



Solicitation Information

LOI #B03733

TITLE: Computer Technical Support Services (MPA-230)

OPENING DATE AND TIME: May 24, 2004 at 3:00pm.

PRE-BID/PROPOSAL CONFERENCE: Yes

DATE May 11, 2004 TIME: 9:00 AM

MANDATORY : No

**LOCATION: Roberts Hall at Rhode Island College,
600 Mt. Pleasant Ave., Providence, RI**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at Questions@purchasing.state.ri.us no later than 12:00 PM on May 7, 2004. All correspondence must be in Microsoft Word format. Please reference the LOI Number on all correspondence. Answers to questions received, if any, will be discussed at the pre-proposal meeting and included in the meeting summary as well as posted on RIVIP as an addendum to the LOI.

SURETY REQUIRED: No

BOND REQUIRED: No

**Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems**

Vendors must register on-line at the State of Rhode Island Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 – OVERVIEW

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island State Information Technology Division (ITD) requests Letters of Interest from qualified firms and organizations to provide computer skills in accordance with the terms of this solicitation and the State's General Conditions of Purchase (available on the Rhode Island Vendor Information Program (RIVIP) Website at www.purchasing.state.ri.us). The purpose of this solicitation is to establish a roster of vendors qualified to perform the services referenced within this solicitation for the period July 1, 2004 through June 30, 2007. The roster will be referred to as MPA 230 (Master Price Agreement Number 230). The State reserves the right to add to the initial list of qualified vendors through public re-solicitation for additional Letters of Interest. MPA 230 vendors will be authorized to participate in providing supplemental computer technical support services to various State of Rhode Island entities as authorized by the State Chief Information Officer (CIO). The CIO will authorize engagements of pre-qualified vendors for specific support service projects. State Agencies will not contract directly with vendors included on the Master Price Agreement.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- **All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.**
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. **PROPOSALS EMAILED OR FAXED TO THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED.**
- It is intended that an award pursuant to this Request for Letters of Interest will be made to prime contractor(s) who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040).
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- This is a Letter of Interest (LOI), not an Invitation for Bid. In addition to price, responses will be evaluated on the basis of the relative merits of the qualifications of the staff.

- There will be no public opening and reading of responses received pursuant to this LOI, other than to name those Vendors who have submitted responses.

SECTION 2 – BACKGROUND, PURPOSE AND SCOPE

From time to time the State requires technical talents or skills for a particular project or a particular aspect of operations that are unavailable among its information technology (IT) staff. Therefore, the State is seeking to pre-qualify a roster of vendors who can supply temporary employees to augment State IT staff as circumstances require.

Purpose: MPA 230 will be used for technical project and operational staff augmentation.

Scope: Staff augmentation will mean the utilization of a qualified information technology services contractor(s) to fill any roles which require skills or resources unavailable from State workers at the time of need. Contractors will operate under the close supervision of the State.

Additional attributes of MPA engagements may, but are not required to, include the following:

- Acquiring a higher or missing skill level for project delivery
- Acquiring specific experience with a particular technology, methodology or project type
- Temporary fulfillment of a role due to scheduling, illness, inadequate staffing or other similar constraints

Engagement The State anticipates requiring staff augmentation in the following categories:
(See Appendix III for a list the various roles and a general list skills which may be included under this MPA):

- Application Delivery and Support,
- Systems Administration and Technical Support,
- Network Support,
- Desktop Support and
- Other supporting roles.

Contractors may be engaged for multiple roles, on multiple projects, provided there is sufficient balancing of priorities which does not jeopardize individual project schedules.

Inclusion as a qualified vendor on MPA230 is not a guarantee of income.

Governance: Oversight and management of all MPA engagements will be through the office of the State Chief Information Officer (CIO) in accord with the procedures outlined in Appendix II. All MPA engagements must be approved and coordinated by the office of the CIO through the Project Review Committee, or designee.

SECTION 3 – ADDITIONAL TERMS AND CONDITIONS

- The State reserves the right to request additional and periodic information from vendors to demonstrate continued financial responsibility of vendor.
- All engagements will be for named individuals only.
- Vendors may subcontract work to acquire skills and experience required by State; however the State reserves the right to approve any subcontractors.

