

NOTICE


This opportunity is being released to DBITS Contractors pre-qualified as a result of Open Market RFP #0A1147.

ONLY Contractors pre-qualified in Category Five, Technology Upgrade / Migration and Transformation Category, are eligible to submit proposal responses AND to submit inquiries. The State does not intend to respond to inquiries or to accept proposals submitted by organizations not pre-qualified in this Technology Category.

An alphabetical listing of Contractors pre-qualified to participate in this opportunity follows:

Accenture	PCM Sales, Inc.
Advocate Consulting Group	Peerless Technologies
Advocate Solutions LLC	Persistent Systems
Axia Consulting	Planet Technologies
CapTech Ventures	Pomeroy IT Solutions
Cardinal Solutions Group	Prelude System
CGI Technologies and Solutions, Inc.	Quantum LLC
CMA Consulting Services	Quick Solutions
Computer Aid, Inc.	R. Dorsey & Company
Crowe Horwath LLP	Radiant Technology
ERP Analysts	Sense Corporation
HMB, Inc.	Sogeti USA, LLC
IBM	Sondhi Solutions
IIT Contacts	Systems Technology Group, Inc.
Information Control Company	Team Ray Technologies, LLC
Kunz, Leigh & Associates	Teranomic
MAXIMUS Human Services, Inc.	The Greentree Group
McGladrey LLP	UMT Consulting
MGT of America, Inc.	Unicon International. Inc.
Navigator Management Partners LLC	

Statement of Work Solicitation

	State of Ohio Bureau of Workers' Compensation Oracle Financials ERP Cloud Migration Project Statement of Work	DBITS Solicitation ID No.	Solicitation Release Date
		DBBWC-21-05-001	12/04/2020

Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide The Ohio Bureau of Workers' Compensation with information technology services in the Application Upgrade and Migration Category. A prequalified Contractor, herein after referred to as the "Contractor", shall furnish the necessary personnel, equipment, material and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, Scope of Work.

Table of Contents:

- Section 1: Purpose
- Section 2: Background Information
- Section 3: Scope of Work
- Section 4: Deliverables Management
- Section 5: SOW Response Submission Requirements
- Section 6: SOW Evaluation Criteria
- Section 7: SOW Calendar of Events
- Section 8: Inquiry Process
- Section 9: Submission Instructions & Location
- Section 10: Limitation of Liability

Supplements:

- Supplement 1: State Information Security and Privacy Requirements/State Data Handling Requirements
- Supplement 2: State IT Policy, Standard and Service Requirements
- Supplement 3: BWC/IT Technical Requirements
- Supplement 4: Business Requirements Document

Timeline:

SOW Solicitation Release to Contractor:	12/04/2020
Inquiry Period Begins:	12/04/2020
Inquiry Period Ends:	12/18/2020
Proposal Response Due Date:	01/06/2021 1:00 pm

Section 2: Background Information

2.1 Agency Information

Agency Name	Ohio Bureau of Workers' Compensation (BWC)
Bill to Address	Account Payable - Level 24 Ohio Bureau of Workers' Compensation 30 W Spring St Columbus, OH 43215

2.2 Project Information

Project Name	Oracle Financials ERP Cloud migration
--------------	---------------------------------------

<p>Project Background & Objective</p>	<p>BACKGROUND The Bureau of Workers Compensation (BWC) currently runs the <i>Oracle E-Business Suite, Release 12.1.3</i>. This product will be out of support fall of 2021. The purpose of this project is to migrate to <i>Oracle Financials Cloud 20x</i> before that time. BWC has acquired the appropriate Oracle ERP Cloud licenses commensurate to BWC's current on prem solution. This solicitation is for an integration team to complete the migration meeting the objectives below prior to the existing solution out of support date.</p> <p>OBJECTIVE Hire an Integration team to develop and implement solutions to:</p> <ul style="list-style-type: none"> • Provide proper configuration of the Oracle cloud solution to meet BWC's needs • Integrate the solution into BWC's network security • Convert existing BWC ERP data • Accept data from both 3rd party (i.e. BNY Mellon and State of Ohio OAKS system) and internal systems such as Coresuite and Rates and Payments into Financials • Train BWC Finance and IT staff in use and support of the Oracle Cloud ERP implementation <p>EXPECTED BENEFITS</p> <ul style="list-style-type: none"> • A more rapid and robust migration to Oracle Financials Cloud than would be possible with Bureau resources alone • Leverage functionality provided by the Oracle Cloud ERP product (workflow, drill down reports, etc.) not presently configured in BWC's Oracle E-Business Suite • Review manual processes applicability to being cost effectively replaced with out of the box (OOTB) Cloud ERP functionality
<p>Expected Project Duration</p>	<p>The selected Contractor will be notified by BWC when work may begin. The estimated start date for this project is by no later than 01/25/21. (If there is no need for a short-list interview schedule, this date may be earlier). This project is expected to be completed by no later than 12/31/21.</p>

Project Milestones	
Estimated Dates	Milestone
01/18/2021	Kickoff Meeting
02/12/2021	Completion of Planning Phase
12/31/2021	Completion of final production deployment of all agreed upon features in product backlog
04/14/2022	Completion of Postproduction Support
2.4	<p>Contractor's Work Effort Requirement: The Contractor's full-time regular employees must perform at least 50% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining 50% of the effort.</p>
2.5	<p>Ohio Certified MBE Set-Aside Requirement: None</p>

Section 3: Scope of Work

Features provided by Oracle ERP Cloud must be configured, migrated from BWC's Oracle E-Business Suite or developed by the Contractor as part system integration processes to preserve current BWC functionality outlined below:

