS+ RFP)

1. Evidence of required education of candidate proposed.
2. One resume in attached resume format that clearly cross-walks candidate’s experience to required qualifications. Resume must be of the individual who is being proposed to serve as the RFP Technical Writer.
3. At least one writing sample, specifically a copy of an RFP developed for a government entity by the individual proposed to serve as the RFP Writer. Preferably, the RFP should be related to privatization of government services.
4. Certification that the individual who is being proposed to serve as the RFP Technical Writer will be available for the timeframe proposed for this Contract.

<p>Section 5 – Evaluation Criteria</p> <p>Candidates meeting the Minimum Qualifications listed in Section 3 above will be evaluated for overall best value, as follows:</p>
1. Responses to interview questions and writing sample.
2. Experience providing technical documentation supporting services within a similar environment, as verified by the references.
3. Knowledge, skills, training and education.
4. Fixed Price – All direct and indirect cost included.

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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.**

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**ATTACHMENT 1
RFR RESUME FORM
RFR # NOOB4400209**

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: **Labor Category: Technical Writer/Editor**

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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Signature

Date

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ATTACHMENT 2

PRICE PROPOSAL

RFR # **NOOB4400209**

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

	A	C	D
Labor Category: Technical Writer/Editor	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.