

**REQUEST FOR QUOTATIONS
MINORITY BUSINESS ENTERPRISE (MBE)
SET ASIDE**

DATE ISSUED: March 8, 2010

Procurement Opportunity Document #: OITRFQ002

The State of Ohio, through the Department of Administrative Services (DAS), Office of Information Technology (OIT), Infrastructure Services Division (ISD) is requesting proposals for (1) supervisor/project manager contractor and Subject Matter Experts to assist the Office of Information Technology with Technology Support and Communications Management (TSCM) as outlined in the RFQ.

RFQ POST/INQUIRY PERIOD:	Monday, March 8, 2010
INQUIRY PERIOD ENDS:	Thursday, March 18, 2010
INQUIRY RESPONSES:	Posted daily until inquiry period ends
PROPOSALS DUE:	Tuesday, March 22, 2010
WORK LOCATION:	Department of Administrative Services Office of Information Technology 1320 Arthur E. Adams Drive. 3 rd Floor Columbus, Ohio 43221

This RFQ consists of the following Parts and Attachments, totaling 12 consecutively numbered pages. Please verify that you have a complete copy.

PARTS

Part One	Position Requirements
Part Two	Term & Contract
Part Three	Proposal Format
Part Four	Evaluations
Part Five	Proposal Inquiries
Part Six	Account & Billing Requirements

ATTACHMENTS

Attachment 1	Candidate Reference Form
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Background:

The Ohio Office of Information Technology (OIT), Infrastructure Services Division (ISD), is seeking a qualified candidate(s) or team of candidates for a Technology Support and Communication Management (TSCM) role to support OIT/ISD. The length of this assignment is expected to be through June 30, 2010 with an option for a one year extension. OIT/ISD expects to select a Minority Business Enterprise (MBE) vendor that provides the best overall value and enter into a time and materials arrangement for these services. It is anticipated that the successful bidder will propose one person to be assigned as lead and be able to leverage subject matter experts (SME) as opportunities surface. However, it is possible one person may be able to meet all requirements as established in the RFQ.

The TSCM team or team member will report to the designated OIT/ISD lead per identified assignment. A representative of the TSCM team will be required to be onsite at various times during this project. Space will be provided in OIT/ISD office space on the 3rd floor of the State of Ohio Computer Center located at 1320 Arthur E. Adams Drive in Columbus, Ohio when the work schedule dictates onsite involvement. Actual time spent onsite will depend on the project schedule, tasks, associated activities, use of SMEs and the vendor's proposal.

OIT/ISD is in the process of determining project priorities in line with the OIT service offerings however priorities may change as the requirements evolve making it all the more important for the vendor to demonstrate their depth of talent during the RFQ process. OIT/ISD wishes to establish mechanisms for communicating its plans, activities, and service offerings to internal staff as well as customers and service providers. OIT/ISD wishes to document its organizational structure, communicate this structure to its customers, define and document a concise business case process which leads to project prioritization, selection, execution and communication to OIT/ISD and its customers. OIT wishes to refine the OIT service catalog and establish a communication program for educating customers and service providers on existing service offerings. In addition to this a feedback loop must be created with the customer to help establish new service offerings, coordinate end of life activities for existing offerings and to ensure high customer satisfaction and quality of service. OIT wishes to create strategies for implementing general service items and establish an SLA process with customers in line with the service catalog to effectively deliver services including the identification of projects, project management, and service delivery.

The State wishes to receive proposals from certified Ohio Minority Business Enterprises (MBEs), only, as this RFQ is set aside for MBE competition pursuant to Revised Code section 125.081.

PART ONE: POSITION REQUIREMENTS**General Contractor Requirements:**

The primary functions associated with this TSCM team are:

1. Communication planning
 - a. Internal communications plan
 - b. IT educational strategies
 - c. Templates
2. Documentation support
 - a. Business case development
 - b. Service Level Agreements (SLAs) and Service Level Objectives (SLOs)
 - c. Statements of Work (SOWs)
 - d. Plan/Build/Run strategy

3. Research and assistance
 - a. Storage strategies
 - b. Backup and archiving strategies
 - c. Plan/Build/Run implementation strategy
 - d. Network strategies (both wired & wireless direction/convergence)
 - e. Business Intelligence Tools (e.g.: COGNOS)
 - f. Data warehousing strategies

4. Technical Project Management

A general description of these functions includes, but is not limited to, the following responsibilities:

- a. Communication Planning
 - i. Assess current service catalog and plan for enhancements
 - ii. Establish internal OIT staff communications training sessions while minimizing staff overtime
 - iii. Develop a Staged Implementation Plan for Communications, Procedures and Organization
 - iv. Create media and documentation to communicate OIT content to customers
 - v. Assist in the evaluation/selection of 3rd party Communication channels
 - vi. Manage the implementation and progress of the Communications
 - vii. Monitor the quality and completeness of Communication.