A/R PROCESSING OF MISC BILLINGS AND RECEIPTS

- Conversion of existing configuration and code tables to support A/R sub-ledger
- Internal interface of the A/R sub-ledger to the General Ledger
- Invoicing / Statement functionality
- Interface of claim billings from the Rates and Payments System (Bankrupt Self-Insured Employers)
- Interface from or replacement of the MS Access Payment Tracker (Service Office Admin Misc. Payments)
- Required Reporting
- Conversion of historical A/R data

ASSET MANAGEMENT

- Conversion of existing configuration and code tables to support Fixed Asset sub-ledger
- Scan gun data upload capability for asset tracking (MCL v2 software – custom .net)
- Internal interface of the F/A sub ledger to the General Ledger
- Required reporting
- Conversion of historical F/A data

GENERAL LEDGER

- Maintain General Ledger for Weekly, Monthly and Annual Reporting
- Rollup of sub-ledgers into General Ledger (A/R, Fixed Asset)
- Interfaces (currently CoreSuite, Rates and Payments System, State of Ohio OAKS, BNY Mellon Investment Accounting)
- Capability to review interfaced transactions before posting to General Ledger
- Required Financial Reporting – Financial Statements and standard detail reporting for analysis
- Continue to have the capability to Export reports in to Excel for analysis
- Conversion of historical G/L data

BUDGET

- Budget creation ideally with each department capable of submitting departmental budgets direction to the Oracle Cloud ERP solution
- Interface from General Ledger for Actual vs. Budgeted reporting and projection of future expenditures.
- Required Reporting
- Conversion of historical budget data

In addition, BWC requires the Contractor to advance the current functionality to take advantage of the Oracle ERP toolset. Functionality in each area includes user customizable reporting, workflow for management review and approval. Specific advancements by area are:

GENERAL REQUIREMENTS

- The Contractor must create and demonstrate Board presentation quality reports with drilldown capabilities
- Configure and demonstrate how images or attachments can be linked to journal entries, accounts and transactions
- The Contractor must provide staff training on general ERP functionality, with focus on user customizable reporting

A/R PROCESSING OF MISC BILLINGS AND RECEIPTS

- Automated invoicing configuration that allows end users to set parameters
- Ability to review historical staff activity performed in the Oracle ERP solution (Audit Trail)

ASSET MANAGEMENT

- Correction of the existing F/A sub-ledger interface to the G/L

GENERAL LEDGER

- Workflow for management to review and approve balanced journal entries prior to posting or when manual journal entries exceed pre-defined limits

BUDGET

- Payroll projections/maintenance of ongoing payroll funding is derived from individual employee-based OAKS reporting and manually summarized and entered into Oracle at departmental level. This causes the payroll funding estimates to drift as staff change departments. BWC requires the Contractor to demonstrate how these reports can be uploaded/integrate into the Oracle SaaS ERP solution to more accurately forecast and update payroll needs throughout the fiscal year
- Auto copy function as configured, requires prior year entities to be heavily manipulated to reflect the current fiscal year. BWC requires the Contractor to improve the Auto Copy configuration to reduce or eliminate the manual effort required to use this function
- BWC's desire is to have the entire annual budget creation process contained within the ERP solution but due to unknowns such as additional burdens on BWC user community or extending licensing may limit BWC's ability to execute on that desire. BWC and the Contractor will discuss options and requirements to decide on the appropriate path. At a minimum the final annual BWC budget must be included in the ERP solution to support the monthly G/L reconciliation process

Single Sign-On

“The future solution must follow either NIST standards for federated identity management, and be capable of consuming OpenId Connect protocol, or Security Access Markup Language (SAML) 2.0 identity assertions, or be capable of consuming HTTP header identity assertions and leveraging it for SSO (Single Sign-On). HTTP header-based identity assertions integration patterns include, but are not limited to, Trust Association Interceptor and Lightweight Third-Party Authentication.”

1. The future solution must follow either NIST standards for federated identity management and be capable of consuming Security Access Markup Language (SAML) 2.0 identity assertions, or be capable of consuming HTTP header identity assertions and leveraging it for SSO (Single Sign-On). HTTP header-based identity assertions integration patterns include, but are not limited to, Trust Association Interceptor and Lightweight Third-Party Authentication.
2. The future solution must be capable of delegating user registration, business entity registration and business user registration to the State’s Enterprise Identity Management (EIDM) system. If the future solution has a local user repository, it must offer a published web services-based API to allow State’s EIDM system to manage users in its local repository. The solution’s web services-based API must include capability to add, modify, remove, suspend and restore users in its local repository.
3. The future solution must support identity assurance levels 3 and 4 based on NIST 800-63-2 standards and be capable of supporting the emerging NIST 800-63-3 standard. The future solution must be capable of specifying criteria in the solution that must trigger Identity Proofing and Two Factor Authentication (2FA), so that it can be configured with the State’s InnovateOhio Platform. The future solution must also be capable of consuming Identity Proofing and 2FA services that are offered by State as NIST 800-63 Levels 2 and 3 compliant services.
4. The solution must have logging that can integrate with the State’s Security Information and Event Management (SIEM) framework, to support report generation and alerting of State Security personnel both directly and via the State’s SIEM framework.
5. The future solution must provide support for a minimum of 256-bit TLS encryption for transport and must be configured to communicate using TLS/ SSL or other appropriate forms of encryption.
6. The future solution must be configurable to transmit transactional data to the State’s Fraud Detection framework and be configurable to accept input from it as part of its transaction workflow.
7. The future solution must follow NIST 800-53 control standards for secure access to data and systems.

