



DATE: September 23, 2011

TO: All Prospective Proposers

FROM: Janet Foster
AVP Procurement Services
240-684-5141

RE: RFP 90968 –Professional Staffing Services
Addendum #1 dated 09/23/11

The following amends the above referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

1. The due date and time for the **Technical and Price Proposals** **REMAINS** as **Tuesday, October 4, 2011 on or before 4:00 p.m.**

Proposals **must** be delivered to:

Janet Foster
University Center UC 310
4716 Pontiac Street
College Park, MD

Late proposals cannot be accepted. Proposals are to be delivered to the University's Procurement Office, University of Maryland University College, Procurement Office, Room UC-310, 4716 Pontiac Street, College Park, MD 20740. The University recommends against use of mail or delivery services which will not guarantee delivery directly to Suite 310. Directions to the UMUC Procurement Office can be found at the website http://www.umuc.edu/visitors/locations/uc_building.cfm.

**Questions from Potential Proposing Firms
Professional Staffing Services RFP 90968
Addendum #1 dated 9-23-2011**

1. Does UMUC expect Vendors to sign the Contract Agreement at this point in the RFP process? *No*
2. Will we be disqualified if our Legal Department takes exceptions to the Contract Agreement? *Exceptions should be presented in the technical proposal. Depending on the exceptions taken, a firm could be considered non-responsive.*
3. If we propose changes to the Contract Agreement, how and when should those changes be presented? *Exceptions should be presented in the technical proposal. Depending on the exceptions taken, a firm could be considered non-responsive.*
4. We were recently awarded UMUC's Temporary Personnel Services contract. Are we able to also submit a response for this RFP? *Yes*
5. How many contractors will be awarded this contract? *UMUC does not have a specific number in mind; the evaluation of the offers received will determine that.*
6. While we have supplied some of the roles requested, we are stronger in others. I want to be clear that we are able to submit a response and pricing based on "some" of the roles. *Per Section I, 1.1, UMUC invites qualified vendors to submit proposals that meet **some or all** of the requirements of this solicitation. Your Technical proposal should provide an explanation of the positions and/or type of staffing solutions you can provide. Your Price Proposal should be based on your Technical response and can provide a partial response.*
7. Given this is a 5 year contract, should there be a cost of living or minimum wage increase, are we allowed to increase the rates across the boards by the same % increase as either cost of living or minimum wage increase over the life of the contract? *See RFP Section III, Article 3, Third Paragraph for an answer.*
8. When you reference the Contractor's ID badge on page 15, are we required to provide the badge based on UMUC requirements or our own? Do you prefer a picture ID on the badge? *This is not a requirement. Address the type of badging required by your firm.*
9. Is there a page limit, font and/or spacing requirement for the Technical Proposal? *No*
10. The scope of work states that we can list other positions in which we can offer. Do you also request pricing for those positions and up to how many can we submit? *Yes, you are to submit pricing for any additional positions; there is no limit to what you submit, but they are to be professional level.*
11. Can you provide job descriptions for the positions listed? *See Appendix A*

- 12 Can you provide specific experience levels required for pricing? To provide an accurate price we would need the specific level UMUC is requesting to offer a corresponding price. *See job descriptions in Appendix A*
- 13 Given that the questions are due by 9/27, would you consider an extension on the due date to take into consideration that there will be a span of time for the questions to be answered and released. A 10/4 due date leaves for little time to receive, review and make changes to the response. *No*
- 14 Will new companies be excluded from consideration for award? *No*
- 15 It is stated that an (8) hour or 1 work day credit to ensure proper fit is required. Will this be the expectation for all placement request throughout the entire contract? *Yes*
- 16 Is there a current incumbent and if so what is the current pricing? *No current incumbent*

Appendix A
Professional Staffing Services RFP 90968
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Program Manager

Duties: The Program Manager is the contractor's manager for the Contract, and serves as the single point of contact for the Master Contractor with the State regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities, projects and support activities, including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master's degree and/or project management certification is preferred.

General Experience: At least twelve (12) years of experience in program or project management.

Specialized Experience: At least eight (8) years of experience in supervision or oversight of IT related programs or projects.

Project Manager

Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between a State agency and IT contractor. Is responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master's degree or project management certification is preferred.

General Experience: At least five (5) years of experience in project management.

Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.

Senior Computer Software/Integration Analyst

Duties: Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be knowledgeable in performing requirements analysis for a wide range of users in areas such as office automation, and finance and accounting. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, software integration, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.

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 or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: Must have eight (8) years of progressive working experience as a computer specialist or a computer systems analyst.

Specialized Experience: At least five (5) years of experience as a Computer Systems Analysts.