- All work contracted under MPA 230 will be considered “work for hire” with all rights to intellectual property assigned to the State.
- All contractors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the state (as posted on the purchasing website and attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from the MPA.
- The state reserves the right to require additional terms and conditions when entering into individual engagements with vendor(s).
- Vendors may respond to any or all categories. There is no obligation to offer services in all categories.
- The State may approve or reject an offeror’s participation in any category without rejecting the vendor’s entire offer.
- The state reserves the right to require background (BCI) check(s) prior to individuals beginning work.
- The state reserves the right to require drug test(s) on individuals prior to beginning work.

SECTION 4 – PROPOSAL SUBMISSION

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked **LOI# B03733 “Computer Technical Support Services, MPA-230”**.

By Courier:	By Mail
RI Dept. of Administration Division of Purchases, 2nd floor One Capitol Hill Providence, RI 02908-5855	RI Dept of Administration Division of Purchases P.O. Box 6528 Providence, RI 02940-6528

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The “official” time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this LOI or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website (www.purchasing.state.ri.us) to check for any additional postings.

It is strongly suggested that the vendor mark this RFP on the RIVIP Vendor Watchlist for ease of monitoring critical information and amendments. Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-2141 x134.

Use of the Electronic Bid Forms provided by the State for submission of the Cost Proposals for **LOI# B03733** is mandatory. It is a Bidder’s responsibility to assure that such Bidder has the technical capability to obtain and utilize all Bid documentation in the form and manner set forth in this RFP.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

Technical Responses must be submitted in a separate sealed envelope and must include the following:

1. A completed and signed in ink RIVIP- generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at www.purchasing.state.ri.us) must be attached to the front of the offer. (Vendor must be registered on the Purchasing Website to generate the Cover Sheet.)
2. A statement of experience describing the offeror's background, qualifications, and experience with other clients in the categories and skills listed, a list of engagements and references demonstrating vendor's capacity to deliver services as referenced elsewhere in this solicitation.
3. A description of the offeror's capability and capacity to deliver services, including sample resumes of staff who will be assigned to the State.
4. Information sufficient to demonstrate financial responsibility, which may include the most recent 2 years financial statements, tax returns, certificate(s) of insurance, or other financial references.
5. A statement of company history listing the number of employees, volume of business, and general business references.
6. Description of human resource, hiring or screening processes, policies, and procedures.
7. A completed and signed W-9 Taxpayer Identification Number and Certification Form, which may be downloaded from www.purchasing.state.ri.us.

Additional information is encouraged, but not required. Such information would include:

1. Description of any vendor provided training, support or tools provided to employees or subcontractors.
2. Description of any methodologies, sample deliverables or quality control procedures vendor employs.
3. Description of vendor's customer support process for the State (for example individual profiles of client relationship manager/team, staffing or other managers assigned to the State and related processes).

Cost Proposals must be submitted in a separate sealed envelope and must include the following:

1. A comprehensive price list for services as previously described. Responses must be submitted using the Electronic Excel Spreadsheet downloadable at www.purchasing.state.ri.us a correctly completed Electronic Bid Forms on a CD. It is the responsibility of Bidder to assure that all of the required Electronic Bid Form files are contained on the submitted CD and that they are uncorrupted, readable and usable by State of Rhode Island purchasing officials.
2. A signed in ink printed copy of the Completed Spreadsheet.

See Appendix III for role and skill descriptions under each category.

SECTION 5 - EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals, category by category using the following criteria:

- Staff Qualifications 30 points
- Capability, Capacity, and Qualifications of the Offeror 30 points
- Cost 40 points

Minimum Requirements. Respondents must attain a minimum score of 25 points in each of the Staff Qualifications and Capability, Capacity and Qualifications categories to be considered.

The State reserves the right to accept or reject any or all options, bids, or submissions and to act in its own best interest.

