



State of Ohio eLicense System Assessment

Prepared April 12, 2010

R E Q U E S T F O R Q U O T A T I O N

Minority Business Enterprise (MBE) Set Aside

State Term Schedule

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

This Request for Quotations (RFQ) identifies work to be performed under the anticipated contract. Services will be rendered, and deliverable items completed, within the 2010 fiscal year. The work will take place between May 2010 and June 30, 2010. This work is being performed in support of the State of Ohio, Department of Administrative Services, Office of Information Technology Services (OIT-ITS).

OIT-ITS desires to procure the services of an MBE State Term Schedule (STS) vendor with extensive experience in business process analysis, system analysis and recommending solutions and roadmaps to success. The vendor should be able to review existing business practices and system processes for the eLicense system as it relates to user needs, federal and state regulations and compliance and efficient data management. The vendor needs to assess existing eLicense requirements, the eLicense application, interrelated systems to validate if the complete system and processes are meeting the needs of the Ohio Boards and Commissions and the citizens of the State. This project will create documentation stating the validity of previous requirements, new requirements, current marketplace offerings of professional licensure systems and a list of potential options/solutions to allow OIT-ITS to make a solid informed decision regarding future direction of the eLicense system. The vendor should be able to deliver the assessment in a timely, high-quality manner.

This work may be extended into the next fiscal year but the vendor conducting the assessment will not be allowed to submit proposals for any future eLicense development engagements due to an unfair advantage having prior knowledge of final system requirements.

BACKGROUND

eLicense is the State of Ohio's online system used by 24 Boards and Commissions to manage professional licensure within the State. It has the 5th largest user base of all Ohio systems offered through the Ohio.gov portal.

The eLicense application was developed from the COTS software CAVU and has been operational within minimal functionality changes since 2000. The system is no longer under warranty and the maintenance contract has expired. System changes are required because of changes in licensing regulations and requests from users to increase functionality. There is a need to examine the existing application, system processes and business practices and determine if the existing eLicense system, is meeting the needs of the State of Ohio and its users and present all available options to remediate any deficiencies.

BUSINESS DRIVERS

The eLicense application is critical in nature as the eLicense System is the mechanism through which 24 Boards and Commissions provide and renew professional certification and licensure, allowing Ohio citizens to remain gainfully and legally employed within the State. The system design is antiquated and therefore not streamlined or designed in accordance with best practices. During periods of heavy activity (license renewal), the system becomes slow for the business users processing the applications for licensure or renewal and virtually unresponsive to the end-user due to reduced bandwidth. This is the period of time when the system needs to be operating at peak capacity in order to ensure licenses are processed quickly and accurately. The system also has design weaknesses that need evaluated for security and integrity risks and exposures.

ADMINISTRATIVE

TECHNICAL AND CONTRACTUAL CONTACT

PROPOSAL INQUIRIES

Vendors may make inquiries regarding this RFQ any time during the inquiry period listed on the Schedule of Events. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, excluding 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, vendors 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 vendor's representative who is responsible for the inquiry;
 - Name of the prospective vendor;
 - 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.

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a personalized response to the question nor notification when the State has answered the question.

Vendors 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.

All questions must be submitted by 8:00 am on April 15, 2010. Questions submitted after this time will not receive a response from the state.

DUE DATES

All quotations are due by 1:00 pm, Eastern April 23, 2010. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	April 12, 2010
3. Questions from Vendors about scope or approach due	8:00 a.m., April 15, 2010
4. Responses to Vendors about scope or approach due	5:00 p.m., April 15, 2010
5. Quotation Due Date	1:00 p.m., April 23, 2010
6. Target Date for Review of Quotations	April 30, 2010
7. Final Vendor Selection Discussion(s)--Week of	April 30, 2010
8. Anticipated decision and selection of Vendor(s) – Week of	April 30, 2010
9. Anticipated commencement date of work	May 15, 2010

GUIDELINES FOR QUOTATION PREPARATION

QUOTATION SUBMISSION

Award of the contract resulting from this RFQ will be based upon the most responsive Vendor whose offer will be the most advantageous to the State of Ohio in terms of cost, functionality, and other factors as specified elsewhere in this RFQ.

The State of Ohio reserves the right to:

- Reject any or all offers and discontinue this RFQ process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's quotation shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its quotation and to provide an adequate basis for State of Ohio's evaluation of the Vendor's quotation.

