



State of Ohio
Document Management System
Assessment

Prepared March 22, 2011

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

State Term Schedule

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

The Department of Administrative Services (DAS) is issuing a Request for Quote (RFQ) for a qualified firm to perform a Document Management System (DMS) Assessment for the Human Resources Division (HRD). This Request for Quotation (RFQ) identifies work to be performed under the anticipated contract.

The purpose of this engagement is to assist the State of Ohio's Office of Information Technology (OIT) by conducting a baseline assessment of the Human Resources Division's systems (both automated and manual) to determine the level of fit against the long term business objectives of this division. The vendor will review current business practices, system processes, resources and available infrastructure across the agency to identify what is already aligned for long term success and to make recommendations for long term process improvements based upon a gap analysis between the current environment and the desired future state.

To ensure the assessment is conducted in a timely, high-quality manner, the State desires to engage a company with skills, experience, creativity and expert level knowledge of document and record management systems. This engagement will help OIT to define the requirements for an integrated, cost effective document management solution strategy emphasizing risk mitigation through a gap analysis between current environment and that envisioned in the IT Strategic Plan. Research and analysis will be conducted to capture new and additional requirements, survey the marketplace for appropriate document management options to discover benefits and disadvantages of each option given the current environment, architecture and the subsequent path for integration. The result of the analysis will be a roadmap of options for future direction that aligns to business goals and objectives.

Services will be rendered, and deliverable items completed, within the 2011 fiscal year. The work will take place between April 2011 and June 30, 2011. The vendor will state a fixed bid for this work and payment will be based on deliverables.

BACKGROUND

The Ohio Department of Administrative Services (DAS) Human Resources Division is responsible for administering the State personnel program on behalf of all State of Ohio employees, State of Ohio agencies and other governmental agencies. The DAS HRD is organized into five offices that each performs distinct functions to ensure compliance with civil service laws and Ohio Revised and Administrative Codes.

All State of Ohio employee, nearly 60,000, and 96 Agencies are provided services daily, including operations delivering nearly 60,000 payroll checks during four (4) payroll cycles; 37,500 telephone inquiries responded to; \$4 billion in payroll produced annually; \$1.7 billion in payroll accounts payable accounting payments including retirement & health and welfare vendor payments; \$33.5 million in garnishments deducted and paid annually, and \$18 million in payroll deducted child support.

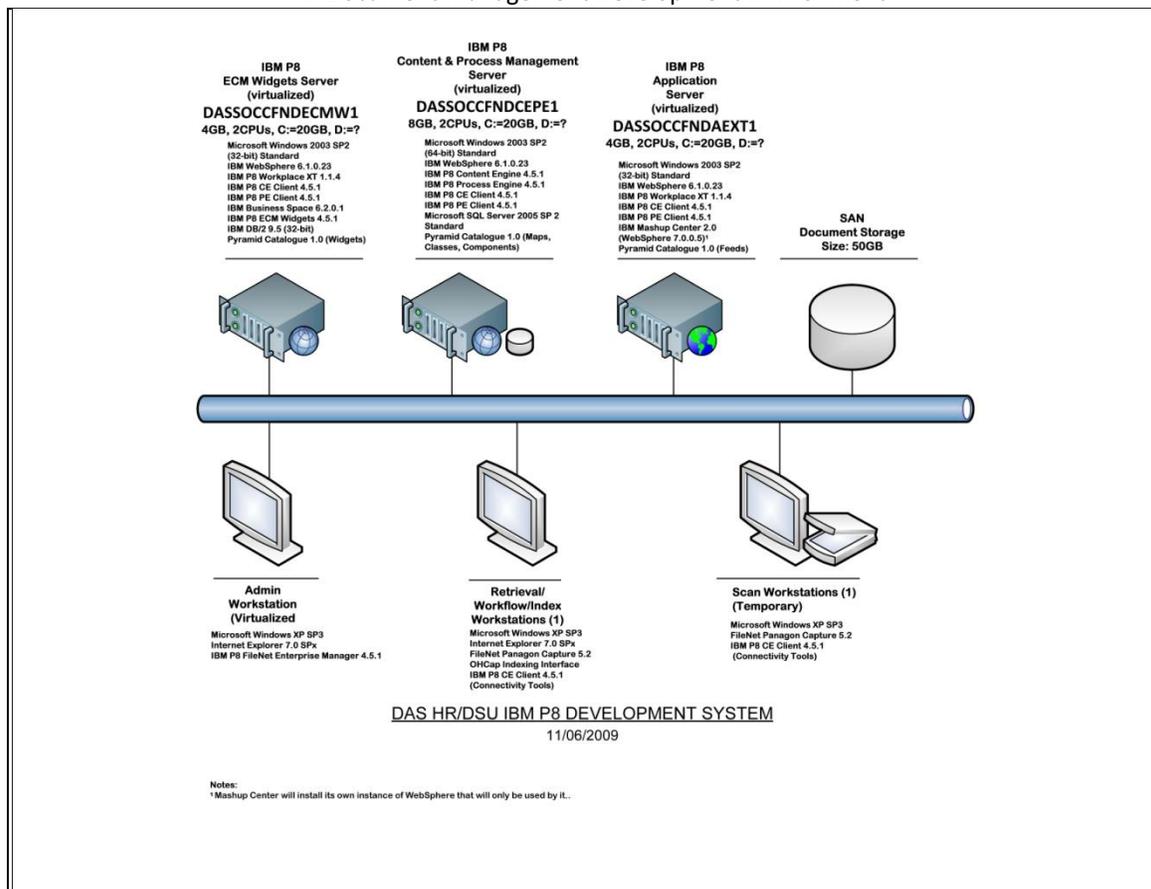
Although each office could be supported by a document management program, currently the Disability Service Unit owns a DMS that performs a portion of the business functions. This functionality has the potential for agency-wide application to improve efficiency and accuracy in most forms-driven business processes, but to do so will require an analysis of current capability and development of a strategic roadmap to align to long term goals and objectives, providing a holistic integrated solution for business operations, legal compliance, records management, and technology enabled process improvement.