The State may, at its sole option, not award contracts to every minimally qualified firm.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

APPENDIX I- COST PROPOSAL SUMMARY

A comprehensive price list for services as previously described. Responses must be submitted using the Electronic Excel Spreadsheet downloadable at www.purchasing.state.ri.us a correctly completed Electronic Bid Forms on a CD. It is the responsibility of Bidder to assure that all of the required Electronic Bid Form files are contained on the submitted CD and that they are uncorrupted, readable and usable by State of Rhode Island purchasing officials.

A signed in ink printed copy of the Completed Spreadsheet.

Indicate on the attached spreadsheet (MPA-230 bid form.xls downloadable at www.purchasing.state.ri.us) the **maximum fully-absorbed hourly rate** which may be charged for each of the classifications covered by this Request for the base period.

The state reserves the right to negotiate pricing downward on individual engagements.

APPENDIX II – POLICIES AND PROCEDURES RELATING TO THE MANAGEMENT OF THE MASTER PRICE AGREEMENT:

Governance: Oversight and management of all contractors and staff will be through the office of the State Chief Information Officer (CIO), and subject to policies and procedures as defined by the CIO and approved by the Division of Purchases. All engagements must be approved and coordinated by the CIO through the Project Review Committee, or designee.

Vendor shall not provide services unless and until a valid state Purchase Order Release approved by the CIO (or designee) has been issued and received by the Vendor. VENDOR WILL NOT BE ENTITLED TO ANY PAYMENT FOR ANY SERVICES RENDERED OUTSIDE OF THIS POLICY.

Process: Process will vary, based upon estimated size of engagement as follows:

Size of Engagement	Allowable structure(s)
<\$75,000 or 1,000 hours	<ul style="list-style-type: none"> • Hourly Rates • Hourly, not to exceed • Fixed price <p>All operational staff augmentation roles</p>
>\$75,000 or 1,000 hours, and <\$200,000 or 2,500 hours	<ul style="list-style-type: none"> • Proposal from qualified Vendor required: <ul style="list-style-type: none"> ○ Solicitation to at least 3 qualified vendors ○ See process description below • Allowable structures will include: <ul style="list-style-type: none"> ○ Hourly ○ Hourly, not to exceed ○ Fixed price • All engagements must have clearly defined deliverables and milestones • Engagement may be for a phase of a larger project <p>Project based staff augmentation only</p>
>\$200,000 or 2,500 hours	<ul style="list-style-type: none"> • Engagements of this size will be discouraged - they should be broken down into smaller phases or bid as part of the RFP process. • Any request in this category will require CIO approval.

All engagements will be reviewed and approved by the Project Review Committee.

ALL hourly not to exceed (NTE) or fixed price engagements MUST break down costs by deliverable with defined acceptance criteria. The State reserves the right to accept or reject individual deliverables, with an obligation to pay only for those deliverables accepted. The State may agree to pay a prorated amount of the deliverable price based on percentage completion of deliverables. Any increase greater than 10% of original estimates must be documented and submitted to State CIO (via the Project Review Committee) for approval. Authorization for increases will be in the form of Change Orders to the Purchase Order Release originally authorizing the engagement.

In the event of unplanned turnover, Vendor will be responsible to the state for the cost of bringing a new consultant up to speed on any engagement, as follows: One week cost reimbursement for each month of completed work under any engagement. This does not

automatically guarantee that any replacement contractor will be an employee of the same vendor.

All engagements will be subject to policies and procedures developed by the office of the CIO, and may change upon 15 days notice. Notice of policy changes will be posted on the State's Information Technology Division's website.

Contractor Engagement Process:

Contractors will be selected for discrete engagements based upon:

- Depth, breadth and relevancy of experience with specific skills or technologies required for engagement
- Education, training and certifications
- Interpersonal and communication skills
- Knowledge of technology, process and methodology
- References and track record
- State experience and track record
- Price (estimated # hours of work to complete deliverables and/or hourly rates)
- Other, as identified by the Project Review Committee or MPA230 administrator

Weighting may vary based upon specific engagement needs.

Definitions:

CIO:	State Chief Information Officer
MPA Administrator:	Individual role within the Division of Information Technology, as designated by CIO to administer and coordinate MPA engagements
Project Review Committee:	Committee chartered by CIO to review and approve all projects and MPA engagements including: scope of work; deliverables; acceptance criteria; relative terms and conditions; skills and methodology required for all engagements.

