OhioDAS

PeopleSoft Enterprise Learning Management System (ELM)

December 17, 2012

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

State Term Schedule

# REQUEST FOR QUOTATION

DATE ISSUED: **12/17/2012**

RFQ #: **OITRFQ059**

The State of Ohio, through the Department of Administrative Services (DAS), Office of Information Technology (OIT) is requesting quotes for Implementation of the Enterprise Learning Management System (ELM).

| | |
|---|---|
| INQUIRY PERIOD BEGINS: | **01/03/2013** |
| INQUIRY PERIOD ENDS: | **01/07/2013** |
| OPENING DATE: | **01/10/2013** |
| OPENING LOCATION: | Department of Administrative Services<br>Office of Information Technology<br>Ohio Knowledge Administrative System (OAKS)<br>30 West Spring Street<br>Level 12<br>Columbus, Ohio 43215 |

This RFQ consists of the following Parts and Attachments, totaling **21** consecutively numbered pages. Please verify that you have a complete copy.

**PARTS**

| | |
|---|---|
| Overview | General Project Description |
| Part One | Statement of Work |
| Part Two | Administrative |
| Part Three | Evaluation Factors for Award |
| Part Four | Guidelines for Quotation Preparation |

**ATTACHMENTS**

| | |
|---|---|
| Attachment One | Candidate Reference Form |
| Attachment Two | Timeline |
| Attachment Three | Templates |

**OVERVIEW**

The Department of Administrative Services (DAS), Office of Information Technology (OIT), Ohio Administrative Knowledge System (OAKS), is issuing a Request for Quote (RFQ) for a qualified firm to provide PeopleSoft Enterprise Learning Management System (ELM) application/project support. The project is expected to last between six (6) to eight (8) months.

The DAS Office of Information Technology (OIT) delivers statewide information technology and telecommunication services to state government agencies, boards and commissions, as well as policy and standards development, lifecycle investment planning and privacy and security management.

The Ohio Administrative Knowledge System (OAKS) is an enterprise resource planning software system integrating central government business functions, including human resources, procurement, budgeting, accounting and asset management.

***TECHNICAL***

The State is currently using PeopleSoft ELM 9.0 with bundles applied up to #23. The PeopleTools version is 8.49.29. The State's PeopleSoft ELM 9.0 environment also includes a web farm, hosting SCORM 1.2 compliant eLearning content.

The State of Ohio owns license to and supports the PeopleSoft 9.0 Enterprise Learning Management (ELM) System. The current application impacts all learners/state employees who take training for travel and expense reimbursement and business intelligence training. Additionally, two agencies (Department of Rehabilitation and Correction and Office of Budget and Management) use ELM for agency-specific training for approximately 13,000 learners.

***BACKGROUND***

The remaining State agencies can be categorized as either:

- Manually tracking training
- Do not track training
- Use a homegrown or vendor Learning Management System (LMS)

Agencies today who manually track their training do so with spreadsheets. When asked how they track their mandated training, such as EEO and Ethics, they do so with the following mechanisms:

- Spreadsheet only
- Spreadsheet and Microsoft SharePoint lists
- Spreadsheet and AS400
- File hard copies of sign-in sheets

State agencies have expressed a strong interest in implementing ELM for their agency in its efforts to reduce:

- Statewide costs associated with learning management, travel, administrative pay and facilities management
- Time and costs associated with administration of learning and mandatory reporting

Separate from the proposed project, the state will implement a handful of functional enhancements to ELM that are required by a large number of state agencies. Additionally, it will load statewide training courses currently administered through multiple offices throughout the state (Equal Opportunity Division, Ohio Ethics Commission, State Information Security Office).

The project itself is broken down into two phases.

- Phase one includes change management activities to promote the newly added statewide training courses to all state agencies. For those statewide programs, the project team will work in conjunction with statewide program owners to promote these new courses to the broad population. Additionally, The Office of Learning and Professional Development (OLPD) will be transition to use of ELM for their statewide training courses. All mandatory statewide training will be coordinated through DAS and ELM. Lastly, one pilot agency will be on boarded into ELM and pilot the additional enhancements.

