



Project Success Center
Service · Support · Solutions

Staff Augmentation Business Analyst for eLicense System

Prepared August 4, 2011

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

State Term Schedule

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

The State desires to procure the services of a STS vendor with extensive experience in business process analysis and system requirements definition and design. This Statement of Work (SOW) identifies work to be performed under the anticipated contract to provide the Ohio Department of Administrative Services (DAS) Project Success Center (PSC) a full-time business analyst (“Contractor”) to support the agency with efforts related to the eLicense 2011 project.

The vendor candidate 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 and reporting.

The contract will be valid from approximately August 15th, 2011 (upon receipt of purchase order) through June 30, 2012 for 1800 hours. The State may renew the contract through June 30, 2013 for up to an additional 2080 hours. The vendor gathering the requirements will not be allowed to submit proposals for any future eLicense engagements due to an unfair advantage having prior knowledge of final system requirements, but vendor will not be excluded from any non-related engagements.

The State wishes to receive proposals from companies holding valid State Term Schedules contract with the State of Ohio.

BACKGROUND

eLicense is the State of Ohio’s current 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 is critical in nature as the eLicense System is the mechanism through which 25 Boards and Commissions provide and renew professional certification and licensure, allowing Ohio citizens to remain gainfully and legally employed within the State.

The current system design is outdated. To meet the current or future needs of DAS, the Boards and Commissions and the citizens of Ohio and will be converted to a .NET platform with a SQL database structure using a COTS solution which is selected through a RFP bidding process.

BUSINESS DRIVERS

To ensure a successful project DAS requires the assistance of a BA to help with the business analysis requirements for the RFP and the subsequent system.DAS

POSITION OBJECTIVE

The objective of this position is to provide business analysis support as needed for the eLicense project in order to successfully select and implement a new eLicense system.

SCOPE

The work of the contractor is to support the assigned project manager and business analyst in their efforts related to this project. The Contractor will be under the direction of the Project Manager assigned to the individual projects. The items performed by the Contractor will include, but is not limited to the following.

- Assistance in the development of the eLicense RFP
- Requirements gathering and documentation of requirements related to the eLicense system
- Assist in the software development process as necessary, participating in the development of requirements, use cases, test cases, and performing system testing as directed
- Verification of eLicense data migration from legacy application
- Development of user documentation and training as deemed appropriate, including on-line training where applicable

SKILL SET

The qualified candidate is required to have and will be evaluated against other candidates based upon the following:

Minimum skills and experiences:

- Bachelor's Degree in Information Technology, Business, or appropriate field of study
- At least 10 years IT experience
- At least 5 years experience working with end users to document current business processes
- At least 3 years experience in data gathering and facilitation techniques (i.e. meetings and Joint Application Development (JAD) sessions)
- At least 3 years experience identifying process improvements
- At least 3 years experience developing end user guides
- At least 2 years experience developing and presenting training material
- At least 2 years experience developing and performing software tests
- At least 5 years experience with Microsoft Office product suite

Preferred Skills:

- At least 3 years experience using Microsoft Visio
- At least 2 years experience using Microsoft SharePoint

Demonstrated skills and experience in:

- Business process reengineering, including gathering and documenting requirements, documenting workflows and developing specifications for programmers
- Working knowledge of the entire Software Development Life Cycle (SDLC), IT systems and processes, methodologies and their direct implementation to projects
- Strong business and systems analysis skills and experience with numerous environments and architectures
- Ability to understand, translate, and document all business and user requirements
- Use cases development
- Goals-oriented proactive team player with the demonstrated ability to multi-task and prioritize in a fast-paced professional environment.
- Excellent oral and written communication skills; able to garner support from a wide variety of stakeholders.
- Critical thinker with excellent problem solving skills that can make independent decisions within area of responsibility and expertise.

ADMINISTRATIVE

PROPOSAL INQUIRIES

Vendors 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, excluding weekends and State holidays. The State will not respond to any inquiries received after 3:00 p.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 August 10, 2011. Questions submitted after this time will not receive a response from the state.

