



**State of Ohio / Office of Information Technology
Business Continuity Program**

****The Vendor must be a certified MBE or propose a certified MBE subcontractor to perform a minimum of 15% of the work identified in this solicitation.***

Prepared March 17, 2014

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

State Term Schedule

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

Please consider this the State of Ohio (State), Department of Administrative Services, Office of Information Technology's Request for Quotation for the following project:

Business Continuity Program

The Office of Information Technology (OIT) is seeking quotations for professional IT service offerings for Business Continuity and Disaster Recovery planning expertise for the purpose of establishing best practices, governance and training to internal staff. The project will begin within one week of the purchase order date. The project must be completed by the timeline specifications provided in the proposal. **The services must be completed by June 30, 2014.**

BACKGROUND

Ohio's state agencies are responsible for an array of critical services on which Ohio's citizens rely. These critical services, in large part, are accomplished by many complex automated systems and significant interdependencies between and among State agencies. Relative to business continuity planning, state agencies with first responder responsibilities and select state agencies with critical systems have maintained business continuity plans so that their critical services can be delivered with minimal interruption in the event of an emergency event. The balance of state agencies; however, have prepared portions of business continuity plans only when instructed to do so to mitigate highly-publicized risks. The absence of centralized plan coordination and the lack of a common repository for continuity plans increases the risk that the unmanaged plans are now certainly outdated.

During the inaugural months of the Kasich Administration, a statewide Business Continuity Work Group was formed under the auspices of the Multi-Agency CIO Advisory Council (MAC) Enterprise Technical Architecture Subcommittee (ETA SC) to develop enterprise technical architecture and best practice recommendations for the continuity of critical state operations and services. The Work Group found that given the critical nature of the services provided by the State, a more disciplined approach to business continuity planning is needed. It determined that the State lacks a coordinated comprehensive planning and maintenance effort for agencies which thereby could inhibit state government from functioning cohesively should an emergency ensue. Because business continuity and emergency preparedness service gaps exist across the enterprise, a centralized program along with supporting tools is needed to ensure the continuation of government and to ensure that state employees are positioned to respond to emergency situations.

The Work Group recommended that the State develop a Business Continuity Program that could guide state agencies' planning efforts. The Work Group also determined that the State needed a standard planning tool. The plans would be maintained in a common repository

providing visibility and allowing for oversight of plan development to ensure completeness and cross-entity collaboration.

The Work Group recommended implementing a common standard tool, processes and governance for business continuity planning, to ensure that agencies create and maintain appropriate business continuity plans to protect the State. After analysis of survey results, evaluation of various vendor solutions and vendor demonstrations, the Work Group recommended RPX by RecoveryPlanner.com as the statewide Business Continuity Planning software. Part of the analysis included exploring an existing contract with one of the solution vendors and its ability to be expanded statewide due to an investment by a State agency that has implemented the software. Additional information about the RPX software is available at: <https://www.recoveryplanner.com/default.asp>

RecoveryPlanner.com offers both hosted or onsite licenses. The State plans to leverage the hosted model to help ensure the software is kept up-to-date and to eliminate the need for internal technical support of the system.

SCOPE OF WORK

The vendor selected for this project will develop and implement an enterprise Business Continuity Program for the State utilizing the RPX software tool hosted by RecoveryPlanner.com. Throughout this engagement, the vendor must mentor State staff in the administration of business continuity plans, testing and quality assurance using the RPX software tool.

The following list includes deliverables that must be produced for this engagement:

1. Define roles and responsibilities for business continuity planning.
2. Develop cross-agency governance and an organizational charter that outlines the framework and scope for the enterprise Business Continuity Program.
3. Develop a communication/marketing plan designed to get agencies engaged in the business continuity program.
4. Develop a roadmap for guiding State agencies with prioritizing, creating, updating and testing business continuity plans.
5. Outline an implementation plan for the Business Continuity Program as well as the rollout of the RPX software tool.
6. Design and develop templates for conducting agency risk assessments and business impact analysis to determine vulnerabilities across business processes. Exercise the templates on a mutually agreed upon DAS/OIT business process.
7. Define and document processes to ensure business continuity plans align with business needs for business continuity, disaster recovery and continuity of Government utilizing guidelines determined by the state.
8. Develop business continuity administrator and user training for the RPX software utilizing design templates and standards developed specifically for the state.