Section 3.1 – Assumptions and Constraints

Assumptions	Target solution will utilize out of the box (OOTB) features of the Oracle Cloud ERP solution whenever possible.
	Contractor will document configurations made to the Oracle Cloud ERP solution in detail for future maintenance and support.
	The Contractor will assist BWC with any network security requirements, interfaces changes, or other technical infrastructure needs required to meet the scope of work defined in section 3.0.
	The Contractor must provision a team to fulfill the following roles but may add others at Contractor’s discretion to complete the work: <ul style="list-style-type: none"> • Project Manager • Business Analyst • Network Security Analyst • Data Conversion Analyst • Testing Lead • Training Lead
	The BWC sponsors (Finance and IT) will be responsible for the following: <ul style="list-style-type: none"> • Work with team in finalizing/approving business configuration in the cloud ERP solution • Assist Contractor in building test data to support testing cycles • Review and approve test strategy and test cases • Develop, execute and approve user acceptance testing • Review and approve load testing • Responsible for data migration verification and migration correction decisions • Build new workflow and revise internal business processes/procedures in support of target solution • Network, Security, Database Administration and Integration with BWC technical environment • Work with Contractor Training Lead to develop training materials and conduct training for all related project stakeholder groups • Communication of overall product status and product implementation
Constraints	Implementation must not disrupt already in-place data collection and business processes.
	Travel expenses are the responsibility of the Contractor and will not be billed to BWC.

Section 3.2 – Detailed Description of Deliverables

- If the deliverable cannot be provided within the scheduled time frame, the Contractor is required to contact the BWC PM in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project and may not extend past the support of the current Oracle product - fall of 2021.
- A request for a revised schedule must be reviewed and approved by the BWC PM before placed in effect.

Deliverable Name	Deliverable Description
Project Plan & Schedule	Suggested order of features broken into releases showing projected timelines along with required tasks and dependencies for efforts outside of Contractor's responsibilities. <i>(This will be maintained for the duration of the project with adjustments based on progress).</i>
Network and Security Design	Provides the technical requirements to integrate the Oracle Cloud ERP solution into BWC's existing single sign on Microsoft AD environment created with input from BWC's Network team.
Cloud Environments (Dev/Sys/Prod)	Set up sandbox instances of BWC's Oracle ERP Cloud environment. Define the security & network requirements for this solution. Work with our network staff to allow Single Sign-on (SSO) access to internal staff. BWC requires over the course of the project at least two test and one production cloud environment to be created.
Updated Business Requirements document	Meetings with the four business areas and IT to discuss specific needs and processes (elicitation of what is included in this document). Adjustments to the original Business Requirements to reflect agreed changes as part of discovery and configuration.
Configuration Documentation	The deliverable will document the configuration changes for each of the five areas within the ERP tool. Technical & Administration, A/R, F/A, G/L and Budget.
Initial Cloud Configuration:	Migrate BWC's code tables and system configuration to support requested functionality <i>(except legacy data)</i> . Includes internal integration of sub-ledgers to G/L and G/L actuals to Budget. Sandbox demonstration of OOTB Invoicing, reporting, workflow, and other Oracle provided features are functional with BWC's configuration and code tables.
Training Plan	Plan for Administrative, IT support and business user training.
Training Phase 1	Bring up second cloud environment to be used as a Training and Testing area. Train BWC project resources (fewer than 12 staff) to assist with testing of the above functionality. This is a complete training regimen of Administrative, IT Support and Business Functionality.
Training Phase 2	Staff Training of BWC specific Business Functionality.
Bi-Weekly Status Report	Includes activities from the current period, plans for the next period referencing then projects actual schedule vs. plan. Highlights any significant blockers or variance from the plan.

Conversion Plan and Analysis document	Plan outlining conversion of BWC's historical data yielding an analysis document that describing the types of data, what will and will not be converted and contingencies.
Conversion Mapping Documentation	Includes Cross walks, Decisions on data anomalies, Logic used to move data from on premise to cloud, other relevant information on conversion activities useful for post-production support.
Completion of formal UAT testing / signoff	Provide documented results of testing including bugs and resolutions prior to deploying to production.
Interface Analysis Document	Document the processes required to integrate the Oracle Cloud ERP solution with BWC's legacy and 3 rd applications.
Configured Interfaces	Existing interfaces recreated in the Oracle Cloud ERP solution, including these partners: BNY Mellon, State of Ohio OAKS, BWC's Rates and Payments System, and CoreSuite. BWC/IT staff will ensure the interfacing systems are properly partnering with the new solution. Any interface format transformation will be a BWC/IT responsibility based upon agreed upon specifications.
Production Rollout Plan	Analysis and hourly schedule for Production rollout. Includes staffing, conversion, interface schedules, etc.
Product Support Plan / Maintenance /Training	Develop a detailed product support plan for post deployment, maintenance schedules and BWC staff training.

Section 3.3 – Deliverables			
Deliverable Name	Target Due Date	Payment Eligible?	Acceptance Criteria
PROJECT START UP: <ul style="list-style-type: none"> Project Plan & Schedule Network Security Design Dev Cloud Environment 	January 25 th , 2021	No	Approval from the BWC PM/Sponsors.
DISCOVERY AND CONFIGURATION: <ul style="list-style-type: none"> Updated Business Requirements document Configuration Documentation Initial Cloud Configuration 	February 26 th , 2021	Yes	Satisfactory demonstration of the Oracle ERP Cloud Instance to the BWC project team.
TRAINING OF THE PROJECT TEAM: <ul style="list-style-type: none"> Training Plan Sys Cloud Environment Training Phase 1 	April 9 th , 2021	Yes	Approval from the BWC PM/Sponsors.
CONVERSION OF LEGACY BUDGET AND G/L DATA: <ul style="list-style-type: none"> Conversion Plan and Analysis Document Conversion Mapping Documentation 	May 14 th , 2021	Yes	Satisfactory demonstration of the Oracle ERP Cloud Instance to the BWC project team.
CONVERSION OF LEGACY A/R AND FIXED ASSET DATA:	August 13 th , 2021	Yes	Satisfactory demonstration of the Oracle ERP Cloud