- Phase two will include the onboarding of approximately 50 remaining agencies, boards and commissions with a total of 25,000 new learners. For these agencies, the contractor will capture standard ELM configuration requirements in order to prepare ELM for agency use. These include basic configuration items such as learner groups, training facilities, and other items that must be configured for each agency. Additionally, any functional requirements submitted by agencies that are above and beyond current ELM services should be captured for consideration by the ELM Service Owner for future implementation.
  Of the 50 agencies:
    - 35 of these agencies require basic ELM functionality. For their employees, they are interested in viewing and reporting on the most basic training made available through various state programs, but will have no data to migrate into ELM and will require basic agency administrator training.
    - The remaining agencies either currently use a different learning management system, or expect to maintain an agency-specific course catalog. These agencies may also develop eLearning courses that will be loaded into ELM

During project planning, the vendor will work with state resources to define and lay out appropriate groupings of agencies to on-board, based on the complexity of the agency’s needs and change management needs for each group.

## STATEMENT OF WORK (SOW)

Scope for the Project includes leading: stakeholder engagement, communications, training design, training delivery, agency readiness, capturing agency configuration items and logging requirements for future enhancements.

The Contractor should leverage agency readiness, communication, training documentation and other change management materials already developed and used during the initial implementations of ELM 9.0 for the Office of Budget and Management and the Department of Rehabilitation and Corrections. A listing of those existing materials is below:

The ELM training and communications materials that need to be updated include, but are not limited to, the following:

1) ELM Job Aids
2) ELM Captivate Training Content
3) ELM Agency Administrator Training Content
4) ELM Agency Administrator Captivate Exercises
5) ELM Agency Administrator Learner Guides
6) ELM Communication Plan Templates
7) ELM Agency Requirement Templates

The State acknowledges the Contractor may have significant experience in the area of Change Management (including instructional design and business analysis skillsets) and seeks to incorporate best practices applied and implemented in the marketplace. The Contractor may suggest and execute modifications to the existing change management materials. This task describes the State's view of the minimum set of activities, deliverables and milestones required to deliver the ELM solution. The Contractor must include any additional considerations that would increase the overall probability of success and result in a high quality of delivery.

The State will provide oversight for the Project, but the Contractor must provide overall Change Management, along with some business analysis tasks for the Work under this Contract, including the day-to-day management of its staff. Additionally, the Contractor must provide all administrative support for its staff and activities. The Contractor must adhere to the proposed Project schedule and complete status reporting in a State approved format.

The Contractor must adhere to the following meeting and reporting requirements:

- Immediate Reporting - The Project Manager or a designee must immediately report any staffing changes for the Project to the Project Representative.
- Attend Status Meetings **-** Project team members must attend status meetings with the Project Representative and other people deemed necessary to discuss Project issues. The Project Representative will schedule these meetings, which will follow an agreed upon agenda and allow the Contractor and the State to discuss any issues that concern them.
- Provide Status Reports - The Contractor must provide written status reports to the Project Representative at least one full business day before each status meeting.
- The Contractor's proposed format and level of detail for the status report is subject to the State's approval.
- Prepare Weekly Status Reports - During the Project, the Contractor must submit a written weekly status report to the Project Representative on a mutually agreed upon day. At a minimum, weekly status reports must contain the following:
    - A description of the overall completion status of the Project in terms of the approved Project Plan (schedule and cost)
    - Updated Project schedule
    - The plans for activities scheduled for the next week
    - The status of any Deliverables

- Time ahead or behind schedule for applicable tasks
- A risk analysis of actual and perceived problems
- Strategic changes to the Project Plan

The Contractor must utilize the State's hosted document management and team collaboration tool (SharePoint). Access will be provided via internal State networks and secure external connections to all Contractor team members.

The Contractor must:

- Leverage the structure of SharePoint to support the defined State SDLC and the overall requirements of the Project.
- At the conclusion of the Project, promptly provide State personnel with machine readable and comprehensive backup copies of the information which is owned by the State and not proprietary to the Contractor or otherwise required by the State to maintain ongoing Project documentation and artifacts.

The State will provide Contractor work space at the William Green Building located 30 West Spring Street, Columbus, Ohio 43215 for the duration of the Project. Any work requiring assistance from the State staff or completion by State staff will be done at this location. The William Green Building operating hours are from 7:30 a.m. to 6:00 p.m. Monday through Friday except for State holidays with core working hours from 9:00 a.m. to 4:00 p.m. The State will provide Internet connection and printer access. The Contractor will be required to provide laptops for their staff.

***ACTIVITIES AND SEQUENCING***

The implementation schedule and work effort detailed is focused on finalizing change management & training materials, rolling out statewide learning content, gathering requirements (RICEFW) and on-boarding the pilot agency. On-boarding tasks are for the remaining phases. The activities and sequencing follows the proven implementation schedule and work effort that transpired during the Department of Rehabilitation and Corrections (DRC) project.