9. Design and develop administrative, business continuity and disaster recovery plan templates utilizing the RPX software tool to ensure agency consistency and the ability to roll the plans up at a statewide level. Business continuity plans must include, at a minimum:
 - a. Identification of critical/essential functions;
 - b. Delegates of authority;
 - c. Chain of command/orders of succession;
 - d. Devolution of Control;
 - e. Alternate facilities;
 - f. Reconstitution Operations;
 - g. Communications;
 - h. Essential records;
 - i. Human capital management;
 - j. Testing, training and exercises; and
 - k. Execution, revision and updating.
10. Develop and document standards, policies, training and program metrics to monitor viability and improve planning and testing of business continuity and disaster recovery response capabilities.
11. Develop processes to monitor agency compliance for creating, updating and testing plans.
12. Facilitate at least one, business continuity tabletop testing exercise for a mutually agreed upon DAS/OIT business process, to include, at a minimum:
 - a. Test a business continuity plan, such as, setting test objectives, scope, tasks;
 - b. Document the test;
 - c. Review test and establish corrective actions; and
 - d. Revise the business continuity plan based on the facilitated test.

Proposed candidates included in the vendor response to this solicitation must demonstrate the following experience:

- Experience leading the development of business resumption risk assessments and establishing associated plans by gathering, translating and documenting business resumption tasks for business functions to include communication policies and processes for internal and external entities, alternate workspace requirements, equipment and related assets (minimum of eight (8) years' experience desirable);
- Experience assessing Data Center business resumption needs and the related tasks to support restoration of applications comprising mainframe and midrange systems, alternate data center planning and processes, alternate work site planning and testing of plans (minimum of five (5) years' experience desirable);
- Experience using RecoveryPlanner RPX or similar Business Continuity and Disaster Recovery tool suite (minimum of three (3) years' experience desirable);
- Experience with large, complex private, FEMA or state-level projects for Business Continuity and Disaster Recovery planning;

- Working knowledge of the various business continuity regulations, standards and frameworks, and their potential impact on enterprise decisions;
- Experience establishing business policies and procedures to support continuity planning and quality assurance;
- Certification in Business Continuity and Disaster Recovery planning is highly desirable (e.g., Level I or Level II Professional Continuity Certification through FEMA <http://www.fema.gov/training>; Certified Business Continuity Professional (CBCP) or Master Business Continuity Professional (MBCP) from Disaster Recovery International Institute www.drii.org.)

ADMINISTRATIVE

RFQ 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 quote due date.

To make an inquiry, vendors must use the process outlined below.

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select “Find It Fast”.
- Select “Doc/Bid/Schedule #” as the Type.
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with “DAS”).
- Click the “Find It Fast” button.
- On the document information page, click the “Submit Inquiry” button.
- On the document inquiry page, complete the required “Personal Information” section by providing:
 - First and last name of the prospective vendor’s representative who is responsible for the inquiry;
 - Name of the prospective vendor;
 - Representative’s business phone number, and
 - Representative’s e-mail address.
- Type the inquiry in the space provided, including:
 - A reference to the relevant part of this RFQ;
 - The heading for the provision under question, and
 - The page number of the RFQ where the provision can be found.
- Click the “Submit” button.

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a

personalized response to the question nor notification when the State has answered the question.

Vendors may view inquiries and responses on the State's Procurement Web site by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

All questions must be submitted by 8:00 a.m. on April 2, 2014. Questions submitted after this time will not receive a response from the state.

COMMUNICATION RESTRICTIONS

In order to ensure fairness and parity among prospective vendors, from the time of the release of this RFQ until a vendor is selected and a contract is awarded; vendors shall not communicate with any OIT staff concerning this RFQ, except as provided in the RFQ Inquiry section. If the vendor attempts or undertakes an unauthorized communication, OIT reserves the right to reject that vendor's quote, without evaluation. OIT shall not be responsible for any vendor's reliance on any information regarding this Request for Quote or any work hereunder if the information was provided by any source other than through the inquiry process.

METHOD OF REMUNERATION AND BILLING PROCEDURES

Upon delivery of goods or performance of the service, as described on any purchase order placed against the contract awarded, the Vendor shall submit hard copy (in duplicate) invoices directly to Ohio Shared Services (OSS), PO Box 182880, Columbus, OH 43218-2880. A proper invoice is defined as being free from defects, discrepancies, errors, or other improprieties and shall include, but may not be limited to:

- Vendor's name and address as designated in the RFQ;
- Vendor's federal employer identification (E.I.) number;
- The Purchase Order number authorizing the purchase of services;
- Description, including time period (date received and date reported), of services delivered or rendered as specified in the Purchase Order.