- b. Documentation Support
 - i. Interview key staff to assess current tools, procedures and staffing employed for key organizational structure elements
 - ii. Develop Business Cases to support ISD projects and initiation
 - iii. Develop Statements of Work for related projects and acquisition efforts
 - iv. Develop documentation on processes related to individual organization elements (i.e., Performance Engineering Team, Change Management, Plan/Build/Run, etc.)
 - v. Draft Service Level Agreements (SLA) related to individual OIT services and organization
 - vi. Create business and technical documentation in support of projects, products, services, and OIT organizations
 - vii. Create data sheets related to OIT service offerings
 - viii. Create electronic documentation in the form of multi-media for communications distribution

- c. Research and Assistance

- i. Assist in performing research on technologies and potential services
- ii. Provide independent review and assessment of alternative technologies and solutions
- iii. Interact with OIT's enterprise architects and other senior technical staff
- iv. Provide input into business case development related to solution selection
- v. Review and recommend SLA structures and monitoring techniques
- vi. Interview staff and perform process analysis on existing business and technical processes
- vii. Research industry best practices and recommend process and technology changes
- viii. Research and provide recommendations for the implementation of an OIT Plan/Build/Run strategy

d. Project Management

- i. Assist with management of ISD projects
- ii. Maintain continuous contact with OIT project manager (s)
- iii. Interact with OIT's enterprise architects and other senior technical staff
- iv. Monitor schedule/monitor budgets
- v. Provide weekly status report to OIT staff
- vi. Develop and maintain Implementation
- vii. Develop and maintain Issues list
- viii. Develop tracking process for implementation progress
- ix. Monitor all aspects of quality control for projects
- x. Ensure OIT PM is aware of hours used and current burn rate
- xi. Provide written notice to OIT PM when estimated project hours remaining reaches 15% of task estimate, if estimate was provided

5. Experience

General qualifications as well as specific skill sets are identified below.

The TSCM team should be knowledgeable and have expertise with both major State infrastructure and implementation projects, which were multi-year and multi-million dollar implementation efforts comparable in size and effort to Ohio Business Gateway and Ohio Administrative Knowledge System. Commercial experience in the development and distribution of electronic communications, media, and promotions are also required skills.

Minimum requirements for TSCM team staff include:

- 5 years experience with major IT application implementation efforts, which have been multi-year and multi-million dollar implementation efforts.
- 3 years experience working with State Agency IT infrastructure implementation efforts.
- 3 years experience working with Web-based media communications development, distribution, and publication
- 3 years experience in developing documentation related to major IT applications implementation efforts

Desirable skill sets for TSCM team staff include:

- Experience in developing multiple forms of communication collateral including print media and web media
- Experience with Shared System tools such as SharePoint.
- Experience with infrastructure and applications development in complex system environments.

TSCM team candidate(s) must have strong interpersonal skills as this position will be representing OIT by interacting with the Project Manager, OIT Support Center staff, as well as State agency officials and 3rd party vendor representatives. Additionally, solid communication (written and oral) and presentation skills are required.

6. State Staff, Roles, and Responsibilities

General qualifications as well as specific skill sets are identified below.

- Convey and issue correspondence to appropriate State personnel on the purpose, significance, and importance of the project.
- Coordinate scheduling of interviews, meetings and workshops with selected entities and prioritize additional tasks to be completed, as time permits.
- Review work plans, forms, interview results, draft documents and reports as related to services being provided.
- Collect and organize service requirement information from OIT TSCM team and from state customers

7. Project Administration

The vendor team lead must provide weekly written status reports delivered via email using Microsoft Office products. These reports, at a minimum will include; hours consumed and a brief synopsis of work accomplished during the period. This is especially critical if additional off site support is being leveraged during peak use periods. The format will be established through discussions with the ISD technical lead after contract award.

The vendor representative will take direction from the appointed ISD lead. In the event requests for support or conflicting instructions are received it is the vendor’s responsibility to inform the ISD lead of the conflict so that arrangements can be made to either establish vendor priorities or make other arrangements to complete work assignments using other resources.

8. Deliverable Formats

All final documents associated with this scope of work will be submitted both in hardcopy and digital format unless otherwise agreed upon in writing.

Digital submissions must be submitted in a Microsoft Office (i.e., Word, Excel, Access, PowerPoint, Project, Visio, etc.) format.

