



**Maryland Department of Budget and Management  
Office of Information Technology**

**Consulting and Technical Services (CATS I) Contract** – the objective of this Master Contract, awarded in December 2005 (expires December 31, 2010), is to enable State government to procure information technology (IT) consulting and technical services in a timely and economical manner. Through CATS I, the State of Maryland will have a flexible means of obtaining IT resources quickly, efficiently and cost effectively by issuing Task Orders specific to its needs.

TriTech supports the CATS I Contract in the following functional areas:

- ❖ **FA1 – Enterprise Service Provider (ESP)** – services to ensure that information systems are designed to capitalize on agency architectures and State IT standards, provide interoperability with other systems and networks, be reliable and maintainable, and make the most cost-effective use of COTS technology and agency-wide and government-wide resources.
- ❖ **FA5 – Software Engineering** – service to provide full life cycle of a software system development. Process definition; requirements management (project planning, quality assurance, project tracking and oversight, organizational process focus); software metrics; software process assessments; software capability evaluations; software project management; software certification; software validation and verification; open systems; software architecture; software reengineering; software reuse; component based software; software security; supervising software configuration management; and CASE tools.
- ❖ **FA6 – Systems/Facilities Management and Maintenance** – services include: Data Center Technical Support/Operations, and Help Desk. At the State’s discretion, these services may be required to be provided externally to the requesting agency.
  - Data Center Technical Support – planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for computer centers.
  - Facilities Maintenance – cleaning of equipment, fire suppression, heating, ventilation and air conditioning (HVAC) installation and maintenance, and Uninterruptible Power Supply (UPS).
  - Help Desk – centralized technical assistance service to supports end user problem resolution, and the distribution of general information concerning the effective use of IT.
- ❖ **FA7 – Information System Security** – the security of information and computing resources at all organizational levels; including software/application and data security support, as well as disaster recovery planning and risk assessment.
  - Hardware/Software/Application Security Support – strategies and solutions to defend hardware and software IT and telecommunications resources against adversaries such as viruses, worms and hackers for operating systems and applications in a mainframe, client/server, or networked environment.

- Disaster Recovery and Risk Assessment – disaster recovery planning and risk assessment in support of the mitigation of risks to IT and telecommunications systems and infrastructure. Through quantitative risk analyses establish recovery time and recovery point objectives, effective mitigation strategies, and documented disaster recovery plans. Assess adequacy of existing management, operational, and technical controls in safeguarding assets against waste, loss, unauthorized access/use, misappropriation to establish the consequences/impact of the potential threats on operations and service delivery requirements.
- ❖ **FA10 – IT Management Consulting Services** – includes any of the following types of services: IT enterprise architecture, systems review for architectural consistency, strategic planning assistance, project management services, Contractor assessments and risk assessment analysis.
  - IT Enterprise Architecture Development – define, design, develop, implement and maintain enterprise architecture plans, strategies, inventories and recommendations to support enterprise architecture (EA) at the State and agency level.
  - Systems Review for Architectural Consistency - Engineering assistance to integrate systems based on architectural standards and common infrastructures. In particular, recommendations for systems development, acquisition, and operations and to leverage common infrastructures effectively among various agency missions and services. Such application reviews may cover a variety of IT system environments from simple personal computer (microprocessor) and workstation applications; to local area networks (LAN) and wide area networks (WAN), to distributed processing systems; to web-based interactive systems; to large and very complex mainframe database and file management systems that utilize remote batch processing and interactive teleprocessing.
  - Strategic Planning Assistance – assistance in developing long-range IT plans, IT-enabled business plans, and program effectiveness measures related to proposed IT investments; assistance with agency-level strategic planning for IT to ensure consistency with State-level (i.e. enterprise) plans and initiatives.
  - Project Management Services – successful IT project management services to ensure that IT project goals and objectives are met and that products are delivered on time, on budget and within scope, as well as meet the business objectives originally intended.
  - Contractor Assessments – independent, third party assessment of Contractor products, capabilities and experiences.
  - Risk Assessment Analysis – assess the risks associated with costs, benefits, schedule, technical performance, human factors, safety and security. The analysis may include provisions for identifying risk areas, assessing risk factors, recommending appropriate resources to reduce risk factors, identifying and analyzing alternative actions available, identifying the most promising alternatives, and planning for implementation of risk reduction.
- ❖ **FA11 – Business Process Consulting Services** – streamlining business processes and the development, implementation and support of process improvements to eliminate redundancy, increase productivity and reduce cost.
- ❖ **FA14 – Media and Training Center Support** – services to support multi-media and education centers including, but not limited to: planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation and administration; professional

training expertise, including instructional systems design capabilities to improve job performance of employees utilizing the learning/media center.

- ❖ **FA15 – Documentation/Technical Writing** – develop and/or maintain the following types of documentation: system documentation; user manuals; computer operations and program maintenance manuals; plans for training, testing, quality assurance, and contingency operations; and backup, recovery and restart procedures; technical writing for proposals, presentations, standard operating procedures (SOP), policies and procedures.