



Department of Administrative Services

Department of Administrative Services
Ivalua Team Lead Staff Augmentation

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

State Term Schedule Only

OITRFQ-FY21-010

Table of Contents

[INTRODUCTION AND BACKGROUND](#).....3

[PURPOSE OF THE REQUEST FOR CANDIDATE](#).....3

[BACKGROUND](#).....3

[STATEMENT OF WORK](#).....4

[ADMINISTRATIVE](#).....5

[DUE DATES](#).....5

[EVALUATION FACTORS FOR AWARD](#).....6

[EVALUATION](#).....6

[RESPONSES](#).....7

[GUIDELINES FOR CANDIDATE PREPARATION](#).....8

[CANDIDATE SUBMITTAL](#).....8

[PROPRIETARY INFORMATION](#).....8

[WAIVER OF DEFECTS](#).....9

[REJECTION OF CANDIDATES](#).....9

[TERM AND CONTRACT](#).....9

[STATUS REPORTING](#).....9

[NON-DISCLOSURE AGREEMENT](#).....9

[EVALUTATION OF CANDIDATES](#).....10

INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR CANDIDATE

Please consider this State of Ohio Department of Administrative Services (DAS) Office of Information Technology (OIT) Request for Candidate for the following request:

The State of Ohio is requesting a candidate for an experienced Ivalua Team Lead to provide hands-on functional and technical support of the Ivalua application and to manage a small team of Ivalua support personnel that also provide technical and functional support for the Ohio|Buys Ivalua system. The candidate will further possess other skills as listed in the statement of work.

Please include no more than three (3) resumes per supplier.

The Contract will be awarded on a Time & Materials arrangement and is planned to commence in November 2020, till the end of the current State fiscal year ending on June 30, 2021. The State at its discretion may renew this Contract for up to four (4) additional one-year terms, subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new state fiscal year for a maximum contract term expiring June 30, 2025.

Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of the State.

Vendor must hold a State Term Schedule (STS) to bid on this request.

BACKGROUND

The Department of Administrative Services - Office of Information Technology (DAS/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.

A key strategic initiative of DAS/OIT is the continued implementation and roll-out of a new statewide online purchasing solution that empowers both government buyers and interested suppliers. Known as Ohio|Buys, this purchasing solution is powered by the cloud-based Ivalua Source-to-Pay Suite of systems. Ohio|Buys leverages the Ivalua systems to increase purchasing efficiency, opportunities, and participation with businesses in Ohio. Ohio|Buys also provides an online shopping experience for State users purchasing contract and non-contract items provided by supplier partners. Ohio|Buys is the primary platform for users to do procurement activities with the State of Ohio. It is tightly integrated with the State's enterprise PeopleSoft ERP systems known collectively as the Ohio Administrative Knowledge Systems (OAKS). Operated by DAS, Ohio|Buys is currently available to a dozen State agencies and additional State programs. Ohio|Buys will continue to grow, expanding to include other State agencies, State programs, local governments, and higher education institutions.

STATEMENT OF WORK

The following are the Staffing Roles and Responsibilities the RFQ is requesting:

Ivalua Team Lead

Relevant Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> - Supervision of an Ivalua system production support team in the last 3 years - 5+ years of Ivalua experience including implementation and ongoing application support experience. Experience must have been in the calendar years 2010 to present - Experience with large organization use of Ivalua (i.e. over 10,000 employees) - Ability to work on-site post-Covid19 restrictions <p>Preferred:</p> <ul style="list-style-type: none"> - Integration to PeopleSoft ERP applications - Public Sector experience - Managed services/application management/outsourcing operations support experience - Excellent verbal and written communication skills - Ability to interface and resolve issues across all levels of an organization
Preferred Education and Training	<ul style="list-style-type: none"> - 4-year college degree - Project Management Professional (PMP) certification - Ivalua certifications and/or training courses (please list)
Work Breakdown	<ul style="list-style-type: none"> - 25%: Team and Operations Management - 75%: Ivalua support as described in this document
Primary Role	<ul style="list-style-type: none"> - This person will be responsible for designing and developing interfaces, integrations, queries, and other technical components of the Ohio Buys solution. They will also monitor the system interfaces, integrations, and technical issues within the solution and troubleshoot and resolve issues as they occur. They will work with the Business Support team, PeopleSoft Managed Services, Ivalua SaaS team, Security, and other applicable third parties to maintain system operations and monitor, fix and resolve issues as needed. - This person will be viewed as the support team lead and will supervise additional support staff. - This person will be expected to keep technical operations healthy and well-coordinated across all relevant stakeholder groups and will align with existing OAKS general operating processes and procedures where applicable.
Responsibilities	<ul style="list-style-type: none"> - Manage a small team of Ivalua support personnel that provide technical and functional support of the State of Ohio's Ivalua systems - Ensure Quality Assurance and consistency over work products - Work closely with Ohio Buys Management and OIT to ensure projects are in alignment with agency and enterprise IT strategic objectives and goals