Defective invoices shall be returned to the Vendor noting areas for correction. When such notification of defect is sent, the required payment date shall be thirty (30) days after receipt of the corrected invoice.

Section 126.30 of the Ohio Revised Code, and any applicable rules thereto, are applicable to any resulting contract and require payment of interest if, upon receipt of a proper invoice, payment is not made within thirty (30) calendar days, unless otherwise agreed in writing. The interest charge shall be at the rate per calendar month which equals one-twelfth of the rate per annum prescribed by Section 5703.47 of the Ohio Revised Code, unless this calculation yields an amount less than ten dollars (\$10.00) in which case no interest shall be paid. In the event that

OIT does fail to make prompt payment, the contracting Vendor is entitled to the interest allowed by law. In no event shall such failure to make prompt payment be deemed a default or breach of contract on the part of OIT. Further, payment shall be made to the Vendor, in the Firm’s Federal E.I. number, as provided for in the response to the RFQ. The date of the warrant issued in payment shall be considered the date payment is made. The Vendor’s payment shall not be initiated before a proper invoice is received by OSS.

The following 12 deliverables must be priced separately based on STS rates. The Vendor may submit invoices for accepted fixed-priced deliverables on a monthly basis.

Deliverable	Deliverable Name	Cost	Deliverable Timeline
1.	Define Roles and Responsibilities		
2.	Develop Cross-agency Governance and Organizational Charter		
3.	Develop Communication/Marketing Plan for Business Continuity Program		
4.	Develop Agency Roadmap for Business Continuity Plan Development		
5.	Outline Business Continuity Program Implementation Plan		
6.	Develop Risk Assessment and Business Impact Analysis Templates		
7.	Define and Document Processes to Ensure Business Continuity Plans Align with Business Needs		
8.	Develop Business Continuity Administrator and User Training for RPX Software		
9.	Develop Administrative, Business Continuity and Disaster Recovery Plan Templates		
10.	Develop Standards, Policies, Training and Program Metrics		
11.	Develop Compliance Monitoring Process		
12.	Facilitate at a minimum one tabletop Business Continuity Exercise		

MBE REPORTING.

The Vendor must submit a quarterly report to the Project Manager documenting the levels at which it has subcontracted with a business or businesses certified in the State of Ohio’s Minority Business Enterprise (MBE) program. The reports must be filed at a time and in a form prescribed by the Project Manager. The reports must include the name of each MBE vendor the Vendor has subcontracted with during the preceding 90-day period and the total value of each subcontract.

For more information regarding MBE and MBE certification requirements, including a list of certified MBE firms, please refer to the DAS Equal Opportunity Division Web site at: <http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification/tabid/134/Default.aspx>. If unfamiliar with the search options, select 'Information Technology Services' in the Procurement Type field and/or 'Computer Technology Consultants' in the Business Type field.

Additional information is also available at the DAS Office of Procurement Services Web site at: <http://www.ohio.gov/procure>.

DUE DATES

All quotations are due by 1:00 pm, EST, on **April 7, 2014**. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	March 17, 2014
2. Inquiry Period Ends	8:00 a.m., April 2, 2014
4. Quotation/Proposal Due	1:00 p.m., April 7, 2014
6. Target Interview Dates, if needed	April 11-15, 2014
7. Estimated Vendor Selection	April 16, 2014
8. Estimated Commencement Date of Work	April 28, 2014 or after receipt of purchase order.
9. Work Completion	June 30, 2014

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:

- Company’s relevant Business Continuity Program experience
- Proposed Business Continuity Program approach
- Relevant experience and skill level of approach
- Proposed solution
- Vendor rate(s)

Weight	Criteria
	Mandatory Certified MBE or 15% MBE Participation
15%	An assessment of the Vendor’s ability to deliver the stated deliverables in accordance with the specifications set out in this RFQ.
20%	Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
20%	The extent to which Vendor’s proposed approach will fulfill the State’s deliverables identified in this RFQ and the time to complete scope of work.
15%	The Vendor’s stability, experiences, and record of past performance in delivering such services.
30%	Best Overall Cost
100%	