**P:** Primary responsible party**, S:** Secondary responsible party

**Project Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Create and Maintain Project Plan | S | P |
| Approve Project Plan | P | S |
| Review Deliverables and Manage the State's Approvals | P | S |
| Review Deliverables and Manager the Contractors Approvals | S | P |
| Approve ALL Deliverables | P | - |
| Create Project Status Reports | S | P |
| Report and Manage Issues and Risks | S | P |
| Manage Contractor Project Staff | S | P |
| Manage State Project Staff | P | S |
| Manage, Maintain and Meet Change Management/Business Analysis Deliverable Milestones | S | P |

**Analysis Phase**

During the ELM Assessment, high level requirements are documented in the Requirements Traceability Matrix (RTM). Additional configuration requirements are required for each agency. For example, learner history conversions, instructor and course configurations, learner group configurations, and workflows are all required during the analysis phase. Any identified system functionality requirements will be further vetted to identify agency impacts and potential implementation dates.

**Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Gathering additional mid to low level agency/statewide training requirements for phases 1 and 2 | S | P |
| Define the communication plan, tasks and schedule | S | P |
| Approve ALL Plans | P | - |
| Define content changes needed to ELM Training material and exercises | S | P |
| Define ELM agency process flows packages | S | P |
| Define any additional ELM agency enhancements | S | P |
| Begin to define the ELM Adoption Guidebook (identify on-boarding agencies) | S | P |
| Update the existing ELM RTM (incl., FIT/GAP Analysis) | S | P |
| Assist agency configuration contacts with ELM configuration items | P | S |
| Define the readiness assessment approach | S | P |
| Define any additional RICEFW | S | P |

**Special Note:** The focus is to provide learning management services to the majority of state agencies. While it is necessary to capture agency requirements, it may be necessary to prioritize some requirements to be delivered after the completion of this project. The majority of learning management functionality should be available in the existing system. For existing ELM functionality that do not meet identified agency's needs, will not be on-boarded during this project. Those agencies will be implemented at a later date after the project is over.

To start the analysis phase, a kick-off meeting will be held with all agency stakeholders. During this session, the project team will review the project timeline, ELM functionality and demonstration, and will ask the agency to identify their ELM Agency Administrator(s). Additionally, an agency on-boarding kit with required information and "homework" will be provided to the agency.

**Design Phase**

During the Design Phase, the Agency Engagement Consultants will confirm and submit the RICEFW (Reports, Interface, Configuration, Extension, Forms, and Workflow) documentation to Managed Services Vendor, Accenture (MSV). MSV is ultimately responsible for the ongoing management and performance of OAKS. MSV will then complete the technical designs for the RICEFW. The Agency Engagement Consultants will also work with the Agency ELM Administrator to tweak existing ELM training, documentation, and complete a project communication plan. The project team will begin training the Agency ELM Administrator how to create configuration items (category, activities, instructors, facilities). The existing ELM Agency Administrator security role will need to be revised to grant access to create configuration items and to maintain categories, facilities, equipment, items, and delivery methods.

**Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Create RICEFW items Documentation | S | P |
| Final Approval of Design Phase | P | - |
| Train agency configuration contacts for ELM configuration | P | S |
| Create/Modify ELM training material and exercises | - | P |
| Work with MSP on ELM technical enhancements | P | S |
| ELM Training Design Docs and Content | - | P |
| Document process flow packages and any miscellaneous defined agency | - | P |

| | | |
|---|---|---|
| process flows | | |

**Build Phase**

During the Build Phase, MSV will develop the RICEFW enhancements and the project configuration analysts will complete configuration. In preparation for testing, test scripts will be developed and the team will prepare for catalog item, activities, import SQL Testing and System Testing. The Agency Engagement Consultants and Agency ELM Administrator will continue to work on training materials and communications.

**Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Configure and build RICEFW items (including, Agency configure catalog data) | P | S |
| Final Approval of Build Phase | P | - |
| Build and/or modify ELM tests scripts | S | P |
| Continue building/modifying training content | - | P |

**Testing Phase**

During the Testing Phase, the following key testing activities will occur:

- System Testing
- User Acceptance Testing (UAT)
- Performance Testing

The Agency ELM Administrator will be prepared to use ELM via their hands-on involvement with User Acceptance Testing. In an effort to ensure that they make a valuable contribution, they will participate in ELM Agency Administrator training in advance of UAT.

**Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Execute test scripts for system testing | P | S |
| UAT testing (include, Agency Administrators) | P | S |
| Performance testing | P | S |
| Final Approval of Testing Phase | P | - |
| Develop ELM OAKS Adoption Guidebook | - | P |

**Deployment Phase**

During the Deployment Phase, the Agency Engagement Consultants and the Agency ELM Administrators will ensure that the training catalog is ready to move to Production. They will then fully validate the catalog in Production. Final Agency ELM Administrator training will also take place at this time. Communications to end users will be prepared and ready for distribution. MSV will lead the technical deployment and full the OAKS PMO processes. Agency internal learners will go live within a 2 week time period of each other.

**Key Tasks**

| Key Tasks | State | Contractor |
|---|---|---|
| Validate agency training catalog in production | P | S |
| Administer ELM Agency Administrator/End User training | P | S |
| Process ELM Security Forms | P | - |

**Post Go-Live Support**
Post go-live support will be provided for 30 days following the deployment. This includes technical support from MSV. Following this period of thirty days, tickets will be submitted for break/fix.

**Communications**
Communications should happen at multiple levels to ensure that existing and prospective stakeholders receive accurate and relevant messaging. The contracted change management team will follow and execute the communication plan.

**Training**
A robust training program is recommended for all levels of ELM stakeholders. Agency specific training and communications will be the responsibility of the ELM Agency Administrator. The implementation team will work with the OAKS Change Management team to create enterprise wide training for instructors, learners, and agency administrators.

***DELIVERABLES***

**Submittal of Deliverables**

The Contractor must perform its tasks in a timely and professional manner that produces Deliverables that fully meet the contract's requirements. And the Contractor must provide the Deliverables no later than the due dates the Contract requires. At the time of delivery of a written Deliverable, the Contractor must submit an original and one copy of each Deliverable, plus an electronic copy. The Contractor must provide the electronic copy in a file format acceptable to the State.

By submitting a Deliverable, the Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner that meets the Contract's requirements.

**The Contractor's Fees Structure**

The following describes the Project deliverables and what the Contractor must do to complete the Project satisfactorily. It also describes what the Offeror must deliver as part of the completed Project (the "Deliverables"). Note that the fixed cost quotes are to be included for each deliverable. Cost data should be provided showing expected effort hours and STS-approved rates for each deliverable.

| ELM Deliverable | ELM Deliverable Name | ELM Deliverable Description | Phase | STS Cost Per Deliverable |
|---|---|---|---|---|

| ELM Deliverable | ELM Deliverable Name | ELM Deliverable Description | Phase | STS Cost Per Deliverable |
|---|---|---|---|---|
| 1 | ELM Project Work Plan | Documents all of the activities, deliverables, and milestones required to complete the ELM Project. Documents might include but are not limited to the following:<br>A. Work breakdown structure<br>B. Schedules<br>C. Resource needs<br>D. Roles and responsibilities<br>E. Key milestones<br>F. Dependencies<br>G. Infrastructure impacts<br>H. Go/no-go criteria | Analysis | |
| 2 | Updated Communication Plan | Communication strategy that supports and integrates change management activities. | Analysis | |
| 3 | Updated Requirements Traceability Matrix | Update the list of the requirements for the processes that the ELM system must meet for internal and external users. | Analysis | |
| 4 | Updated ELM Process Package | For any necessary changes to ELM, update documentation for organizational Change Management “As-Is” and “To-Be” processes. Documents might include but are not limited to the following in this Process Package:<br>• Swim-lane process flows for detailed processes<br>• List of operational metrics to be used in the future for measuring to-be process effectiveness, efficiency, and service performance<br>• Identify enabling technology requirements and provide recommendations<br>• Identify organization impacts and provide recommendations<br>• Identify policy impacts and provide recommendations<br>• Identify additional Change Management impacts and provide recommendations (i.e. training material updates communication strategy, and stakeholder engagement) | Analysis | |
| 5 | Training Design Requirements | The Contractor shall be responsible for the training design utilizing best practices and tools that must incorporate all relevant State policies, procedures and guidance as defined by the State. | Design | |