	<ul style="list-style-type: none">- Act as technical Subject Matter Expert and Solution Architect for Ivalua and its integrations to external systems- Collaborate with architects, business analysts, business users, and external systems integrators in conceptualization and development of new technical objects to support Ivalua and integrated partners- Adhere to and support the use of SDLC and change control standards for technical object/code development promotion- Help set, maintain, and document design and development standards and best practice for Ivalua configurations and integrations- Evaluate requirements from functional specifications and create efficient technical integration designs/solutions- Program SQL based queries and views to develop system/workflow logic, alerts, interfaces, and customized queries/reports- Assume team lead responsibility for all interface and integration points between Ohio Buys and third-party/agency systems- Coordinate integration/interface development, testing, management, and issue resolution with partners (e.g., agencies, 3rd party applications)- Design, monitor and confirm the secure exchange of electronic data between Ohio Buys and applicable applications used by suppliers, state agencies, local government, and/or institutions of higher education- Develop inbound and outbound message formats- Design of integrations leveraging the fundamental concepts and best practices of Service Oriented Architecture (SOA)- Manage SFTP/FTP (File Transfer Protocol) accounts- Troubleshoot and resolve file format and FTP transfer issues- Maintain an operational "Run Book" specific for the State-managed components of the Ivalua solution to guide production operations- Schedule, submit, and monitor the success or failure of batch job runs (including reviewing output logs), integration flows, or application jobs- Monitor interface jobs and integration transactions and investigate and resolve errors- Coordinate integration/interface issue resolution/testing of interfaces between Ivalua and other application(s)- Act as primary point of contact for Ivalua application support issues related to integrations/interfaces- Analyze and evaluate the impact of Ivalua release patches and upgrades on systems, operations, business processes and existing integrations- Identify and system test as applicable Ivalua and third-party supplied patches and fixes for Ivalua and third-party supplied packaged systems software (including patches, service packs, and new releases/versions)- Coordinate with application owners to resolve connectivity/system uptime issues
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	<ul style="list-style-type: none"> - Coordinate with functional analysts to test impacts of pushed changes to the software application - Help identify and implement Open Source functional testing tools - Execute the automated test suites, interpret results, and triage/correct script issues
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ADMINISTRATIVE

DUE DATES

All quotations are due by 1:00 PM EST, October 16, 2020. 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 may not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Suppliers	October 2, 2020
2. Q&A Period	N/A
3. Quotation Due Date	October 16, 2020
4. Target Date for Interviews	October 21, 2020
5. Anticipated Decision	October 23, 2020
6. Anticipated Commencement of Work	November 16, 2020

EVALUATION FACTORS FOR AWARD**EVALUATION**

All viable candidates will be interviewed and evaluated for their fit and skills based upon the STATEMENT OF WORK discussed above. The evaluation categories and weights are listed below:

Scoring Item	Evaluation Criteria	Maximum Points
	Mandatory	
1	Operations Support Team Supervision for an Ivalua Team	10
2	5+ Years Recent Ivalua Implementation/Application Support Experience	20
3	Support for Large Organization Use of Ivalua (>10,000 employee)	5
4	Ability to Work Onsite (Local Preferred)	10
	Preferred	
5	Integration to PeopleSoft ERP Applications	5
6	Public Sector Experience	5
7	Operations Support Experience Match to Requested Responsibilities	25
8	Excellent Communication skills	5
9	Demonstrated Ability to Resolve Issues Across All levels of Organization	5
SKILLS TOTAL		
10	At Least 2 Reference Contacts	10
GRAND TOTAL		100

RESPONSES

Offeror responses **must** include:

One (1) Biographical (4-page maximum) Resume for Each Proposed Candidate that identifies and focuses on the Staffing Roles and Responsibilities as it relates to this solicitation and include at least 2 Reference Contacts.