Database Manager

Duties: Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Must be able to prepare and deliver presentations on DOITS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

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 or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: Must have seven (7) years of experience in the development and maintenance of database systems.

Specialized Experience: At least five (5) years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Quality Assurance Specialist

Duties: Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality. Examines and evaluates the software quality assurance (SQA) process and recommends enhancements and modifications. Develops quality standards.

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 or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: Must have five (5) years of experience working with quality control methods and tools.

Specialized Experience: At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment, and a demonstrated knowledge of system and project life cycles.

Systems Administrator

Duties: Monitor and coordinate all data system operations, including security procedures, and liaison with end users. Ensure that necessary system backups are performed and storage and rotation of backups is accomplished. Monitor and maintain records of system performance and capacity to arrange vendor services or other actions for reconfiguration and anticipate requirements for system expansion. Assist managers to monitor and comply with State data security requirements. Coordinate software development, user training, network management and minor installation and repair of equipment.

Education: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline. A Bachelor's Degree in one of the above disciplines equals one-year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: Two years experience in a computer-related field.

Specialized Experience: One year experience administering multi-user, shared processor systems and data communications networks.

Senior Systems Engineer

Duties: Must be able to analyze information requirements. Must be able to evaluate problems in workflow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

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 or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: Must have six (6) years of experience in systems engineering.

Specialized Experience: At least three (3) years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

Computer Security Systems Specialist

Duties: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an agency's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily direction to staff.

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 or technical discipline or four (4) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: This position requires a minimum of six (6) years of experience in analysis and definition of security requirements.

Specialized Experience: At least four (4) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

Senior Information Technology Architect

Duties: Provides expertise in the most current principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provides expertise in modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on how and what to data and process model. Primarily deals with transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.

Education: Bachelor's Degree from an accredited college or university with a major in Engineering, Computer Science, Mathematics or a related field. Master's degree preferred.

General Experience: At least ten (10) years experience planning, designing, building, and implementing IT systems.

Specialized Experience: At least five (5) years of the required 10 years of experience must be in the direct supervision and management of major projects that involve providing professional support services and/or the integration, implementation and transition of large complex system and subsystem architectures. Must have led or been chief architect in major IT implementation efforts. Must demonstrate a broad understanding of client IT environmental issues and solutions and be a recognized expert within the IT industry. Must demonstrate advanced abilities to team and mentor and possess demonstrated excellence in written and verbal communication skills.

Senior IT Auditor

Duties: Identifies information processing and technology risks. Evaluates controls and makes recommendations. Identifies problems and recommends solutions. Reviews the installation and security

related controls for a wide variety of computing platforms, including operating systems, sub-systems, databases and software products used to support the processing environment. Prepares and performs audit tests and evaluates results. Provides documentation of audit tests to facilitate efficient and effective reviews.

Education: CPA required. Bachelor's Degree from an accredited college or university in Accounting, Finance, Business, Computer Science, Information Systems, or related field.

General Experience: At least ten (10) years auditing experience.

Specialized Experience: At least seven (7) years of experience in IT audits. Proficient in generally accepted IT standards, statements and practices and IT security and control practices.

Network Security Engineer

Duties: Designs, develops, engineers, and implements solutions for projects such as biometrics, smart cards, Secure remote access, VPN, Intrusion detection, port scanning, web security and vulnerability assessments and remediation.

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 or technical discipline. A Master's Degree in one of the above disciplines equals one-year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: This position requires a minimum of eight years of computer-related experience.

Specialized Experience: At least five years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and security management.

Telecommunications Systems Analyst

Duties: Must be capable of planning, analysis, design, development, and maintenance of operations support systems used by telecommunications organizations. Must be capable of performing business systems planning, information planning, and analysis in support of telecommunications support functions, including billing, trouble ticket management, service order entry, and/or configuration management. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Provides technical guidance in software engineering techniques and automated support tools.

Education: A Bachelor's Degree from an accredited college or university with a major in Telecommunications, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

General Experience: Must have five (5) years of experience in engineering, systems analysis, design and programming.

Specialized Experience: At least two (2) years of experience in functional and data requirement analysis, systems analysis and design, programming, program design of billing, trouble ticket management, service order entry, and/or configuration management systems supporting operations of large telecommunications support organizations.

Web and Multimedia Developer

Duties: Responsible for producing applications, forms and related Web pages in support of the university's advertising initiatives, Web-based interactive communications and other duties as assigned. Specific duties include developing, testing and editing interactive content and applications for UMUC's Web, Intranet and Portal sites, splash and landing pages, and related enrollment-generating initiatives. Duties also include creation and implementation of services designed to feed prospective student

information to Goldmine and other databases. Future responsibilities may include working with CommonSpot content management system in an Oracle/ColdFusion environment.