DUE DATES

All quotations are due by 1:00 pm, EST, on August 15, 2011. 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	August 4, 2011
3. Questions from Vendors due	8:00 a.m. August 10, 2011
4. Responses to Vendors due	3:00 p.m., August 11, 2011
5. Proposal/Quotation Due Date	August 15, 2011
6. Target Date for Review of Proposal/Quotation	5:00 p.m., August 17, 2011
7. Interviews of Candidates	August 18-19, 2011
8. Anticipated decision and selection of Vendor	August 22, 2011
9. Anticipated commencement date of work	September 6, 2011

EVALUATION FACTORS FOR AWARD

EVALUATION

The following will be considered in determining the vendor to be selected for this engagement, according to a standardized scoring methodology:

- Relevant experience of proposed team members
 - Relevant skill level of proposed team members
 - Proposed contractor rate(s)
 - Company profile (history, financial stability)
-
- 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 during the RFQ process, the proposal may be eliminated or the other vendors will also be given the chance to submit substitutions of personnel also.
 - All proposals will be evaluated for meeting the requested information. Incomplete proposals will not be reviewed. The proposals that provided the requested information will be evaluated for at least the highest prioritized candidate. The proposals will be scored based on the criteria requested above. The top candidates (2-4) will be interviewed and scored to determine the most qualified candidates. Candidate substitutions between the proposal evaluation and interview periods are highly discouraged (see above). If OIT has other qualified candidates, the contractor's proposal requesting a substitution will be denied at this stage and the proposal will be eliminated from evaluation. If OIT does not have enough qualified candidates due to the substitution, all received proposals will be asked to confirm their candidates, given a couple of days to provide replacements, and the entire process will start over.

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 project schedule is not to exceed whichever of the following arrives first: 1800 hours or 6/30/2012. Consideration for extension will be made at prior to contract closeout based on need and contractor results.

Only qualified STS Vendors are invited to participate.

STATUS REPORTING

The contractor will provide weekly status reports to the State OIT. The contractor will be responsible for meeting all timelines designated by assigned Project manager. Weekly timesheets will be reviewed and signed by the OIT Project Manager. Invoices must be accompanied by timesheets and submitted monthly for payment.

NON-DISCLOSURE AGREEMENT

Both candidate and company will be required to sign a non-disclosure agreement which prevents disclosure of any data obtained while on the engagement which can be used to personally identify any parties at anytime either during or after the engagement.

GUIDELINES FOR QUOTATION PREPARATION

QUAOTATION SUBMITTAL

Each Vendor must submit three (3) complete, sealed and signed copies of its quotation and each quotation must be clearly marked “Staff Augmentation Business Analyst” on the outside of its envelope along with Vendors name. Each vendor may submit up to 2 candidates for this position.

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.

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. Each proposal must contain an identifiable tab sheet preceding each section of the proposal.

- Cover Letter
- State Term Schedule Certification
- Candidate Information:
 - Candidate References (3 minimum) - form
 - Candidate Education And Training - form
 - Additional candidate Information (optional) – vendor form
- Candidate Hourly Rate
- Conflict of Interest Statement
- Payment Address
- Proof of Insurance
- W-9 Form

The State will not be liable for any costs incurred by any offeror in responding to this RFQ, even if the State does not award a contract through this process. The State may decide not to award a contract at the State’s discretion. 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 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 contract 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 depending on program needs and the fit of the Proposer to the scope of this RFQ.

ATTACHMENT ONE

PERSONNEL PROFILE SUMMARY

CANDIDATE 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 fewer than three references are given.

CANDIDATE REFERENCES

Candidate's Name:

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:			

ATTACHMENT ONE
PERSONNEL PROFILE SUMMARY
CANDIDATE REFERENCES CONTINUED

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	
<p>Description of services provided that are in line with those to be provided as part of this Project:</p> <p>Description of how client project size and complexity are similar to this project:</p>			

ATTACHMENT TWO

PERSONNEL PROFILE SUMMARY

CANDIDATE EDUCATION AND TRAINING

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each proposed candidate and must demonstrate in detail the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFQ.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			