GUIDELINES FOR CANDIDATE PREPARATION

CANDIDATE SUBMITTAL

Each Supplier must submit an electronic copy in **PDF Format ONLY** of its candidate with the email subject clearly marked “**Ivalua Team Lead Staff Augmentation– OITRFQ-FY21-010**” **along with the Suppliers name.**

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

- Cover Letter
- Supplier contact name, email address, and phone number
- MBE or EDGE Certification – if applicable
- State Term Schedule (STS) Number
- Candidate Information:
 - Candidate Resume(s)
 - Discipline Expertise of Subject Matter
 - Additional Candidate Information (Optional)
- Conflict of Interest Statement (if applicable)
- Payment Address
- Proof of Insurance
- W-9 Form

The State will not be liable for any costs incurred by any supplier 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 candidates regardless of the cause for the delay. The State may also reject any candidate that it believes is not in its interest to accept and may decide not to do business with any of the Suppliers responding to this RFQ.

Candidates **MUST** be submitted electronically to the State’s Procurement:
OITAPRRequests@das.ohio.gov

PROPRIETARY INFORMATION

All candidates 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 candidate or supporting materials because the State will have the right to use any materials or ideas submitted in any candidate without compensation to the Supplier. Additionally, all candidates will be open to the public after the contract is awarded.

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

WAIVER OF DEFECTS

The State has the right to waive any defects in any candidate or in the submission process followed by a Supplier. 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 Suppliers.

REJECTION OF CANDIDATES

The State may reject any candidate 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 candidates, and seek to do the work through a new RFQ or other means.

TERM AND CONTRACT

- Compensation for work performed is at a per hour of time billed. All work must be agreed to and authorized by the Project Manager(s).
- No additional costs, such as travel, meals, lodging, taxes, parking or other associated costs may be charged separately for this work.
- All contractors shall read, acknowledge and follow agency policies, rules and guidelines.
- All work performed by the supplier shall be deemed a “work-for-hire,” and shall be the sole property of the State of Ohio. The supplier may not use such work without DAS OIT’s written consent.
- The Contract will be awarded on a Time & Materials arrangement and is planned to commence in November 2020, till the end of the current State fiscal year ending on June 30, 2021. The State at its discretion may renew this Contract for up to four (4) additional one-year terms, subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new state fiscal year for a maximum contract term expiring June 30, 2025.
- Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of the State.
- Vendor must hold a State Term Schedule (STS) to bid on this request.

STATUS REPORTING

The contractor will provide weekly status reports to the State. The contractor will be responsible for meeting all timelines designated by the assigned Project Manager.

NON-DISCLOSURE AGREEMENT

Both candidate and company may 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.

EVALUTATION OF CANDIDATES

Clarifications and Corrections

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

Requirements

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

The evaluation process **may** consist of the following:

1. The procurement representative's initial review of all submittals
2. Interviews (mandatory for selected candidates)

Initial Review

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

Committee Review of the Candidates

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

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

At any time during this phase, the State may ask a Supplier to correct, revise, or clarify any portions of its candidate. The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each candidate considered.

Once the technical merits of a candidate are considered, the costs of that candidate will be considered. But the State may also consider costs before evaluating the technical

merits of the candidates by doing an initial review of costs to determine if any candidates should be rejected because of excessive cost. And the State may reconsider the excessiveness of any candidate'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 Suppliers or its key team members to ensure that the Supplier is responsible. The Contract may not be awarded to a Supplier that is determined to be not responsible. The State's determination of a Supplier's responsibility may include the following factors: The Supplier'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 Supplier's candidate, 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 Supplier's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

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