Hourly Engagement process:

1. Agency defines role, skills and deliverables required and submits request to the Project Review Committee
 - a. Agency is responsible for, and must obtain budget approval for requisition.
2. Once engagement is approved, the Project Review Committee may delegate procurement process to MPA Administrator
3. MPA Administrator solicits resumes and hourly rates (at or below MPA bid prices) from interested vendor(s) (ideally, requirements will be posted to purchasing website and emailed to vendors who can respond electronically).
4. MPA Administrator obtains resume(s) from vendor(s), and may require references and samples of previous deliverables produced by individual contractor.
5. MPA Administrator sends resumes (w/o rates) and any sample work to Agency for review and ranking.
6. Agency can interview candidates and check references at will. Agency ranks top three qualified candidates.
 - a. Project Review Committee may designate an IT representative to participate in interviews, reference checking and ranking of candidates.
7. MPA Administrator negotiates with selected vendor(s) for final rates (Best and Final).
8. MPA Administrator presents rates to agency for final selection.

9. MPA Administrator notifies agency and vendor when the purchase order release has been created. The signature of the CIO (or designee) is required on all purchase order releases.
10. Awards are posted to the purchasing website announcing winning vendor, hourly rate and original specifications requested.
11. Vendor provides monthly report of hours and work performed to both agency and MPA Administrator.
12. Agency notifies MPA Administrator of any issues relating to engagement.
13. Upon completion of assignment, agency completes evaluation form on individual contractor(s) assigned.
 - a. Two poor ratings may place an individual on a “do not hire list.”
 - b. Vendor will be provided an opportunity to respond to the Project Review Committee within 10 days regarding any negative evaluations.
14. MPA Administrator periodically reports to Project Review Committee on the status of all MPA contracts, ratings and feedback on individual contractors and projects.
15. All vendors must report quarterly to MPA Administrator, summarizing all vendor engagements, deliverables completed, hours and rates billed, and any issues during that quarter.

For hourly not to exceed (NTE) or fixed price engagements – process the same as above, except:

1. All engagements must have clearly defined deliverables, scope and acceptance criteria.
 - a. Agency specifications must be complete and thorough enough for vendors to bid based upon a fixed price (As judged by the Project Review Committee).
2. MPA Administrator will post requests on website - limited to MPA vendors - for not less than 3 days.
 - a. Where possible, MPA Administrator will seek to solicit bids from at least 3 MPA vendors.
3. Payment terms will be based on work accepted – per deliverable, minus a retainage:
 - a. For partially complete deliverables, payment will be based upon time worked as a percentage of total estimate, with a 25% retainage held back until individual deliverables are accepted.
 - b. Upon acceptance of individual deliverable(s), an additional 15% of the cost of that deliverable will be paid.
 - c. The final balance will be paid upon final acceptance of all deliverables contracted in the engagement
4. Any change in scope, or change order over 10% of bid for any deliverable or engagement must be documented and approved by Project Review Committee.

With approval of any specific engagement, the Project Review Committee may require additional reporting, governance, and oversight of contractor.

Exceptions to the above process will require written approval from the CIO. Any requests to sole source a contractor based upon unique requirements must be approved by the CIO and Purchasing Agent.

Sample technology skills which may be required by the State:

- **Operating Systems:** UNIX (AIX, HPUX, SCO, LINUX and others), OS/400, DOS/VSE, MVS, zOS, NT/Windows2000+,
- **Application Programming Languages:** Powerbuilder, Access, PeopleTools, Oracle Development Tools, COBOL, CICS, C++, Java, Visual Basic and others,
- **Web Development:** HTML, XML, Perl, PHP, e-Commerce tools, and others,
- **Relational Databases:** Oracle, DB2, MS SQL, MySQL, Sybase, Informix and others,
- **VSAM File Organization,**
- **ERP products:** Oracle, PeopleSoft, SCT and others,
- **Communications Programming:** TCP/IP, IPX, SNA, COBOL, CISCO Systems, Extreme, and others,
- **Local Area Networking:** Compaq, Dell, Gateway, CITRIX, Wired and Wireless Ethernet, Novell, Microsoft, and others,
- **End user computer hardware and software:** Novell and Microsoft collaboration and productivity products, and others.