9. PROJECT SCHEDULE

RFQ POST/INQUIRY PERIOD:	Monday, March 8, 2010
INQUIRY PERIOD ENDS:	Thursday, March 18, 2010
INQUIRY RESPONCES:	Posted daily until inquiry period ends
PROPOSALS DUE:	Tuesday, March 22, 2010
AWARD:	Monday April 5, 2010
PURCHASE ORDER ISSUED:	Friday April 16, 2010
WORK BEGINS:	Monday April 19, 2010
Project Completion:	June 30, 2010
One Year Option:	TBD

PART TWO: TERM & CONTRACT

- The contract will be for **Time and Material** through State Term Schedule (STS) contract.
- The term will be until June 30, 2010.
- Only qualified MBE vendors listed on the state term schedule are invited to participate.
- Contractors will complete work on-site, any exceptions must be approved by the OIT/ISD Administrator.
- No additional costs, such as travel, meals, lodging, taxes, parking or other associated costs may be charged separately for this work. The vendor's sole compensation for the duties described herein shall be the billings at the vendor's hourly rate.
- All contractors shall read, acknowledge and follow OBM and DAS policies, rules and guidelines.
- All work performed by the vendor shall be deemed a "work-for-hire," and shall be the sole property of the State of Ohio. The vendor may not use such work without written OIT/ISD consent.
- Contractors shall use state provided equipment, any exceptions shall be approved by OIT/ISD.
- The vendor, as a component of the project kick-off meeting, will be required to sign any state policy documents that are deemed appropriate by OIT/ISD.

PART THREE: PROPOSAL FORMAT

The offeror's response shall clearly demonstrate how their proposed candidates meet the requirements outlined in Part One of this RFQ. The Offeror's response must identify the roles and responsibilities of all proposed candidates, and must include a resume for each candidate. Should the contract be awarded, consultant substitutions are permitted only with the approval of Infrastructure Services Division.

Each proposal must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal.

- Cover Letter
- Company Profile (history, past & current clients)
- MBE Certification
- State Term Schedule Certification
- Approach
 - Technical
 - Administrative
- Candidate Information:
 - Candidate Resumes
 - Candidate References (3 minimum) – see Attachment 1
 - Optional candidate writing sample(s)
 - Candidate Hourly Rate (The offeror's pricing will include citations of all eligible costs from their state term schedule including page number, labor category, and hourly rate.)

The offeror shall not include any terms and conditions that add to, take away from, or conflict with their existing state term schedule. NO EXCEPTION WILL BE MADE TO THIS PROVISION. Please do not submit a bid if you are not a Minority Business Enterprise in good standing and currently listed on the state term schedule.

The State shall not be liable for any costs incurred by any offeror in responding to this RFQ, even in the event that the State does not award a contract through this process. The State reserves the right not to award a contract as a result of this RFQ process.

Proposal Submittal Instructions:

Please reply to Chris Chapman, RFQ Lead for Office of Information Technology, Infrastructure Services Division (1320 Arthur E. Adams Drive, 3rd floor, Columbus, OH 43221) with a written proposal no later than 3:00 pm on Tuesday, March 22, 2010.

Please submit proposals in both electronic and hard copy form. Each offeror must submit three (3) complete and signed hard copies of its proposal, and each proposal must be clearly marked "**Infrastructure Services Division Proposed Contractors.**" The State will reject late proposals regardless of the cause for the delay. The State may also reject any proposal that it believes is not in its interest to accept and may decide not to do business with any of the offerors responding to this RFQ.

Revised Code Section 9.24 prohibits the State from awarding a Contract to any offeror (s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is "unresolved" at the time of award. By submitting a proposal, the offeror warrants that it is not now, and will not become subject to an

“unresolved” finding for recovery under Section 9.24, prior to the award of a Contract arising out of this RFQ, without notifying DAS of such finding.

All proposals and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any proposal without compensation to the offeror. Additionally, all proposals will be open to the public after the contract has been awarded.

The State may reject any Proposal if the offeror takes exception to the terms and conditions of this RFQ.

Waiver of Defects

The State has the right to waive any defects in any proposal or in the submission process followed by an offeror. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other offerors.