In order to address the needs of this procurement, State of Ohio encourages Vendors to work cooperatively in presenting integrated solutions. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for the ELicense Assessment Project being provided under this RFQ. State of Ohio will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's quotation in response to this RFQ will be incorporated into the final agreement between State of Ohio and the selected Vendor(s). The submitted quotations must include each of the following sections:

1. Cover Letter
2. Executive Summary
3. Assumptions
4. Scope, Approach and Methodology
 - a. Scope of Work
 - b. Scope Exclusions
 - c. Project Tasks
5. Proposed Team
6. Project Management Approach and Deliverables
7. Detailed and Itemized Pricing tied directly to STS pricing and categories (In a separately sealed envelope)
8. Appendix A: References
9. Appendix B: Project Team Staffing
10. Appendix C: Company Overview

DETAILED RESPONSE REQUIREMENTS

COVER LETTER

This section must include a statement of the Vendor's interest in submitting a response and general overview explaining the experience and qualifications of the company as relevant to this RFQ.

EXECUTIVE SUMMARY

This section must include a high-level synopsis of the Vendor's responses to the RFQ. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

Assumptions

The following assumptions must be addressed and included in the vendor's response to the RFQ. Additional assumptions raised by the vendor that are necessary for unique consideration of their proposal may also be included and explained in this section.

1. The focus of this engagement is for the vendor to provide information for DAS OIT future direction and decisions.
2. The vendor agrees that no Total Cost of Ownership (TCO) calculations will be made, but data will be gathered to determine TCO and/or Return on Investment (ROI).
3. Technical assessments will be at a high level, but sufficient to provide input for future decision making efforts.
4. Other instances of eLicense are known to Ohio and this information is readily available in the context and timeline required for this engagement.
5. OIT acknowledges that additional levels of research and/or detail will be required to estimate costs and select a definitive strategy.

SCOPE, APPROACH, AND METHODOLOGY

Scope of Work

This scope of work defines the project phases, technical design scope and document deliverables. The vendor must include a narrative description of how they will accomplish the activities described in this section.

The section must also include a description of the vendors general approach and methodology for completing assessment projects. The activities for this engagement are organized in functional, sequential areas as follows:

1. Baseline existing requirements
 - a. Evaluate and document all existing business practices and functional processes for eLicense system.
 - b. Conduct end-user group surveys and evaluate feedback. Determine if eLicense system processes are meeting customer needs. End user groups include external users and internal users working within the State of Ohio's twenty-four Boards and Commissions.

2. Assess Current System's Technical Condition
 - a. Perform root cause analysis for issues, problems and needed enhancements based on end user group survey and feedback.
 - b. Evaluate and assess adequacy of reports, determine what reports are used and what reports are needed.
 - c. Assess any existing interfaces with external systems and evaluate whether the data model is optimized.
 - d. Evaluate existing hardware infrastructure and include specifications and configurations that would optimize performance in the final report deliverable.
 - e. Evaluate testing procedures to determine if sufficient to ensure enhancements and system changes are migrated into production seamlessly with minimal disruption of services.
3. Perform a comparative market analysis of eLicense with similar systems used in other states.
4. Prepare final report of eLicense Strategy with all potential solutions based upon the following parameters
 - a. Business case
 - b. Risk
 - c. Benefits and disadvantages
 - d. Security and access
 - e. Change control procedures
 - f. Service Level Agreements

Scope Exclusions

- There is NO recommendation included as part of this engagement. The final report should be neutral, objective and unbiased, merely stating the benefits and disadvantages of the options presented.
- There is no development work or planning associated with this engagement.

PROJECT TASKS

1. Engagement Kickoff

The Vendor's engagement team leads State project sponsors and stakeholders in an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products

The deliverables for this phase will be the Project Management Documentation – A Project Plan, Project Schedule, Project Workbook and Project Status Reports are the minimal documentation required along with any additional documentation needed to support the project management function may be included as needed.

2. Reassess Customer Requirements

This phase is focused on understanding the State project requirements. This task starts by dividing eLicense customers into two groups. The first group will consist of the four primary eLicense customers (who make up 67% of license activity). Each of the four will have their functional and technical staffs (as available) interviewed with the objective of obtaining a baseline of requirements. The Remaining eLicense members will be presented with this

baseline and asked to comment on its applicability. It is envisioned that a focus group approach will be used to obtain this information. Once the remaining eLicense members input has been obtained the two sets of customer requirements will be assessed/combined into the future customer requirements for eLicense.