EXISTING ENVIRONMENT

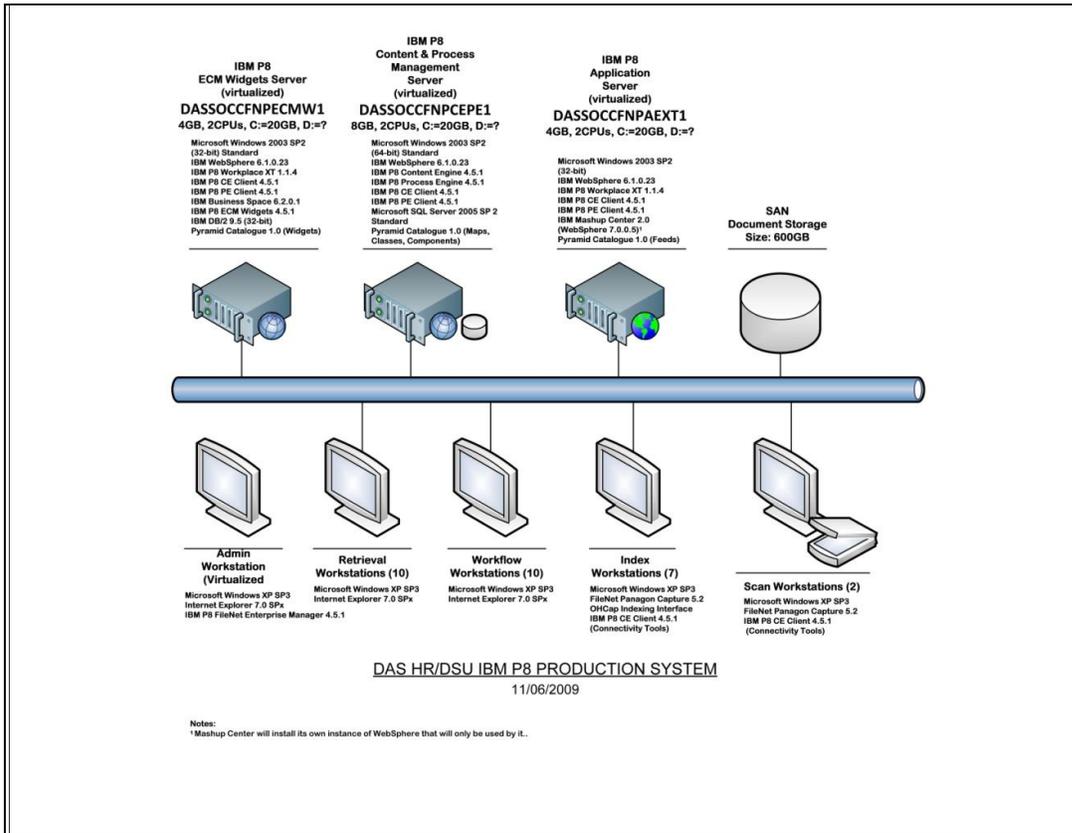
The following is a list of existing and expected environmental considerations. This list is for informational purposes only and should not be considered exhaustive. Applicants are encouraged to utilize the inquiry process described in the Administrative Section of this document (page 7) to gather any specific existing environmental information required for the preparation of their Proposals.

