

Work Order Request #BPM043644-NN
Statewide Agile Resources and Teams 2024 (all provisions apply)

Section 1 – General Information			
Requesting Agency Name			
Work Order Request Number	BPM043644-NN		
Functional Area	Functional Area 2 – Software Engineering Teams Bundle		
Anticipated Start Date			
Performance Period	<<X months from the NTP date, with 2 one-year renewal options, exercisable at the discretion of the State>>		
MBE Goal		VSBE Goal	
Issue Date: mm/dd/yyyy		Due Date: Time (EST): 00:00 am/pm	#####; 2:00 PM (Responses received after the due date/time will be rejected)
Primary Place of Performance/Workspace, Workstations, Network Connectivity, Software and Equipment	<<The primary place of performance is on-site, at City, MD, but travel to other offices may be required as needed. Some teleworking may be permitted. The WO Contractor's resources shall provide their own transportation and must abide by all State of Maryland security policies. The State will provide laptops.>>		
Section 2 – Work Order (WO) Request Procurement Officer Information			
Procurement Officer		Procurement Officer's phone number	
Procurement Officer's email address			
Section 3 – Background and Description of Services			
Background: << Background of the agency, project, engagement >> Scope of Work: Description of Services: 1. 2. 3. 4. Deliverables: 1. 2. 3. 4. Milestones & Timeline (Optional as this may be requested from the WO Contractor as part of the WO): 1. 2. 3. 4. ...			

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(Optional): The WO Contractor is to provide a fixed-price proposal, including a resource breakdown structure with labor categories, total hours for each labor category, and hourly labor rates. The hourly labor rates cannot exceed those proposed in the Contractor's BAFO financial proposal in response to the Statewide Agile Resources and Teams 2024 RFP.

NOTE:

1. **Refer to Attachment A – for (e.g., to be used for Detailed Requirements, Key Personnel, etc.)**
2. **Proposed candidates must be authorized to work within the United States for at least 120 days following the NTP date. Proof of work authorization will be requested before candidates are onboarded.**
3. **Candidates must clear the State Background check before reporting.**
4. **Insert requesting agency-specific Background check requirements.**

Section 4 – Proposal Documentation Submission Requirements

The WO contractor shall respond to the WO via email to the Procurement Officer. The contractor shall submit one email transmitting the proposal with the Contractor's Name and WO number in the subject line. The Contractor shall have (5) business days to acknowledge that they will submit a response to the Work Order Request. If the Contractor is unable to provide acceptable resources/services satisfying the State WO requirements, the State reserves the right to rescind the request and reissue it to the next overall ranked Contractor. Acceptability of an offered resource or service is at the State's sole discretion. **Consider key personnel are relevant to this WO.**

The Technical Proposal shall include, but not be limited to, the following:

1. Executive Summary – Include the WO Contractor's domain and technical experience relevant to Section 3 – Scope of Work.
2. Detailed proposal on how the WO Contractor will meet the Scope of Work, Deliverables, including the Milestones & Timeline.
3. **Attachment MBE** – MBE Utilization and Fair Solicitation Affidavit and MBE Participation Schedule (**applicable or not applicable**)
4. **Attachment VSBE** – VSBE Utilization [need to come up with the correct language] (**applicable or not applicable**)
5. **Resource breakdown structure with labor categories**
6. **Total hours for each labor category and respective hourly rates. The hourly labor rates cannot exceed those proposed in the Contractor's financial proposal.**
7. **Attach key personnel resumes as per Attachment A. [Note: If no key personnel, Attachment A is not applicable.]**

The Financial Proposal must include the following:

1. Completed ATTACHMENT C – Work Order Request Financial Proposal, submit in Excel and PDF format.
2. Complete the Financial Proposal Form only as provided in the Financial Proposal Form Instructions and the Work Order Request Financial Proposal Form, **including pricing for all labor roles anticipated for this Work Order.**
3. The Work Order Request Financial Proposal shall describe any assumptions on which the WO Contractor's Work Order Request Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the Financial Proposal Form).
4. **The proposed labor rates shall not exceed the rates in the Work Order Contractor's Financial Proposal to RFP #BPM043644 for the WO year(s) in effect at the time of the Work Order Request Proposal due date.**

Note: The State reserves the right to request references. **Proposals must be password-protected.**

Section 5 – Evaluation Criteria

The Evaluation Team may consider the factors, including but not limited to: <<The Evaluation Criteria should be determined by the Requesting Agency and below are examples.>>

- 1) **Compliance with WO requirements:** Does the proposal meet the specific requirements outlined in the WO
- 2) **Technical Solution & Approach:** How well does the proposed solution meet the project's technical requirements and challenges?

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- 3) **Experience and Expertise:** Does the contractor have the necessary experience and qualifications to deliver the project successfully?
- 4) **Project Management and Methodology:** How will the contractor manage the project, and what methodology will they use?
- 5) **Cost and Value for Money:** Does the proposal offer competitive pricing, and does the cost align with the scope and value?
- 6) **Support and Maintenance:** What support and maintenance options are provided post-implementation?
- 7) **Security and Risk Management:** How well does the proposal address security and risk management concerns?
- 8) **Cultural Fit and Partnership Potential:** Does the contractor align with the Agency's culture and values and how well can the contractor work as a partner throughout the project?
- 9) **Contractor Financial Stability:** Is the contractor financially stable and capable of supporting the project through its lifecycle?
- 10) **Delivery and Timeline:** Will the project be delivered on time and within the defined scope?

If Key Personnel included, the WO Procurement Officer will notify the Contractor of the location, date, and time for the candidates' in-person interview(s).