APPENDIX III - Role definitions and required skills, by category.

Application Delivery and Support

Role (App Dev)	Description	Required Skills
Business Analyst	Gathers and details specific application or project requirements.	Minimum of 4 years experience in gathering and documenting business requirements in technical application development settings. Must be able to describe both functional and process work flow requirements. Experience and certification in application delivery methodology strongly preferred.
Jr. Business Analyst	Gathers and details specific application or project requirements.	Same as above, with a minimum of 2 years experience in gathering and documenting business requirements in technical application development settings. Must be able to describe both functional and process workflow requirements.
Sr. Business Analyst	Same as above, plus: Specifies the business workers and entities required, and defines the responsibilities, operations, attributes, process flows and relationships necessary to realize the business objectives of the project. Produces both functional and process requirements and documentation necessary to design and build the system.	Same as above, with a minimum of 6 years experience. Must have specific experience in the development of use-case and process flow models. Experience with the UML and RUP strongly recommended.
Configuration Specialist	Configures commercial off the shelf applications (COTS) to meet specific business or requirements.	Deep understanding of specific system or technology to be configured.
Database Designer	Defines the tables, indexes, views, constraints, triggers, stored procedures, tablespaces or storage parameters, and other database-specific constructs needed to store, retrieve and delete persistent objects.	Minimum 5 years database design or administration experience with technology of choice. Specific training and certification in technology of choice may be required.
Designer (technical)	Defines the responsibilities, operations, attributes and relationships of one or several classes of objects or components, and determines how they should be adjusted to the implementation environment. Designer may have responsibility for one or more design packages or design subsystems, including classes owned by the packages or subsystems. Designer may develop messaging standards, such as xml document definitions and schemas.	Minimum 5 years technical design experience. Knowledge of both object oriented (OO) and procedural development environments. Training, education and certification in specific technology of choice may be required. For engagements utilizing a web services architecture, skills and experience in designing, developing, using or supporting XML, SOAP, WSDL, or UUDI standards may be required.
Process Architect	Gathers requirements and optimizes (re)design of business processes.	Ability to gather functional and business requirements, define existing processes, design optimized process and develop gap analysis. Knowledge and experience with process engineering methodologies such as Six Sigma, CMM, OSO or others may be required.
Programmer	Plans and develops application code to meet system requirements.	Minimum 3 years programming experience with target technology or language (COBOL, Java, C,

Role (App Dev)	Description	Required Skills
		C++, .Net, etc).
Sr. Programmer (OO)	Same as above, plus: Determines object classes and models, codes using object-oriented methodologies.	Minimum 5 years application development and programming experience with target technology or language. Familiarity with object oriented methodologies and best practices.
Project Manager	Individual who plans, executes and controls project. Develops project plan which defines scope, as evidenced by a work break down structure. Coordinates project activities and resources. Reports status and issues to project steering committee.	Minimum 5 years application development and project management experience. PMI certification strongly recommended. Experience with projects of similar size and scope, methodology and technologies may be required.
Solution Architect	Defines and integrates the overall system, roles and processes for delivering the solution. Identifies primary system components, critical success factors, risks, and overall technical strategy.	Senior technical resource, with a minimum of 8 years experience in a variety of technical environments. Deep knowledge of hardware, software and data environments and application development and integration methodologies. Able to recommend technology choices based upon the benefits and risks associated with different technology alternatives. Strong executive communication skills. Technical education, certification, and training directly relevant to target environment may be required.
Systems Administrator	Maintains the development environment – both hardware and software – and is responsible for system administration, back up, etc.	Minimum 3 years systems administration experience in target environment.
System Analyst	Leads and coordinates requirements elicitation and use-case modeling by outlining the system’s functionality and delimiting the system.	Minimum 3 years systems analysis experience.
System Integrator	Plan and combine system components for integrated functionality. Define interface definitions for system interoperability.	Minimum 5 years system and application development experience. Knowledge of both object oriented (OO) and procedural development environments, along with understanding of hardware, software and data environments. Training, education and certification in specific technology of choice may be required.
Tester Designer	Responsible for the planning, design, implementation, and evaluation of testing, including the generation of the test plan and test model, implementation of test procedures, and evaluation of test coverage, test results, and effectiveness.	Minimum 5 years experience in application development and testing methodologies.
UI Designer	User-Interface (UI) Designer leads and coordinates the prototyping and design of the user interface. Captures requirements on UI, including usability requirements, builds prototypes, performs review and testing sessions, and develops final implementation of the UI.	Minimum 3 years experience in user interface design and development, in target technology environment.
Web Developer	Designs and develops web applications and sites, which may include technical application and UI development.	Minimum 3 years web development experience. An ability to work with web publishing software such as Microsoft Front Page, and Dream Weaver