During this phase, the Vendor:

- Reviews existing system documentation.
- Develop interview assessment tool.
- Identifies as many business, technical and operational requirements, constraints and potential solutions as possible
- Interview OIT staff for known deficiencies.
- Schedules and chairs a series of open forum-style question and answer sessions (focus groups) with key project stakeholders and subject matter experts, to include business and technical sponsors. Required participants include but are not limited to
 - a. Department, Boards or Commission Heads
 - b. End Users of eLicense System
 - c. Application Deployment and Management Teams
 - d. Application Subject Matter Experts
 - e. Help Desk – End User Support
 - f. Network Operations
 - g. Storage Management and Provisioning Team
 - h. Data Integrity (Backup and Restore)
 - i. Business Continuity and Disaster Recovery Team
 - j. Monitoring and Operations
 - k. Security Team
- Complete assessment of requirements.

The deliverable for this phase will be the eLicense Requirements Specification – This document will provide a complete list of initial requirements used to develop the legacy application and will also include any additional requirements that remain outstanding at this time. The document will affirm that the requirement has been verified and is or is not valid. The document will also contain new requirements that describe both the functional and nonfunctional requirements of the system.

3. Assess Current System's Technical Condition

This task will provide a high-level technical review of the current eLicense system and its major lifecycle processes. The current system review will consider such things as:

- Alignment with OIT's strategic architecture direction
- System product and development environments
- Source code repository, build process, and production migration process

During this phase, the Vendor will:

- Interview OIT staff to understand known issues regarding:
 - application maintenance, application performance, known defects
- Conduct discovery and architecture review sessions to understand the following technical considerations:
 - System software stack (what applications and third party components make up the eLicense system)
 - CAVU module extensions and customizations
 - CITS structure/code standards
 - High level DBMS, data structure type, and ease of export
 - Build process/source control process

- Test procedures
- Development process / production migration process
- Hosting environment
- Network environment
- Application upgrade process
- Other applications that are connected to the eLicense system and how those interfaces are built

The deliverable for this phase will be the System Architecture Document – This document will provide a snapshot view of the existing eLicense system to include system architecture, strategic alignment, product and development environment and SDLC process used currently, staffing and resource assigned, along with technical considerations and a comparison matrix. Note - considerations for IT Governance improvements will also be derived during this process.

4. Evaluate Solutions in the Market Place

The approach for this task is to develop a high-level market place survey on a representative number of available solutions in the market place from both a functional and technical perspective. Potential sources of information for the market place survey will include such things as:

- COTS Vendors
- Other states' eLicense solutions
- Internet searches
- Interviews with OIT and customers

The Market Place Survey must include the following types of information:

- High level descriptions of eLicense solution functionality
- High level descriptions of eLicense solution technical architecture
- High level eLicense solution cost/pricing data

The vendor must describe the types of activities required to complete this phase of the project and should describe the recommended approach along with any required inputs/interfaces from OIT in the response to the RFQ.

The deliverable for this phase will be the Comparative Market Analysis – This document will provide a list of all known licensing applications used by other State in the US. The market analysis will include database requirements, development language, hardware platform and requirements number of end users and agencies supported and any unique features such as multiple languages supported, etc.

5. Determine System Alternatives

The last step in this task will create an executive level assessment of the solutions alternatives and will include the following considerations in the format of a Comparison Matrix that addresses benefits and disadvantages of each potential solution. The data developed in previous sections will be considered against the following four likely development scenarios:

- Status Quo Solution: This alternative identifies the likely consequences from a risk management perspective inherent in maintaining with the current eLicense solution without any modifications or replacement.
- Remediation & Repair of current solution: This alternative details the necessary steps to repair the existing eLicense system and relevant customizations. A CAVU upgrade must be considered in this alternative.
- Alternative package replacement: Alternate vendor packages (including available

other State's solutions) will be analyzed for functional appropriateness; technical fit, cost and support requirements.

- Ground- up custom design & build: Evaluate the appropriate custom rewrite options starting with a .Net architected solution.