Section 3.3 – Deliverables			
Deliverable Name	Target Due Date	Payment Eligible?	Acceptance Criteria
<ul style="list-style-type: none"> • Conversion Plan and Analysis Document • Conversion Mapping Documentation 			Instance to the BWC project team.
REBUILD EXISTING ERP INTERFACES: <ul style="list-style-type: none"> • Interface Analysis Document • Configured Interfaces 	September 10 th , 2021	Yes	Successful import of data from external systems and demonstration of respective functionality for all interfaces listed.
TRAINING BUSINESS TEAM <ul style="list-style-type: none"> • Training Plan • Prod Cloud Environment • Training Phase 2 	October 29 th , 2021	Yes	Approval from the BWC PM/Sponsors.
PRODUCTION MIGRATION <ul style="list-style-type: none"> • Production rollout plan • Execution of the production Rollout plan 	November 29 th , 2021	Yes	Approval from the BWC PM/Sponsors.
THROUGHOUT PROJECT: <ul style="list-style-type: none"> • Bi-Weekly Status Reports • Product Backlog Updates • Project Plan and Schedule Updates 	N/A	No	Approval from the BWC PM/Sponsors.
POST DEPLOYMENT SUPPORT / MAINTENANCE PHASE: <ul style="list-style-type: none"> • Product Support Plan / Maintenance / Training • 90 days of covered warranty support 	December 31 st 2021	Yes	Approval from the BWC PM/Sponsors.

3.4 Roles and Responsibilities

Project or Management Activity/Responsibility Description	Contractor	Agency
Project Plan & Schedule	X	
Bi-Weekly Status Reports	X	
Overall Project Status Reports		X

3.5 Restrictions on Data Location and Work

- The Contractor must perform all work specified in the SOW Solicitation and keep all State data within the United States, and the State may reject any SOW Response that proposes to do any work or make State data available outside the United States.
- The Contractor must comply with all state and federal laws regarding equal employment opportunity and fair labor and employment practices, including Ohio Revised Code Section 125.111 and all related Executive Orders.

3.6 Resource Requirements

- BWC will provide Contractor's teamwork spaces at BWC's Central Office (30 W. Spring St, Columbus, OH 43215) as well as all required laptops, development software and access. Any additional software recommended by the Contractor's team to be part of the technology stack must have prior approval, in writing, for use by BWC IT.
- Contractor's team must be located on-site for certain aspects of this contract, such as requirements gathering, demonstrations of functionality, training and implementation support. Additionally, key technical and progress meetings may require on-site attendance.

Section 4: Deliverables Management

4.1 Submission/Format

PM Artifact/Project Work Product	Submission	Format
All project documents are to be delivered electronically	Published to project repository site	Microsoft Office compatible (Where applicable)

4.2 Reports and Meetings

The Contractor is required to provide the BWC PM with bi-weekly written progress reports of this project. These are due to the Agency contract manager by the close of business on the Monday after the sprint planning session throughout the life of the project.

- The progress reports must cover all work performed and completed during this period for which the progress report is provided and must present the work to be performed during the subsequent period.
- The progress report must identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- The Contractor must conduct weekly status meetings with the BWC PM designated by the BWC PM. The meetings can be in person or over the phone at the discretion of the BWC PM.
- The Contractor is responsible for overall BWC / Contractor team meetings to demonstrate the planned deliverables for team member’s and business stakeholders/sponsor’s feedback and be made available for use by the business.

4.3 Period of Performance

The period of performance begins on the date the contract purchase order is provided to the solution provider and ends upon 04/14/2022 or upon completion of the project deliverables, whichever date is earliest. Performance is based on the delivery and acceptance of each deliverable.

4.4 Performance Expectations

This section sets forth the performance specifications for the Service Level Agreements (SLA) to be established between the Contractor and State. Most individual service levels are linked to “Fee at Risk” due to the State to incent Contractor performance.

The Service Levels contained herein are Service Levels for this SOW Solicitation. Both the State and the Contractor recognize and agree that Service Levels and performance specifications may be added or adjusted by mutual agreement during the term of the Contract as business, organizational objectives and technological changes permit or require.

The Contractor agrees that 10% of the not to exceed fixed price for the SOW will be at risk (“Fee at Risk”). The Fee at Risk will be calculated as follows:

Total Not to Exceed Fixed Price (NTEFP) of the SOW	x	10 %	=	Total Fee at Risk for the SOW
---	---	-------------	---	--------------------------------------

Furthermore, in order to apply the Fee at Risk, the following monthly calculation will be used:

Monthly Fee at Risk	=	Total Fee at Risk for the SOW
		Term of the SOW in months

The Contractor will be assessed for each SLA failure and the “Performance Credit” shall not exceed the monthly Fee at Risk for that period. The Performance Credit is the amount due to the State for the failure of SLAs. SLAs will be measured at the end of the project and the monthly fee at risk applies and is cumulative.

At the end of the project, there will be a “true-up” at which time the total amount of the Performance Credit will be calculated (the “Net Amount”), and such Net Amount may be off set against any fees owed by the State to the Contractor, unless the State requests a payment in the amount of the Performance Credit.

The Contractor will not be liable for any failed SLA caused by circumstances beyond its control, and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the Contractor promptly, notifies the State in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the Services in accordance with the SLAs as soon as reasonably possible.

To further clarify, the Performance Credits available to the State will not constitute the State’s exclusive remedy to resolving issues related to the Contractor’s performance. In addition, if the Contractor fails multiple service levels during a reporting period or demonstrates a pattern of failing a specific service level throughout the SOW, then the Contractor may be required, at the State’s discretion, to implement a State-approved corrective action plan to address the failed performance.