| ELM Deliverable | ELM Deliverable Name | ELM Deliverable Description | Phase | STS Cost Per Deliverable |
|---|---|---|---|---|
| 6 | Updated Reports, Interfaces, Conversions, Extensions, Forms and Workflow (RICEFW) Inventory | Update the RICEFW objects and configuration changes to meet the requirements defined in the Requirements Traceability Matrix. | Design | |
| 7 | Readiness Assessment | The Contractor must develop an overall readiness assessment designed to support the go-live, which includes:<br>• A readiness assessment checklist<br>• Evaluation and recommendation of any updates to policies, procedures, forms, manuals<br>• Knowledge transfer<br>• Methods to assess the effectiveness of the training<br>• Materials to support the communication of changes in the above to any end users, agencies, vendors, etc. | Testing | |
| 8 | ELM Adoption Guidebook | Create an "ELM Adoption Guidebook" that OAKS can use as a step-by-step guide on how to convert future State agencies to use ELM. This guidebook will provide a list of detailed tasks that can be used as templates to convert each new agency into ELM. Documents might include but are not limited to the following:<br>• Identifies agencies and creates a timeline for when those agencies should convert to ELM<br>• Work breakdown structure plan<br>• Resource needs analysis plan<br>• Change Management plan<br>• Training needs analysis plan<br>• Communications plan<br>• Roles and responsibilities plan<br>• Key milestones plan<br>• Dependencies plan<br>• Schedule plan<br>• Infrastructure impacts plan<br>• Go/no-go criteria plan<br>• Functional configuration plan | Deploy | |

***Roles & Responsibilities***

***State Staff:***

| Role ID | State Role | Role Activity | FT/PT |
|---|---|---|---|
| 1 | Project Sponsors | ▪ Provide input for development of strategic objectives, potential initiatives, and anticipated benefits<br>▪ Provide input on key Project decisions<br>▪ Interpret current state policies and provide guidance on potential policy updates<br>▪ Support Project deliverables approvals | PT |
| 2 | Project Manager | ▪ Provide direction to State resources<br>▪ Review and approve deliverables<br>▪ Communicate with Project Sponsors<br>▪ Provides leadership and management of the Project<br>▪ Oversees daily Project activities including budget and schedule management<br>▪ Serve as the point of contact to coordinate the activities with the State functional Subject Matter Experts (SMEs)<br>▪ Monitors the status of the Project, and takes any steps necessary to re-direct priorities, re-define the Project organization, work plan, toward completion of the Project<br>▪ Participates in the development of a communication strategy and is responsible for the delivery and dissemination of Project communication and statuses<br>▪ Provide guidance to State and Accenture Project resources and oversee development of Project deliverables | PT |
| 3 | ELM Administrator | ▪ Facilitate contact with Agency resources for Analysis/Design workshop and data collection scheduling<br>▪ Provide information on current ELM systems, support and usage<br>▪ Provide guidance to State and Contractor Project resources and oversee development of Project deliverables | PT |
| 4 | ELM SME (Functional Lead) | ▪ Provide information on current ELM system, support and usage<br>▪ Provides PeopleSoft Enterprise Learning Management (ELM) expertise and knowledge<br>▪ Support development of Project deliverables | PT |
| 5 | ELM Configuration Analyst | ▪ Provide information on current ELM system, support and usage<br>▪ Support development of Project deliverables<br>▪ Assist in ELM configuration Project tasks | PT |

***Contractor Staff:***

| Role ID | Contractor Role | Role Activity | FT/PT |
|---|---|---|---|
| 1 | Project Manager | ▪ Manage relationships with sponsors and stakeholders<br>▪ Oversee development of Project deliverables<br>▪ Oversee daily Project activities including budget and schedule management<br>▪ Responsible for design and implementation of Project management processes, organizational structures, resource allocation assignments and other control mechanisms necessary to accomplish the Project objectives within the agreed upon time frames<br>▪ Monitor the status of the Project, and take any steps necessary to re-direct priorities, re-define the Project organization, work plan, toward completion of the Project<br>▪ Identify project issues, risks and deploys appropriate risk avoidance strategies and take appropriate mitigation action if risks materialize | FT |
| 2 | ELM Change Management/Business Analyst | ▪ Provide PeopleSoft Enterprise Learning Management or Learning Management Systems expertise<br>▪ Identify and collect business analysis data required for project deliverables<br>▪ Develop Project Deliverables (RICEFW Objects)<br>▪ Conduct Fit/Gap Analysis<br>▪ Support developing Change Management Project deliverables.<br>▪ Creates ELM Agency Adoption Guidebook | FT |
| 3 | ELM Change Management Specialist | ▪ Modify/Create ELM Change Management Material<br>▪ Identify Change Management Approach (including communication Plan)<br>▪ Develop training material<br>▪ Develop Change Management Project deliverables<br>▪ Support developing ELM Agency Adoption Guidebook | FT |