Education: Requires a High School Diploma and two years' minimum college credit earned towards a Bachelor's Degree or equivalent in Computer Science, or a related technical field.

Experience: Six months or more experience working in an interactive development online environment. PHP, JavaScript, ActionScript, and ColdFusion programming required. Working knowledge of Dreamweaver and Flash preferred. Experience with CMS (particularly CommonSpot) a plus. Requires good written and verbal communication skills and experience with multi-cultural environments. Must have strong attention to detail, the ability to handle multiple projects simultaneously, work with local and off-site teams, and the ability to meet constantly changing and multiple deadlines in a fast-paced environment.

Senior Web Designer/Developer

Duties: layouts for a variety of web-based projects, including websites, HTML emails, Flash movies and presentations, and other multimedia projects. Candidate must also have graphic design capabilities and advanced HTML production skills. Working knowledge of content management systems (CommonSpot a plus) is welcome but not required. WDD must be able to design custom website templates and associated CSS documents and populate those templates with content to develop websites that are creative, appealing, and highly usable. Candidate will be able to create unique graphics, including images, banners, advertisements, and other digital content used

Qualifications & Requirements:

Education: Requires a Bachelor's degree in appropriate field, Master's degree a plus.

Experience: Minimum of three years experience working in an interactive environment; and two to three years marketing or client management experience. Computer skills (Photoshop, HTML editing [preferably Dreamweaver]; content management systems [preferably CommonSpot]; MS Office Requires understanding marketing concepts. Must have strong attention to detail, the ability to handle multiple projects simultaneously

HRIS Data Analyst

Duties: The Data Analyst will work with the users in the Office of Human Resources to identify, document and implement reporting solutions for managing day to day business operations and mandated reporting. In addition, the incumbent will: provide technical support for all HR reports, working with the Office of Institutional Effectiveness (IE); interpret results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining; may work directly with clients, projects, and business leaders to identify analytical requirements; perform analysis, documentation of requirements and development of solutions to business problems and opportunities; completely understand and become an expert resource in the department functional environment; document process improvement opportunities in a format that can be easily used by HR staff; apply application/industry knowledge to develop functional solutions and prepare functional design specs; provide expertise on HRIS functionality (PeopleSoft).

Education: Bachelor's Degree from an accredited college or university; preferred education and experience includes: Master's degree in Human Resources, Information Systems or related field

General Experience: Minimum three years working in a Human Resources environment to include 2 (two) years of reporting experience and/or 2 (two) years of experience in a data mining environment; familiarity with standard concepts, practices, and procedures within a Human Resources department.

Specialized Experience: Experience working in higher education preferred.

Recruiter

Duties: Network, source and phone screen candidates in accordance to hiring requirements of assigned client. Review applications/resumes to evaluate candidates. Partner with supervisors to assist them in understanding the required processes and procedures for conducting a search.

Education: BA/BS degree in Human Resources, Psychology or related field

General Experience: Two to three years of recruitment and/or sourcing experience.

Specialized Experience: Knowledge of Human Resources, policies, employment law and business practices. Familiarity with an applicant tracking system and applicant flow is ideal.

Field Representative

Duties: The field representative serves as the on-site University of Maryland University College (UMUC) representative providing academic related support services at assigned military installations throughout the United States.

Education: Bachelor's Degree

General Experience: Two (2) years of experience in a customer service role. Experience with in the use of Microsoft Office Products (Word, Excel, Outlook).

Specialized Experience: Experience in higher education is ideal. Must be able to access military installations in area of vacancy.

Budget Analyst

Duties: Analyze financial information to determine present and future financial performance. Responsibilities could include identifying trends, preparing studies and/or reports, and analysis in areas such as budgeting, forecasting, and financial planning. Assisting offices with preparing budgets, providing consultation and instruction.

Education: BA/BS in Finance or a related field

General Experience: Two years experience in a financial environment; Strong MS Excel experience and analytical skills

Specialized Experience: Knowledge of financial concepts, modeling, practices and procedures. Knowledge of higher education budgeting or PeopleSoft financials preferred.

END OF ADDENDUM #1 DATED 09-23-2011

This addendum e-mailed to all potential proposing firms. Original will not follow in the mail.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

RFP NO.: 90968

TECHNICAL PROPOSAL DUE DATE: Tuesday, October 4, 2011 at 4 PM

RFP FOR: Professional Staffing Services

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u> 1 </u>	dated <u> 09/23/2011 </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>

As stated in the RFP documents, this form is included in our Technical Proposal.

Signature

Name Printed

Title