SLAs will commence when the SOW is initiated.

Monthly Service Level Report. On a monthly basis, the Contractor must provide a written report (the “Monthly Service Level Report”) to the State which includes the following information:

- Identification and description of each failed SLA caused by circumstances beyond the Contractor’s control and that could not be avoided or mitigated through the exercise of prudence and ordinary care during the applicable month;
- the Contractor’s quantitative performance for each SLA;
- the amount of any monthly performance credit for each SLA;
- the year-to-date total performance credit balance for each SLA and all the SLAs;
- upon state request, a “Root-Cause Analysis” and corrective action plan with respect to any SLA where the Individual SLA was failed during the preceding month; and
- trend or statistical analysis with respect to each SLA as requested by the State

The Monthly Service Level Report will be due no later than the tenth (10th) calendar day of the following month.

SLA Name	Performance Evaluated	Non-Conformance Remedy	Frequency of Measurement
Delivery Date Service Level	The Delivery Date Service Level will measure the percentage of SOW tasks, activities, deliverables, milestones and events assigned specific completion dates in the applicable SOW and/or SOW project plan that are achieved on time. The State and the Contractor will agree to a project plan at the commencement of the SOW and the Contractor will maintain the project plan as agreed to throughout the life of the SOW. The parties may agree to re-baseline the project plan throughout the life of the SOW. Due to the overlapping nature of tasks, activities, deliverables, milestones and events a measurement period of one calendar month will be established to serve as the basis for the measurement window. The Contractor will count all tasks, activities, deliverables, milestones and events to be completed during the measurement window and their corresponding delivery dates in the applicable SOW and/or SOW project plan. This service level will commence upon SOW initiation and will prevail until SOW completion.	Fee at Risk	Monthly

	<p style="text-align: center;">Compliance with delivery date is expected to be greater than 85%</p> <p>This SLA is calculated as follows: “% Compliance with delivery dates” equals “(Total dates in period – Total dates missed)” divided by “Total dates in period”.</p>		
Deliverable Acceptance Service Level	<p>The Deliverable Acceptance Service Level will measure the State’s ability to accept Contractor deliverables based on submitted quality and in keeping with defined and approved content and criteria for Contractor deliverables in accordance with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is a quarter of a year. The first quarterly measurement period will commence on the first day of the first full calendar month of the Contract, and successive quarterly measurement period will run continuously thereafter until the expiration of the applicable SOW.</p> <p style="text-align: center;">Compliance with deliverable acceptance is expected to be greater than 85%</p> <p>This SLA is calculated as follows: “% Deliverable Acceptance” equals “# Deliverables accepted during period” divided by “# Deliverables submitted for review/acceptance by the State during the period”.</p>	Fee at Risk	Monthly
Scheduled Reports Service Level	<p>The Scheduled Reports Service Level will measure the receipt of Reports within SLA schedule or other established time frames.</p> <p>This SLA is calculated as follows: “Scheduled Reporting Performance” equals “(Total Number of Reports Required – Total Reports Missed/Missing)” divided by “Total Number of Reports Required”.</p>	Fee at Risk	Monthly
System Test Execution Exit Quality Rate	<p>The System Test Execution Exit Quality Rate will, prior to UAT, be determined using the results of Contractor generated pre-test strategy, executed testing cases including functionality, performance, integration, interfaces, operational suitability and other test coverage items comprising a thorough Contractor executed system testing effort. Regression Testing must be performed as necessary. “System Test Execution Exit Quality Rate” means the inventory of all test cases performed in conjunction with Contractor system testing, or testing otherwise preceding the State’s User Acceptance Testing efforts, presentation of resultant test performance inclusive of identified errors or issues (by priority), impact areas and overall testing results to the State otherwise referred to as “Testing Results”.</p> <p>This Service Level begins upon Contractor presentation of the aforementioned Testing Results to the State prior to the State conducting UAT. The initial service level shown for this SLA will be 90.0%, exclusive of Critical and High defects (which must be resolved prior to presentation to the State) and will be validated during an initial</p>	Fee at Risk	Monthly

	<p>measurement period. The initial and subsequent measurement periods will be as mutually agreed by the Parties. Following the initial measurement period, and as a result of any production use the Service Level will be adjusted to 95%.</p> <p style="text-align: center;">Compliance with the System Test Execution Exit Quality Rate is expected to be greater than or equal to 90% prior to UAT and greater than or equal to 95% in production</p> <p>This SLA is calculated as follows: "System Test Quality/Exit Rate" equals "Total Test Cases Passing Contractor System Test Efforts" divided by "Total Executed during System Testing Effort".</p>		
Mean Time to Repair/Resolve Critical Service Level	<p>The Mean Time to Repair/Resolve Critical Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope Critical Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "Critical Defect Service Request" affects critical functionality or critical data. No work-around exists.</p> <p>* In lieu of any specifically stated SLA determined by the project sponsor, the default requirement shall apply.</p> <p style="text-align: center;">Mean Time to Repair/Resolve pre-implementation Critical Defects is expected to be less than or equal to 24 hours*</p> <p style="text-align: center;">Mean Time to Repair/Resolve post-implementation Critical Defects is expected to be less than or equal to 24 hours</p> <p>This SLA is calculated as follows: "Mean Time to Repair/Resolve (Critical Defects)" equals "Total elapsed time it takes to repair Critical Defect Service Requests" divided by "Total Critical Defect Service Requests".</p>	Fee at Risk	Monthly
Mean Time to Repair/Resolve High Service Level	<p>The Mean Time to Repair/Resolve High Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope High Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "High Defect Service Request" affects critical functionality, but there is a temporary work-around however it is difficult to implement.</p> <p style="text-align: center;">Mean Time to Repair/Resolve pre-implementation High Defects is expected to be less than or equal to 72 hours</p> <p style="text-align: center;">Mean Time to Repair/Resolve post-implementation High Defects is expected to be less than or equal to 72 hours</p> <p>This SLA is calculated as follows: "Mean Time to Repair/Resolve (High Defects)" equals "Total elapsed time it takes to repair High Defect Service Requests" divided by "Total High Defect Service Requests".</p>	Fee at Risk	Monthly
Mean Time to Repair/Resolve	<p>The Mean Time to Repair Medium Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope Medium Defect service requests in the</p>	Fee at Risk	Monthly