## 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 8:00 am 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
    - 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
    - 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 January 7, 2013.  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 01/10/13.  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 listed are Eastern Standard Time (EST).

| Event | Date |
|---|---|
| 1. RFQ Distribution to Vendors | December 17, 2012 |
| 2. Questions from Vendors due | 8:00 a.m.,<br>January 7, 2013 |

| | |
|---|---|
| 3. Responses to Vendors due | 4:00 p.m.,<br>January 7, 2013 |
| 4. Proposal/Quotation Due Date | 1:00 p.m.,<br>January 10, 2013 |
| 5. Target Date for Review of Proposal/Quotation | January 11, 2013 –<br>January 16, 2013 |
| 6. Interviews of Candidates/Demos/Follow-up if needed | January 17, 2013 –<br>January 24, 2013 |
| 7. Anticipated decision and selection of Vendor | January 25, 2013 |
| 8. Anticipated commencement date of work | March 5, 2013 |

## 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
- Relevant skill level
- Proposed contractor rate(s)

| Weight | Criteria |
|---|---|
| 30% | An assessment of the Vendor's ability to deliver the stated deliverables 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. |
| 15% | The extent to which Vendor's proposed approach fulfills State of Ohio's stated deliverables as set out in this RFQ. |
| 10% | The Vendor's stability, experiences, and record of past performance in delivering such services. |
| 10% | Best Overall Cost |
| 5% | MBE/Edge Vendor |
| 100% | |

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. We reserve the option to interview the top 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 through State Term Schedule (STS) contracts and must reflect or be lower than STS rates, and must use STS categories.

### *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 any time either during or after the engagement.

## GUIDELINES FOR QUOTATION PREPARATION

### *Quotation Submittal*

Each Vendor must submit three (3) complete, sealed and signed copies of its quotation and each quotation must be clearly marked "PeopleSoft Enterprise Learning Management System (ELM)" on the outside of its envelope along with Vendors name.

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. Quote should be good for a minimum of 45 days.

- Cover Letter (include phone and e-mail contact)
- MBE/EDGE Certification – if applicable
- State Term Schedule Number
- STS Labor Category Code
- Vendor Information:
  - Vendor References (3 minimum) - form
  - Vendor Resume
  - Additional Vendor Information (optional) – vendor form
- ELM Deliverables
- ELM Deliverables Cost & STS Rate
- Conflict of Interest Statement
- Payment Address
- Proof of Insurance, including workers' compensation
- 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:

**Ms. Nychola Richardson, MAS1**
**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 (optional).

**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.

**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

## VENDOR PROFILE SUMMARY

## VENDOR REFERENCES

| |
|---|
| **Vendor'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 fewer 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:**<br>**Month/Year** | **Ending Date of Employment:**<br>**Month/Year** |
| **Description of services provided that are in line with those to be provided as part of this Project:**<br><br>**Description of how client project size and complexity are similar to this project:** | | | |

**ATTACHMENT ONE**

**VENDOR PROFILE SUMMARY**

**VENDOR REFERENCES CONTINUED**

<table>
<tr><td>Client Company:</td><td>Client Contact Name:</td><td colspan="2">Client Contact Title:</td></tr>
<tr><td colspan="2">Client Address:</td><td colspan="2">Client Contact Phone Number:</td></tr>
<tr><td colspan="2">Project Name:</td><td>Beginning Date of Employment:<br>Month/Year</td><td>Ending Date of Employment:<br>Month/Year</td></tr>
<tr><td colspan="4">Description of services provided that are in line with those to be provided as part of this Project:<br><br>Description of how client project size and complexity are similar to this project:</td></tr>
</table>

**ATTACHMENT ONE**

**VENDOR PROFILE SUMMARY**

**VENDOR REFERENCES CONTINUED**

<table>
<tr><td colspan="2">Client Company:</td><td colspan="2">Client Contact Name:</td><td colspan="2">Client Contact Title:</td></tr>
<tr><td colspan="4">Client Address:</td><td colspan="2">Client Contact Phone Number:</td></tr>
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<tr><td colspan="6">Description of services provided that are in line with those to be provided as part of this Project:<br><br>Description of how client project size and complexity are similar to this project:</td></tr>
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