Systems Administration and Technical Support

Role (Sys Admin)	Description	Required Skills
Database Administrator		Have demonstrated programming, troubleshooting and design of database applications. Experienced in problem solving affecting relational database systems as well as developing databases for expansion and enhancement. (e.g. Oracle , DB2, MS SQL Server, Informix, Sybase, Access, etc.)
Data Storage Administrator		Must have at least 4 years experience in administering, configuring, and implementing the following: Storage Area Networks(SAN); Network Attached Storage(NAS); Direct Attached Storage. Specific storage types to include EMC, IBM and HP.
Intel Server Administrator	Server administration for the Windows, Novell, and Citrix environments.	Should have at least 3 years experience in server administration, software and related equipment installations, upgrades, repair and problem resolution. Must be able to coordinate activities with other micro support technicians. Certification preferred. Experience with one or more of the following disciplines: Microsoft Server 2000/2003, Netware, Exchange, Groupwise, Citrix and the various desktop operating systems .
Mainframe Systems Programmer		Must have at least 5 years experience in a mainframe operating system and communications environment. Experience with DOS/VSE/ESA, MVS, OS390, OS400
Unix Administrator	Unix administration for application servers. Able to troubleshoot operating system problems. Technical knowledge of Unix utilities and be able to support and administer Unix resources.	Must have at least 3 years progressive experience with Unix systems administration. Must have a working knowledge of shell programming, familiarity with software installation, operating system monitoring, Unix communication software and operating systems. Able to troubleshoot operating system problems. Technical knowledge of Unix utilities and be able to support and administer Unix resources; Experience with one or more of the following: HP-UX, AIX, SCO Unix, Solaris, Linux.
Sr. Unix Administrator	Unix administrator with strong skills and experience with Unix systems administration. Able to troubleshoot complex operating system problems	Must have at least 7 years progressive experience with Unix systems administration. Certification preferred. Must have a working knowledge of shell programming, software installation, operating system monitoring, performance tuning, Unix communication software and operating systems. Able to troubleshoot complex operating system problems; excellent communication skills; organized. Technical knowledge of Unix utilities and be able to support and

Role (Sys Admin)	Description	Required Skills
		administer Unix resources. In depth knowledge of one or more of the following: HP-UX, AIX, SCO Unix, Solaris, Linux.

Network Support

Role (Network)	Description	Required Skills
Junior Network Technician	Assists in network monitoring, operations, installation or maintenance with direct supervision.	Knowledge of tools, equipment, and methods used in the diagnosis of factors affecting network performance: <ul style="list-style-type: none"> • Understand technical hardware and software documentation. • Ability to perform routine network activities. • Knowledge of data communications and wiring standards. • Knowledge of network operating systems including Windows and Netware. • Ability to respond to help desk referrals and provide assistance with the support on the network. • Knowledge of TCP/IP, NetBEUI, IPX and related protocols. • Knowledge of SNMP tools and methods
Network Technician	Responsible for moderately complex tasks relating to network monitoring, operations, installation and maintenance with general supervision.	Minimum 3 years network experience. Must be able to: <ul style="list-style-type: none"> • Work with and configure frame-relay, ATM and point-to-point communication lines. • Document network, and maintain records related to the network hardware, cabling, software versions and location of equipment. • Troubleshoot dial-up, VPN and e-mail issues. • Install and program various network hardware. • Diagnose defects in network cabling and hardware. • Work independently and effectively in the absence of a supervisor. • Knowledge of Cisco IOS is a plus.
Senior Network Technician	Responsible for the most complex network tasks. May function in a lead capacity within a department or provide direction and supervision for less experienced technicians.	Minimum 6 years network experience. Must possess: <ul style="list-style-type: none"> • Working knowledge of Unix based operating systems including Red Hat Linux and IBM AIX • Knowledge of internet protocol (e.g. E-mail, FTP, DNS). • Knowledge of Apache web server software, MySQL database software. • An ability to work with web publishing software such as Microsoft Front Page, and Dream Weaver. • An ability to plan, cable, and install or assist in the installation of wide area networks. • An ability to configure Intrusion Detection Systems. • An ability to configure network to network and individual user based VPN accounts. • An ability to configure and work with Radius software • Working knowledge of Unix based operating systems including Red Hat Linux and IBM AIX • Knowledge of internet protocol (e.g. E-mail, FTP, DNS). • Knowledge of Apache web server software, and database software