1. This assessment will focus on the Human Resources Division but should be conducted with an eye to agency-wide utilization.
2. Available database is MS SQL Server.
4. Agency email system is Outlook/ Exchange.
5. In-house development choice is .Net framework.
6. Microsoft SharePoint licenses are available for the entire agency.
7. The existing DMS platform is Windows 2003, IBM P8 FileNet and Pyramid Catalogue and exists in 2 instances, development and production as depicted below.

HRD Document Management Development Environment



HRD Document Management Production Environment



BUSINESS DRIVERS

The benefits of a Document Management System (DMS) are already being realized and the assessment will provide guidance for future initiatives that can capitalize on previous investments and maximize potential of technology solutions already within the agency, thereby reducing cost and improving efficiency and quality. A DMS standardizes document filing and classification, automates retention and disposition procedures allowing staff to easily locate current work product and leverage information from other users. Information can be derived from document capture and workflow that can be used to produce accurate reports for performance measures and identifying trends.

Within the agency, considering the long term implementation process and organizational restructuring, there may be a perception of a piecemeal and dated technology implementation. This assessment will assess how the agency can capitalize on existing technology platforms, streamline processes through automation and integration, reduce costs associated with paper processing, consolidate services to improve economies of scale and take advantage of opportunities presented by new technology.

There is also an expectation that an outcome of the assessment given the findings, will define a sustainable support model for continued growth and compliance that addresses ongoing costs for software, hardware, staffing levels, resources, training. The support model must address Disaster Recovery and Continuity of Operations.

ADMINISTRATIVE

TECHNICAL AND CONTRACTUAL CONTACT

The State wishes to receive proposals from State Term Schedule (STS) vendors.

GENERAL QUALIFICATIONS

In order for the selected firm and its proposed candidates to be successful, it is important that they have relevant, successful experience in similar settings (public sector, new service concept definition and launch). In your proposal, specify company background information/history, list experience with the state of Ohio, list experience with public sector, provide overview of the areas the company specializes in (primary related to the scope of this effort) and how the company plans to support the candidates on this engagement in completion of this assessment.

The firm must have a valid STS contract (or need to partner with a company that has a valid STS and propose through them).

PROPOSAL INQUIRIES

Vendors may make inquiries regarding this RFQ any time during the inquiry period listed on the RFQ cover sheet. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, excluding weekends and State holidays. The State will not respond to any inquiries received after 8am on the inquiry period end date. The State may extend the proposal due date.

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

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

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a personalized response to the question nor notification when the State has answered the question.

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

All questions must be submitted by 8:00 am on March 28, 2011. Questions submitted after this time will not receive a response from the state.

DUE DATES

All quotations are due by 1:00 pm, Eastern March 30, 2011. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	March 22, 2011
3. Questions from Vendors about scope or approach due	8:00 am, March 28, 2011
4. Responses to Vendors about scope or approach due	4:00 p.m., March 28, 2011
5. Quotation Due Date	1:00 p.m., March 30, 2011
6. Target Date for Review of Quotations	April 1, 2011
7. Final Vendor Selection Discussion(s)--Week of	April 4, 2011
8. Anticipated decision and selection of Vendor(s) – Week of	April 4, 2011
9. Anticipated commencement date of work	April 11, 2011

GUIDELINES FOR QUOTATION PREPARATION

QUOTATION SUBMISSION

Award of the contract resulting from this RFQ will be based upon the most responsive Vendor whose offer will be the most advantageous to the State of Ohio in terms of cost, functionality, and other factors as specified elsewhere in this RFQ.

The State of Ohio reserves the right to:

- Reject any or all offers and discontinue this RFQ process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's quotation shall be submitted in several parts as set forth below. The Vendor will confine its' submission to those matters sufficient to define its quotation and to provide an adequate basis for State of Ohio's evaluation of the Vendor's quotation.