- The Vendor 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 Vendor (e.g., Candidate is no longer employed by the Vendor, is deceased, etc.). Note: If a substitution situation occurs, the quote will be re-evaluated. If the substitution gives the Vendor an unfair advantage during the RFQ process, the quote may be eliminated or the other vendors will also be given the chance to submit substitutions of personnel also.
- All quotes will be evaluated for meeting the requested information. Incomplete quotes will not be reviewed. The quotes will be scored based on the criteria requested above. We reserve the option to interview. Candidate substitutions between the quote evaluation and interview periods are highly discouraged (see above). If OIT has other qualified responses, the Vendor’s quote requesting a substitution will be denied at this stage and the quote will be eliminated from evaluation. If OIT does not have qualified responses, all received quotes 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 **Deliverable-based** through a valid State Term Schedule (STS) contract. The Deliverables must be based on hourly rates that reflect or are lower than STS rates using established STS categories.

STATUS REPORTING

The vendor will provide weekly status reports to the State Project Manager. The vendor will be responsible for meeting all timelines designated by the State Project Manager. Payment for services will be based on deliverable completion subject to the State's approval of each deliverable. The State will review deliverables and provide feedback or approval for each deliverable within five (5) business days of receipt of deliverable. Once approval is provided an invoice can be submitted.

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 five (5) complete, sealed and signed copies of its quotation (excluding cost information), and each quotation must be clearly marked "Business Continuity Program" on the outside of its envelope along with Vendors name.

The cost information MUST be signed, and submitted in a SEPARATELY SEALED ENVELOPE.

The envelope must be clearly marked "Business Continuity Program Cost" on the outside of its envelope along with the Vendor's name.

A single, electronic copy of the complete quotation must also be submitted in a PDF Format ONLY with the printed quotations. Electronic submissions should be on a CD, DVD or USB memory stick.

Each response to the RFQ must be organized in the format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming response. Each response must contain an identifiable tab sheet preceding each of the following sections of the response:

- Cover Letter (include contact phone number and email address)
- Company profile
 - Contractor Information (history, relevant past and current clients)
 - MBE Certification – if applicable

- MBE Participation - The offeror must complete the MBE Information Form, providing a detailed description of the offeror's proposed use of a certified MBE vendor for this project.
- Proposed Solution
 - Business Continuity Program Approach – The Vendor must describe their Business Continuity Program approach for this engagement.
 - Business Continuity Program Deliverables - The Vendor must describe the proposed solution to meet the Business Continuity Program deliverables for this engagement.
 - Assumptions - The Vendor must provide any assumptions or specific conditions required for this engagement.
- Candidate Information:
 - Key Resource Resumes - The Vendor must provide resumes for the key resources that will be utilized as part of the of Business Continuity Program engagement
 - Key Resource References (3 minimum) - form
 - STS Labor Category Code
 - Candidate Hourly Rate
- State Term Schedule Number
- Conflict of Interest Statement
- Payment Address
- Proof of Insurance
- W-9 Form
- Cost of Deliverables

The State will not be liable for any costs incurred by any vendor 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.

Quotes must be received by the State's Procurement Representative by 1:00 p.m. on April 7, 2014. Quotes inappropriately addressed or delivered elsewhere risk untimely re-routing to the Business Office. Any quotes received in the Business Office after the deadline will be marked as untimely and will not be opened or evaluated regardless of the reason for late receipt.

If mailing quotes, vendors should allow for sufficient mailing time to ensure timely receipt by the Procurement Representative. If attending the opening, vendors must bring photo identification and should allow for additional time for personal security screening (amounting to approximately twenty minutes) and for package security screening (amounting to approximately one hour) if they are also delivering their quotes in person at that time. Submit complete, signed and sealed copies of the quote to:

**BY MAIL OR HAND-DELIVERY:
DAS/Office of Information Technology
Nychola Richardson, OIT Business Office
30 E. Broad Street, 39th Floor
Columbus, Ohio 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 quote 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 (3) 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, which the procurement representative will chair.

Committee Review of the Quotations

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

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

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

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

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

Interviews

The State may elect to interview proposed key resources as part of the evaluation per the schedule identified in the Schedule of Events.

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 quotes.

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

ATTACHMENT TWO
MBE INFORMATION

Vendors must provide a detailed description of the certified MBE vendors proposed for this RFP Project.

Certified MBE Name:	MBE Contact Name: (Indicate Primary or Alternate) MBE Contact Title:
MBE Company Address:	MBE Contact Phone Number: MBE Contact Email Address:
Provide a detailed description of the services to be performed by the proposed Certified MBE vendor:	