Desktop Support

Role (Desktop)	Description	Required Skills
Desktop Support Technician	Support and maintenance of desktops and peripherals	Must have at least 3 years progressive experience in microcomputers, software operating systems, database management and related equipment, installations, upgrades, repair and problem resolution and design.
Help Desk Support Technician	Support of helpdesk telephone lines	Good communication skills; articulate; courteous; prior experience on a technology help desk or an understanding of the concepts of personal computer hardware and software.

Miscellaneous

Role (Miscellaneous)	Description	Required Skills
Content Developer	Gathers requirements, develops and organizes both static and dynamic content for applications or websites.	Minimum 3 years content development and management experiences. Strong interface design, organizational and writing skills.
Course Developer	Develops training material in conjunction with project delivery to teach users and administrators how to use and support system. Creates slides, student/teacher notes, examples, tutorials and so on to enhance the understanding of the product.	Minimum 3 years experience with technical training, writing, and course development.
Data Entry	Data Entry	Basic computer and typing skills.
GIS Specialist	Develops, implements and supports geographic information systems.	Minimum 3 years experience with geographic information systems.
Imaging/Document Management	Imaging/Document management specialist	Minimum 3 years experience with imaging and document management systems.
Security Analyst	Develops security plans, protocols, architecture and procedures.	Minimum 3 years experience with security technologies, including planning, architecture, policies and procedures.
Technical Writer	Produces end user support material, such as user guides, help texts, release notes, etc.	Minimum 3 years technical writing experience.
Tester	Responsible for executing testing, including test setup and execution, evaluating test execution and recovering from errors, assessing the results of tests, and logging identified defects.	Minimum of 3 years experience in application development and testing methodologies.

Role (Miscellaneous)	Description	Required Skills
Trainer	Responsible for training in conjunction with project delivery.	Minimum of 3 years experience in training on specific technology required.

SAMPLE

APPENDIX I - COST PROPOSAL

LOI#B03733 - Computer Technical Support Services (MPA #230)

Opening date May 25, 2004 at 3:00PM

VENDOR NAME:

Indicate the maximum fully-absorbed maximum hourly rate which may be charged for each of the classifications below.

The state reserves the right to negotiate pricing downward on individual engagements.

Category / Role	Junior (<3 years experience)	Intermediate (3 - 6 years)	Senior (> 6 years)
	Rate	Rate	Rate
Application Delivery & Support			
Business Analyst			
Configuration Specialist	NA		
Database Designer			
Designer / Technical			
Process Architect			
Programmer			
Project Management			
Solution Architecture (min 8 years)	NA	NA	
Systems Administrator			
Systems Analyst			
System Integrator	NA		
Test Designer	NA		
UI Designer			
Web Developer			
System Administration			
Database Administrator			
Data Storage Administrator			
Intel Administrator			
Mainframe Administrator			
Unix Administrator			
Network Support			
Network Technician			
Network Operations			
Desktop Support			
Desktop Support			
Helpdesk			
Miscellaneous			
Content Developer			
Course Developer			
Data Entry			
GIS Specialist			
Imaging / Document Management			
Security			
Technical Writer			
Tester			
Trainer			