Medium Service Level	<p>Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "Medium Defect Service Request" affects minor functionality or non-critical data. There is an easy, temporary work-around.</p> <p>Mean Time to Repair/Resolve pre-implementation Medium Defects is expected to be less than or equal to 7 calendar days</p> <p>Mean Time to Repair/Resolve post-implementation Medium Defects is expected to be less than or equal to 7 calendar days</p> <p>This SLA is calculated as follows: "Mean Time to Repair/Resolve (Medium Defects)" equals "Total elapsed time it takes to repair medium Defect Service Requests" divided by "Total Medium Defect Service Requests".</p>		
-----------------------------	--	--	--

4.5 BWC Responsibilities/Staffing

BWC Finance will be responsible for the following:

- Provide initial version of process functionality and clarification of details in what must be delivered
- Any decisions on how new functionality must be implemented
- Testing resources
- User Acceptance
- Business Support staff for the Oracle ERP configuration and reports

BWC IT will be responsible for the following:

- Overall Project Management
- BWC Network set up (Access, VPN, workstations, software)
- Provide direction on overall architecture, technology stack and security guidelines at BWC
- Provide integration methods to obtain data from the BWC legacy systems
- Any required IT Support staff for the Oracle ERP solution including interfaces

Project Role/Responsibility	Percent Allocated
Project Manager to: <ul style="list-style-type: none"> • Manage the overall work on the project • Provide internal status reports and general communication to business and IT management 	50 %
Business Analyst to: <ul style="list-style-type: none"> • Work with Business sponsors and Contractor in developing/maintaining user stories, refining product backlog and building out training materials • Work with internal BWC and State of Ohio IT in defining interface specifications 	100 %
Technical Lead to: <ul style="list-style-type: none"> • Provide general technical oversight and guidance • Work with internal BWC and State of Ohio IT in defining network, data and security infrastructure needs 	40 %
Quality Analyst to: <ul style="list-style-type: none"> • Ensure completeness of user story acceptance criteria for each sprint • Conduct testing of acceptance criteria for each sprint • Manage/conduct formal performance and user acceptance testing prior to move to production 	100 %
Infrastructure Support for setting up and maintaining Dev, Test, UAT and Production servers and network access	As Needed
Internal Audit	As Needed

5.1 Response Format, Content Requirements

An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered.

Each Proposal must contain the following:

1. Cover Letter
2. Prequalified Contractor Experience Requirements
3. Subcontractors Documentation
4. Staffing plan, personnel resumes, time commitment, organizational chart
5. Project Team Qualifications
6. Assumptions
7. Payment Address
8. Contingency Plan
9. Project Plan
10. Project Schedule (WBS using MS Project or compatible)
11. Communication Plan
12. Risk Management Plan
13. Quality Management Plan
14. Fee Structure including Estimated Work Effort for each Task/Deliverable
15. Rate Card
16. **Completed** Supplement One – State Information Security and Privacy Requirements/State Data Handling Requirements
17. **Completed** Supplement Two – State IT Policy, Standard and Service Requirements

Include the following:

1. Cover Letter
 - a. Must be in the form of a standard business letter;
 - b. Must be signed by an individual authorized to legally bind the Contractor;
 - c. Must include a statement regarding the Contractor's legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business; please list any Ohio locations or branches;
 - d. Must include a list of the people who prepared the Proposal, including their titles; and
 - e. Must include the name, address, e-mail, phone number, and fax number of a contact person who has the authority to answer questions regarding the Proposal.
2. Prequalified Contractor Experience Requirements
 - a. Each proposal must include a brief executive summary of the services the Contractor proposes to provide and one representative sample of previously completed projects as it relates to this proposal (e.g. detailed requirements documents, analysis);
 - b. Each proposal must describe the Contractor's experience, capability, and capacity to provide integration services and optionally any Solicitation Assistance provided by others. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW for each of the resources identified in Section 5.1.
 - c. Each proposal must describe Contractor's experience working with State Agencies, working with Account Receivables processes, experience working with GAAP accounting methods and experience working with Budgeting and planning methods for government agencies.

Mandatory Requirements:

- d. The Contractor must have performed similar work for at least 1 project within the past 2 years and must demonstrate that they meet this requirement by including a list of at least three references from current or past customers. The list must contain current contact persons and contact information for work engagements. Contractors not meeting this requirement to the satisfaction of BWC will be disqualified. The proposal must contain a summary of each of those work engagements, how they are similar in size, scope, and purpose, to the project described in this SOW solicitation document, and the level of success attained.

3. Subcontractor Documentation

For each proposed subcontractor, the Contractor must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

- a. The Subcontractor’s legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address;
- b. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
- c. A description of the work the subcontractor will do and one representative sample of previously completed projects as it relates to this SOW (e.g. detailed requirements document, analysis, statement of work);
- d. Must describe the subcontractor’s experience, capability, and capacity to demonstrate experience similar in nature to the type of work described in this SOW from each of the resources identified in Section 5.1;
- e. A commitment to do the work if the Contractor is selected; and
- f. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

4. Staffing plan, personnel resumes, time commitment, organizational chart

Identify Contractor and subcontractor staff and time commitment. Identify hourly rates for personnel, as applicable which include Contractor and subcontractors resumes for each resource identified and organizational chart for entire team.