If additional solutions are discovered during the analysis process, they should be presented as a viable options as well. For each alternative, describe the alternative as well as the primary *technical* considerations if the alternative is pursued. The primary technical considerations will include such things as:

- Hardware, Software, and infrastructure:
- Alignment with State's strategic IT architecture direction
- Degree to which customers' technical architectures/infrastructures will be affected
- Implementation: Customization, integration and data
- Resources: Development skills and capabilities
- Training: End User and IT staff
- Support and Maintenance: Impacts and considerations

The deliverables for this phase will be the Executive-level Presentation of Strategic Upgrade Path Options for FY12-13 and the Strategic Upgrade Path Options for FY12-13 Report – The presentation will be a high level summarization of the findings presented in MS PowerPoint format to Executive level management and should not exceed 1 hour in length. The report will include all previously developed deliverables and using the data obtained will present a list of potential solutions with a list of benefits and disadvantages of each. In keeping with the requirements of this engagement, the final deliverable document will not promote a particular course of action. Instead, it will provide the necessary input for the future planning and budget actions by OIT and its eLicense customers and stakeholders.

PROPOSED TEAM

The contract company will assemble a delivery team consisting of the contract company's personnel or authorized agents. At minimum, the proposed team must consist of a Project Manager who will manage the day to day operations of the assessment and all other PM duties and responsibilities as pertain to successful completion of the assessment. The remaining team will be comprised of staff most skilled at accomplishing the objectives of this initiative and may include but are not limited to a Business Analyst and Systems Architect.

PROJECT MANAGEMENT APPROACH

Include the method and approach used to manage the overall project and client correspondence. Describe how the engagement proceeds from beginning to end. Provide a rough-estimate timeline that clearly identifies deliverable milestones.

KEY PROJECT DELIVERABLES ACCEPTANCE CRITERIA			
Project Artifacts			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
Project Plan	Vendor	<p>Describes the problem or value proposition addressed by the project.</p> <p>Describes the work that will be performed</p> <p>Identifies team members</p> <p>Identifies the deliverables and timeline for completion</p> <p>Contains Project Schedule and timeline for completion of all deliverables prior to contract end timeline and milestones</p> <p>Contains acceptance criteria for deliverables.</p> <p>Contains plan for identifying and managing risk and issues.</p> <p>Must have been developed and coordinated and agreed upon by all listed resources.</p> <p>Must be delivered within 2 weeks of contract start date.</p> <p>Must be completed in MS Project/Word/Visio as appropriate.</p>	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval
Project Status Reports	Vendor	<p>Contains progress, planned activities, issues and risks.</p> <p>Will be completed using PSC template.</p> <p>Will be delivered to ITS PM weekly by 12:00 noon the following Monday after completing work.</p>	

Technical Artifacts			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
eLicense Requirements Specification	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
System Architecture Document (as-is)	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
Comparative Market Analysis	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
Strategic Upgrade Path Options Presentation	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval
Strategic Upgrade Path Options for FY 12-23 Report	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval

DETAILED AND ITEMIZED PRICING

All pricing associated with the quote for this service must be broken down by person, role, effort estimate duration and pricing and presented in the following format. All pricing must refer to the State Term Schedule (STS) categories for pricing. Please indicate, by STS number, the STS schedule being referenced.

APPENDIX A: REFERENCES

Provide three current corporate or governmental references for which you have performed similar work.

APPENDIX B: PROJECT TEAM STAFFING

The Vendor must provide resumes and relevant experience of all staff and management personnel that will be working on the project. Describe the qualifications and relevant experience of the people that would be assigned to this project by providing biographies for those staff members. Please indicate the role that each person is being proposed to fill. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

APPENDIX C: COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers, including payment address as registered in OAKS.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers as registered in OAKS.
- Person authorized to contractually bind the organization for any quotation against this RFQ.
- Brief history, including year established and number of years your company has been offering Information Security Testing.
- MBE Certification
- State Term Schedule Certification
- Conflict of Interest Statement

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFQ will be based upon the quotation with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFQ and the total price quoted for all items covered by the RFQ. State of Ohio may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFQ without obligation to such prospective Vendors.

The following elements will be the primary considerations in evaluating all submitted quotations and in the selection of a Vendor or Vendors:

Weight	Criteria
30%	An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFQ.
30%	Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
20%	The extent to which Vendor's proposed solution fulfills State of Ohio's stated requirements as set out in this RFQ.
10%	The Vendor's stability, experiences, and record of past performance in delivering such services.
10%	Best Overall Rate.*
100%	

* **The cost information MUST be signed, and submitted in a separately sealed envelope.** The envelope must be clearly marked "OIT eLicense Assessment Project Cost" on the outside of its envelope along with Vendor's name and must be submitted in the correct format as described below.