PART FOUR: EVALUATIONS

In general, the offeror that provides the best value will be selected. The following evaluation criteria will be referenced in order to determine the best value:

- Best approach
- Relevant experience of proposed team members
- Relevant skill level of proposed team members
- Proposed contractor rate(s)
- Company profile (history, past & current clients)
- Interview Evaluation
- Review of optional writing sample for overall quality and accuracy

The State will evaluate and numerically score each proposal. The evaluation will be according to the criteria contained in Parts One and Four of the RFQ. The evaluation will result in a point total being calculated for each proposal. Those offerors submitting the highest-rated proposals may be scheduled for the next phase. The number of proposals forwarded to the next phase will be within the committee's discretion, but regardless of the number of proposals selected for the next phase, they will always be the highest rated proposals from the initial evaluation phase. At any time during the initial evaluation phase, the State may ask an offeror to correct, revise, or clarify any portion of its proposal.

Once the technical merits of a proposal are evaluated, the costs of that proposal will be considered. But the State may also consider costs before evaluating the technical merits of the proposals by doing an initial review of costs to determine if any proposals should be rejected because of excessive cost.

During the evaluation process, the State may request clarifications from any offeror under active consideration. It also may give any offeror the opportunity to correct defects in its proposal. But the State will allow corrections only if they do not result in an unfair advantage for the offeror and it is in the State's best interest.

Interviews

The State may require top-ranking candidates, at the State's discretion, to interview with the State. Such interviews provide the State an opportunity to test and probe the professionalism, qualifications, skills and work knowledge of the top ranking candidates.

The interviews for each work area will be structured around standard sets of oral and written questions. The same sets of questions will be used for all candidates for each area. The interviews will be scheduled at the discretion of the State and will be held at OIT, 1320 Arthur E. Adams Drive Columbus, Ohio 43221. At its own expense, the offeror must make its candidate(s) available on-site within five working days following the State's notification. All interview questions will be evaluated using zero (0) for does not meet, two (2) for meets and four (4) for exceeds.

The contractor will not be permitted to substitute personnel for those submitted for RFQ evaluation (during the RFQ evaluation or at project start-up), except when a candidate's unavailability is no fault of the contractor (e.g., Candidate is no longer employed by the Contractor, is deceased, etc.). Note: If a substitution situation occurs the proposal will be re-evaluated. If the substitution gives the contractor an unfair advantage, the proposal may be eliminated or the other vendors will also be given the chance to substitute and the process must start over.

PART FIVE: PROPOSAL INQUIRIES

Offerors may make inquiries regarding this RFQ any time during the inquiry period listed on the RFQ cover sheet. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, or by 4:00 PM EST the following day whichever is longer. The state response is does not include weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry period end date. The State may extend the proposal due date.

To make an inquiry, offerors must use the process outlined below.

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select "Find It Fast".
- Select "Doc/Bid/Schedule #" as the Type.
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with "DAS").
- Click the "Find It Fast" button.
- On the document information page, click the "Submit Inquiry" button.
- On the document inquiry page, complete the required "Personal Information" section by providing:
 - First and last name of the prospective offeror's representative who is responsible for the inquiry;
 - Name of the prospective offeror;
 - Representative's business phone number, and
 - Representative's e-mail address.
- Type the inquiry in the space provided, including:
 - A reference to the relevant part of this RFQ;
 - The heading for the provision under question, and
 - The page number of the RFQ where the provision can be found.
 - Click the "Submit" button.

An offeror submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The offeror will not receive a personalized response to the question nor notification when the State has answered the question. Questions and answers will be posted on the public website for all interested parties to view.

Offerors may view inquiries and responses on the State's Procurement Web site by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

PART SIX: ACCOUNT AND BILLING REQUIREMENTS

Account Information: The Offeror shall provide the following information with their response:

- Business Name and Address
- Business Owner or Principle responsible for the agreement
- Contact Phone
- Contact e-mail address
- Federal Tax ID Number, with a completed form W-9 if requested
- State Term Schedule Number

Billing Requirements: All invoices to the Ohio Office of Information Technology shall be:

- No less than monthly, or after deliverable(s) have been approved by Client.
- Submitted within 10 business days following Client approval of services performed.
- Include the following:
 - a. Description of service provided for the invoice period
 - b. Deliverable(s) completed with Client acceptance
 - c. If hourly based, project time sheets signed by employee(s) with Client approval
 - d. Company Name
 - e. Purchase Order Number
 - f. Remittance Information
 - g. Date of Invoice, and date(s) services were performed
- Submit invoice(s) to:

State of Ohio
Ohio Office of Information Technology – Business Office
30 East Broad Street, 39th Floor
Columbus, OH 43215-3414

**ATTACHMENT ONE
PERSONNEL PROFILE SUMMARY
CANDIDATE REFERENCES**

Candidate's Name:

References. Provide three references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFQ on projects of similar size and scope in the past five years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. These references must be able to attest to the candidate's specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than three references are provided, the offeror must explain why. The State may disqualify the Proposal if less than three references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:	Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year	
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