Contractor Name	Role	Contractor or Subcontractor	# Hours	Hourly Rate

5. Project Team Qualifications

Provide an outline of the project team and a brief description on the approach for the project. At a minimum, the proposal must contain:

- a. Proposed team members resume or curriculum vitae demonstrating the team has the necessary professional experience and background.
- b. The team must contain at least one member with three years Project Management experience.
- c. The team must contain at least one member with five years of experience analyzing financial business processes from multiple projects with at least one project from the government sector.
- d. The team must contain at least one member with experience migrating from an on premise or PaaS Oracle ERP solution to Oracle’s Cloud ERP solution including initial setup, configuration, and data migration through implementation providing details of the engagements.

- e. The team must contain at least one member who is competent in VPN and network security setup for an Oracle Cloud solution. Examples of experience must be included.
- f. The response must describe how the team will support both Testing of the solution as well as Training of BWC staff on the resultant implementation and product support.

6. Assumptions

The Contractor must list all assumptions the Contractor made in preparing the Proposal. If any assumption is unacceptable to the State, the State may at its sole discretion request that the Contractor remove the assumption or choose to reject the Proposal. No assumptions may be included regarding the outcomes of negotiation, terms and conditions, or requirements. Assumptions must be provided as part of the Contractor response as a stand-alone response section that is inclusive of all assumptions with reference(s) to the section(s) of the RFP that the assumption is applicable to. The Contractor must not include assumptions elsewhere in their response.

7. Payment Address

The Contractor must give the address to which the State must send payments under the Contract.

8. Contingency Plan

Describe contingency planning requirements, as applicable.

9. Project Plan

While BWC has proposed a project plan with timelines based on BWC's knowledge of its current solution. The Contractor may choose to put forth a competing plan based in its experience in migrating customers to Oracle ERP solutions. The plan must describe the primary tasks, how long each task will take, and when each task will be completed to meet the final deadline.

10. Project Schedule (WBS using MS Project compatibility)

The Contractor must describe the Project Schedule (either using BWC's or their own Project Plan) including planning, planned vs. actuals for monitoring performance, milestones, and detailed tasks. Using MS Project create a deliverable-oriented grouping of project elements that organizes and defines the total work scope of the project with each descending level representing an increasingly detailed definition of the project work.

11. Communication Plan

Strong listening skills, the ability to ask appropriate questions, and follow-up questions will be required to capture the information necessary to complete the deliverable requirements. Describe the methods to be used to gather and store various types of information and to disseminate the information, updates, and corrections to previously distributed material. Identify to whom the information will flow and what methods will be used for the distribution. Include format, content, level of detail, and conventions to be used. Provide methods for accessing information between scheduled communications.

12. Risk Management Plan

Describe the approach and methods to be used to collect, mitigate and report on impediments to completing the work.

13. Quality Management Plan

Describe the approach and methods to be used to ensure that what was developed meets business expectations and functions as design according to performance expectations.

14. Fee Structure including Estimated Work Effort for each Task/Deliverable

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Deliverable
PROJECT START UP: <ul style="list-style-type: none"> Project Plan & Schedule Network Security Design Dev Cloud Environment 		N/A
DISCOVERY AND CONFIGURATION: <ul style="list-style-type: none"> Updated Business Requirements document Configuration Documentation Initial Cloud Configuration 		
TRAINING OF THE PROJECT TEAM: <ul style="list-style-type: none"> Training Plan Sys Cloud Environment Training Phase 1 		
CONVERSION OF LEGACY BUDGET AND G/L DATA: <ul style="list-style-type: none"> Conversion Plan and Analysis Document Conversion Mapping Documentation 		
CONVERSION OF LEGACY A/R AND FIXED ASSET DATA: <ul style="list-style-type: none"> Conversion Plan and Analysis Document Conversion Mapping Documentation 		
REBUILD EXISTING ERP INTERFACES: <ul style="list-style-type: none"> Interface Analysis Document Configured Interfaces 		
TRAINING BUSINESS TEAM <ul style="list-style-type: none"> Training Plan Prod Cloud Environment Training Phase 2 		
PRODUCTION MIGRATION <ul style="list-style-type: none"> Production rollout plan Execution of the production Rollout plan 		
POST DEPLOYMENT SUPPORT / MAINTENANCE PHASE: <ul style="list-style-type: none"> Product Support Plan / Maintenance / Training 90 days of covered warranty support. 		
Not to Exceed Total Cost for all Deliverables =		

The POST DEPLOYMENT SUPPORT / MAINTENANCE PHASE deliverable is an optional item whose cost will only be used as part of the Cost Summary evaluation. Awarding of the SOW does not

include commitment from BWC to engage Contractor to complete this deliverable. BWC will need to approve moving forward with this option which will follow a separate process outside of DBITS

The TOTAL ESTIMATED WORK EFFORT (HOURS) values present in the above table needs to be supported with the following detail:

- Team members who will be involved in completing each deliverable
- Estimated hours each member will need to complete that deliverable

15. Rate Card

Offerors must submit a Rate Card that includes hourly rates for all services the Contractor offers, including but not limited to those listed. The DBITS contract is not intended to be used for time and materials work, but this information is to establish baseline hourly rates if change orders are necessary. NOTE – The Rate Card collects rate information for named resources. Please enter the Rate Card information in this section.