Deliverable	STS Page No	STS Part Number or Position Description	Hourly Rate	Number of Hours	Costs
Project Management Documentation					
		Subtotal			
eLicense Requirements Specification					
		Subtotal			
Comparative Market Analysis					
		Subtotal			

System Architecture Document					
			Subtotal		
Executive Level Presentation of Strategic Upgrade Options					
			Subtotal		
Strategic Upgrade Path Options for FY 12-23 Report					
			Subtotal		
			TOTAL		

The selected vendor will be expected to submit and invoice for payment after the completion of each deliverable itemized.

TERM AND CONTRACT

The contract will be for **Time and Material** through State Term Schedule (STS) contract and must reflect or be lower than STS rates, and must use STS categories.

The term will be until June 30, 2010.

Only qualified MBE Vendors are invited to participate.

QUOTATION SUBMITTAL

(1) Each Vendor must submit Seven (7) complete, sealed and signed copies of its quotation (excluding cost information), and each quotation must be clearly marked "OIT ELicense Assessment Project" on the outside of its envelope along with Vendors name.

(2) **The cost information MUST be signed, and submitted in a SEPARATELY SEALED ENVELOPE.** The envelope must be clearly marked "OIT ELicense Assessment Project Cost" on the outside of its envelope along with Vendor's name.

(3) A single electronic copy of the complete quotation must also be submitted with the printed quotations. Electronic submissions should be on a CD, DVD or USB memory stick. **The electronic copy MUST be submitted in a SEPARATELY SEALED ENVELOPE.**

The State may reject late quotations regardless of the cause for the delay. The State may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

Quotations MUST be submitted to the State's Procurement Representative:

**Mr. Ted Hampton, Fiscal Officer
 30 East Broad Street, 39th Floor
 Columbus, OH 43215**

PROPRIETARY INFORMATION

All quotations 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 quotation or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Vendor. Additionally, all quotations will be open to the public after the contract has been awarded.

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

WAIVER OF DEFECTS

The State has the right to waive any defects in any quotation or in the submission process followed by a Vendor. 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 Vendors.

REJECTION OF QUOTATIONS

The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject submissions from non-MBE certified Vendors. The State will reject any Non-STS responses. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

EVALUATION OF QUOTATIONS

Clarifications and Corrections

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

Requirements

This RFQ asks for responses and submissions from Vendors. While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required submission or meet a requirement will normally result in a rejection of that Vendor's quotation. The value assigned to each criterion is only a value used to determine which quotation is the most advantageous to the State in relation to the other quotations that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the quotation process.

The evaluation process may consist of up to three distinct phases:

1. The procurement representative's initial review of all quotations for defects;
2. The evaluation committee's evaluation of the quotations; and
3. Interviews.

Initial Review

The procurement representative normally will reject any incomplete or incorrectly formatted quotation, though the procurement representative may elect to waive any defects or allow a Vendor to submit a correction. If a late quotation is rejected, the procurement representative will not open or evaluate the late quotations. The procurement representative will forward all timely, complete, and properly formatted quotations to an evaluation committee, which the procurement representative will chair.

Committee Review of the Quotations

The State's review committee will evaluate and numerically score each quotation that the procurement representative has forwarded to it.

The evaluation will result in a point total being calculated for each quotation. Those Vendors submitting the highest-rated quotations may be scheduled for the next phase. The number of quotations forwarded to the next phase will be within the committee's discretion, but regardless of the number of quotations selected for the next phase, they will always be the highest rated quotations from this phase.

At any time during this phase, the State may ask a Vendor to correct, revise, or clarify any portions of its quotation.

The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each quotation considered.

Once the technical merits of a quotation are considered, the costs of that quotation will be considered. But the State may also consider costs before evaluating the technical merits of the quotations by doing an initial review of costs to determine if any quotations should be rejected because of excessive cost. And the State may reconsider the excessiveness of any quotation's cost at any time in the evaluation process.

Interviews

The State may record any presentations, demonstrations and interviews.

Determination of Responsibility

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following factors: the Vendor's and its key team members' experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor's quotation, reference evaluations and any other information the State requests or determines to be relevant.

Changing Candidates

The major criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

It is OIT's intention to award one or more contracts under the scope of this RFQ and as based on the RFQ Calendar of Events schedule, so long as OIT determines that doing so is in the State's best interests and OIT has not otherwise changed the award date. Any award decision by OIT under this RFQ is final. After OIT makes its decision under this RFQ, all Proposers will be notified in writing of the final evaluation and determination as to their proposals.

OIT anticipates making one award(s) depending on program needs and the fit of the Proposer(s) to the scope of this RFQ.