Section 6 – Evaluation Process

- 1) Attachment B—**Key** personnel will be reviewed to ensure that they meet the criteria needed to fulfill the desired job functions. Proposed **Key** personnel who meet the qualifications will be offered an in-person interview.
- 2) After technical evaluations and interviews are completed, the WO Procurement Officer will finalize the selection(s).
Note: *The Contractor should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the scope of the WO, depending upon specific circumstances.*

Note: *Contractor should be aware that under Section 3.14 (C)(6-7) of the Statewide Agile Resources and Teams 2024 RFP resulting in the Contract, if Contractor is unable to provide acceptable resources, the State reserves the right to rescind in whole or in part this work order request and re-issue as necessary to the next contractor in the rotation queue. Contractor is reminded that the acceptability of an offered resource is at the State's sole discretion.*

For proposed resources working under an H1-B or other type of work authorization, the Contractor, upon notification of intent to award, must provide proof to the State that the proposed resource's H1-B or other type of work authorization is in effect for at least 9 months.

Section 7 – Performance Criteria

The State may consider the factors, including, but not limited to: <<The Performance Criteria should be determined by the Requesting Agency and below are examples.>>

1. Project Scope and Objectives

- **Alignment with Goals:** The project should meet predefined goals and objectives.
- **Requirements Fulfillment:** All specified requirements must be addressed and satisfied.

2. Quality of Deliverables

- **Standards Compliance:** Deliverables should adhere to industry standards and best practices.
- **Error Rate:** The number of defects or errors identified during testing should be minimal.
- **User Acceptance Testing (UAT):** Successful completion of UAT with stakeholder approval.

3. Timeline Adherence

- **Schedule Compliance:** Milestones and final delivery should align with the original project timeline.
- **Change Management:** The ability to manage and document any changes to the timeline effectively.

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4. Budget Management

- Cost Variance: Actual expenditures should remain within the approved budget.
- Financial Reporting: Regular and accurate financial reporting throughout the project lifecycle.

5. Stakeholder Engagement

- Communication Effectiveness: Regular updates and feedback mechanisms for stakeholders.
- Satisfaction Levels: Stakeholder satisfaction ratings through surveys or feedback sessions.

6. Risk Management

- Risk Identification: Proactive identification and documentation of potential risks.
- Mitigation Effectiveness: Successful implementation of risk mitigation strategies.

7. Performance Metrics

- System Performance: Key performance indicators (KPIs) related to system speed, reliability, and availability.
- Usage Metrics: User engagement statistics (e.g., number of active users, frequency of use).

8. Post-Implementation Support

- Support Response Times: Timeliness of support in addressing issues post-deployment.
- Training Effectiveness: User training sessions conducted, and their effectiveness measured by user feedback.

9. Continuous Improvement

- Feedback Incorporation: Ability to gather and incorporate user feedback into ongoing improvements.
- Update Frequency: Regular updates and maintenance of the system as needed.

10. Compliance and Security

- Regulatory Adherence: Compliance with relevant laws and industry regulations.
- Security Measures: Implementation of adequate security protocols and measures.

11. Sustainability and Scalability

- Future Readiness: Technology should be adaptable to future needs and advancements.
- Resource Efficiency: Efficient use of resources (e.g., energy, manpower) during operation.

12. Documentation and Knowledge Transfer

- Quality of Documentation: Comprehensive and clear documentation for all project phases.
- Knowledge Transfer: Effective transfer of knowledge to stakeholders and users, ensuring smooth operations.

13. Service Level Agreements (SLA)

- SLAs will be defined as deliverables and services provided based on the above performance criteria. Failure to address missed SLA may result in the Contractor's obligation to issue SLA credits to the State. The repeated failure to meet the SLA on deliverables or services may result in the termination of the work order.
- SLA on services, Contractor staff who fail to demonstrate the skillsets requested in the work order may result in Contractor's obligation to issue SLA credits to the State and possible replacement of Contractor.
- SLA Credits will be reflected in payments for submitted Contractor invoices.

Note: SLA's will be established at the Work Order Level by the State Agency.

Section 8 –Invoicing Instructions

The WO Contractor shall send invoices to the mailbox <<requesting agency email address>>

1. The WO Contractor shall attach a detailed account of the work completed and acceptance from the State point of contact to every invoice.

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2. The WO Contractor shall invoice the State at the agreed payment schedule. 3. Reference RFP #BPM043644, Section 3.3 Invoicing for additional instructions.	
Section 9 – Signature Requirements	
<<Requesting Agency>> Authorized Representative Signature / Date Email Address / Phone Number	
Offeror Authorized Representative Signature / Date Email Address / Phone Number (Note: Offeror must complete this section at the time of submission.)	

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List of Attachments

Attachment - MBE Utilization and Fair Solicitation Affidavit and MBE Participation Schedule (if applicable)

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf>.

Attachment - VSBE Utilization and Fair Solicitation Affidavit and VSBE Participation Schedule (if applicable)

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf>.

Attachment A - For (e.g., to be used for Detailed Requirements, Key Personnel, etc., included as a separate document)

Attachment B – Resource Qualifications Summary

Attachment C – Financial Proposal Form *(Included as a separate document)*

Additional Attachments – Depending on the Work Order (as determined by the requesting Agency).

SUBMIT WITH WO REQUEST PROPOSAL AS INSTRUCTED IN SECTION 4

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ATTACHMENT B – WORK ORDER REQUEST #BPM043644-~~NN~~
(RESOURCE QUALIFICATIONS SUMMARY (1 page only))

Proposed Resource Candidate Name:		
Role:	as in Section 4	
Labor Category:	as in Section 4	
Summary of Qualifications		
Technical Skills/Domain Knowledge		
Relevant Experience		
		[Dates]
		[Dates]
		[Dates]
Education/certifications		
		[Dates]
		[Dates]
		[Dates]