Resource Title	Hourly Rate
	\$
	\$
	\$

16. Acceptance of Supplement One – State Information Security and Privacy Requirements, State Data Handling Requirements. The Contractor must include a fully completed Supplement One as part of their proposal. The Contractor must follow the completion instructions contained in the supplement when preparing their response.
17. Acceptance of Supplement Two – State IT Policy, Standard and Service Requirements. The Contractor must include a fully completed Supplement Two as part of their proposal. The Contractor must follow the completion instructions contained in the supplement when preparing their response.

Section 6: SOW Evaluation Criteria

Mandatory Requirements: Accept/Reject

	Accept	Reject
Contractor must have experience migrating from an on premise or cloud platform Oracle E-Business Suite solution to Oracle’s Cloud ERP solution for at least 1 project within the past 2 years and must demonstrate that they meet this requirement by including a list of at least three references from current or past customers. The list must contain current contact persons and contact information for work engagements as well as a summary of each of those work engagements, how they are similar in size, scope, and purpose, to the project described in this SOW solicitation document, and the level of success attained.		

Scored Requirements

Scored Requirements	Weight	Does Not Meet	Partially Meets	Meets	Exceeds
Contractor or subcontractor Summary show(s) company experience in working with state government agencies	2	0	3	6	10
Contractor or subcontractor Summary shows company experience in working with Account Receivable processes.	2	0	3	6	10
Contractor or subcontractors summary identified company experience in working with GAAP accounting methods	5	0	3	6	10
Contractor or subcontractors summary identified company experience in working with Budgeting and planning methods for government agencies	3	0	3	6	10
Contractor or subcontractors summary identified resource(s) shows compliance with Project Team Qualifications as defined in Section 5.1	5	0	3	6	10
Contractor Staffing Plan	5	0	3	6	10
Contractor Project Plan and Schedule	5	0	3	6	10
Demonstrated ability and availability to complete the project in the available timeline based on the proposed Project Plan and Schedule	7	0	3	6	10

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
Proposal Contents	80%
Cost Summary	20%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each offeror.

The offeror with the highest point total for the Technical Proposal will receive 800 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

Technical Proposal Points = (Offeror's Technical Proposal Points/Highest Number of Technical Proposal Points Obtained) x 800

The offeror with the lowest proposed total cost for evaluation purposes will receive 200 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

Cost Summary Points = (Lowest Total Cost for Evaluation Purposes/Offeror's Total Cost for Evaluation Purposes) x 200

Total Points Score: The total points score is calculated using the following formula:

Total Points = Technical Proposal Points + Cost Summary Points

Section 7: SOW Solicitation Calendar of Events

Firm Dates

SOW Solicitation Release to Contractor:	12/04/2020
Inquiry Period Begins:	12/04/2020
Inquiry Period Ends:	12/18/2020
Proposal Response Due Date:	01/06/2021 1:00 pm

SECTION 8: Inquiry Process

Pre-Qualified Contractors may make inquiries regarding this SOW Solicitation anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, Pre-Qualified Contractors must use the following process:

- Access the State's Procurement Website at <http://procure.ohio.gov>;
- From the Navigation Bar on the right, select "Bid Opportunities Search";
- Enter the SOW Solicitation ID number found on the first page of this SOW Solicitation in the "Document/Bid Number:" box;
- Click the "Search" button;
- Click on the Document/Bid Number to go to the document information page,
- 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 Contractor's representative who is responsible for the inquiry,
 - Name of the Contractor,
 - Representative's business phone number, and
 - Representative's email address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this SOW Solicitation,

- The heading for the provision under question, and
- The page number of the SOW Solicitation where the provision can be found; and
- Click the “Submit” button.

A Pre-Qualified Contractor submitting an inquiry will receive an acknowledgement that the State has received the inquiry as well as an email acknowledging receipt. The Pre-Qualified Contractor will not receive a personalized response to the question nor notification when the State has answered the question.

Pre-Qualified Contractors may view inquiries and responses on the State’s Procurement Website by using the “Bid Opportunities Search” feature described above and by clicking the “View Q & A” button on the document information page.

The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Section 9: Submission Instructions & Location

Each Contractor must submit four (4) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked “**Oracle Financials ERP Cloud Migration Project**” on the outside of its package along with Contractor’s name.

A single electronic copy of the complete Proposal Response must also be submitted with the printed Proposal Responses. Electronic submissions must be on a USB memory stick.

Each proposal must be organized in the same format as described in Section 5. Any material deviation from the format outlined in Section 5 may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal. Proposal Response must be good for a minimum of 60 days.

The State will not be liable for any costs incurred by any Contractor in responding to this SOW Solicitation, 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 submissions regardless of the cause for the delay. The State may also reject any submissions that it believes is not in its interest to accept and may decide not to do business with any of the Contractors responding to this SOW Solicitation.

Proposal Responses (Paper **and** Electronic) MUST be submitted to the State Agency’s Procurement Representative:

<p>Paper Copy: BWC Purchasing L24 Attn: Dan Cartwright Ohio Bureau of Workers’ Compensation 30 West Spring Street Columbus, OH 43215</p>	<p>and</p>	<p>Email: Daniel.C.3@bwc.oh.us</p>
---	-------------------	--

Proprietary information

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

The State may reject any Proposal if the Contractor takes exception to the terms and conditions of the Contract.

Waiver of Defects

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

Rejection of Submissions

The State may reject any submissions that is not in the required format, does not address all the requirements of this SOW Solicitation, 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 responses from companies not pre-qualified in the Technology Category associated with this SOW Solicitation. In addition, the State may cancel this SOW Solicitation, reject all the submissions, and seek to do the work through a new SOW Solicitation or other means.

Section 10: Limitation of Liability

The Limitation of Liability will be as described in Attachment Four, Part Four of the Contract General Terms and Conditions.