In order to address the needs of this procurement, State of Ohio encourages Vendors to work cooperatively in presenting integrated solutions. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for the Document Management Assessment Project being provided under this RFQ. State of Ohio will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's quotation in response to this RFQ will be incorporated into the final agreement between State of Ohio and the selected Vendor(s). The submitted quotations must include each of the following sections:

1. Cover Letter (include email address)
2. Executive Summary
 - a. Assumptions
3. Scope, Approach and Methodology
 - a. Scope of Work
 - b. Project Tasks
 - c. Project Management Approach and Deliverables
4. Specific Company and Candidate Qualifications
5. Detailed and Itemized Pricing tied directly to STS pricing and categories (In a separately sealed envelope)
6. Appendix A: References
7. Appendix B: Project Team Staffing
8. Appendix C: Company Overview

DETAILED RESPONSE REQUIREMENTS

COVER LETTER

This section must include a statement of the Vendor's interest in submitting a response and general overview explaining the experience and qualifications of the company as relevant to this RFQ.

EXECUTIVE SUMMARY

This section must include a high-level synopsis of the Vendor's responses to the RFQ. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

Assumptions

The following assumptions must be addressed and included in the vendor's response to the RFQ. Additional assumptions raised by the vendor that are necessary for unique consideration of their proposal may also be included and explained in this section.

- OIT anticipates the project to take between two to four (2-4) weeks. OIT expects the firm to propose the project timeline that best meets the objective of the project,
- The availability of the State Leadership Team and other State participants will be a constraining factor, as each person will be performing their regular full-time responsibility. The firm should anticipate this and plan to staff the project with flexibility and with consultant(s) that can adapt and be efficient in this scenario. Advanced scheduling of activities and adherence to this schedule will be key to gaining access to the leadership team.
- The project timeline may be extended upon mutual agreement between the vendor and the State to complete engagement if circumstances necessitate delay. As this is a Firm Fixed Price, neither the payments nor the total cost of purchase order will be modified for any such delay.
- OIT expects the firm to propose the staffing that best meets the objective of the project, and leave it to the Firm's discretion and experience to propose the appropriate staffing and roll-on / roll-off scheduling. Any roll-on / roll-off assumptions should be specified and will be validated and/or changed at project initiation by the State and the firm.

SCOPE, APPROACH, AND METHODOLOGY

Scope of Work

The section must also include a description of the vendor's general approach and methodology for completing assessment projects. The vendor must include a narrative description of how they will accomplish the activities described in this section.

1. Document business functionality by analyzing existing business needs pertaining to documents and information contained within documents.
 - a. Define inputs in document capture
 - b. Define current workflow processes (both automated and manual)
2. Assess Current System support of business requirements
 - a. Evaluate and assess adequacy of reports, determine what reports are used and what reports are needed.
 - b. Review authoritative sources of information regarding DMS with similar systems used in other states or similar organizations.
3. Document the tools and resources already in place within the agency as part of the current system architecture and expanded options outside current architecture
 - a. Assess any existing interfaces with external systems.

- b. Evaluate existing hardware infrastructure and include improvements in options.
4. Conduct gap analysis between current and desired state of technology support of business objectives
 - a. Conduct user groups and evaluate feedback. Determine if system processes are meeting customer needs. Leverage what already exists and make recommendations for simple, cost effective integration points.
 - b. Perform root cause analysis for issues, problems and needed enhancements based on feedback.
 - c. Involve state experts for records management, information technology, human resources, legal and other stakeholders to ascertain compliance with applicable laws pertaining to confidentiality, privacy and security, etc.
 - d. Assess regulatory requirements relative to content type.
 - e. Identify risks relative to current information management processes.
5. Prepare and deliver final report with recommended solution based upon gap analysis addressing the following parameters
 - a. Resources
 - b. Risks
 - c. Benefits and disadvantages
 - d. Security and access/control
 - e. Timeline
 - f. Cost
 - g. Legal Compliance

PROJECT TASKS

1. Engagement Kickoff

The Vendor's engagement team leads State project sponsors and stakeholders in an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products

The deliverables for this phase will be the Project Management Documentation – Due to the abbreviated duration of this engagement, minimal documentation will include a Project Plan, Project Schedule, and Project Status reports along with any additional documentation needed to support the project management function as needed. All documentation will be maintained and managed on a SharePoint site at OIT.

2. Define the requirements for HRD Technology Solutions specifically, Document Management Capability

This phase is focused on understanding how existing and emerging technology solutions can be optimized to meet the goals and objectives of the HRDs Strategic Plan. During this phase, the Vendor:

- Reviews existing system documentation.
- Review IT Strategic Plan
- Develop interview assessment tool.
- Identifies as many business, technical and operational requirements, constraints and potential solutions as possible
- Interview staff for known deficiencies.

- Schedules and chairs a series of open forum-style question and answer sessions (focus groups) with key project stakeholders and subject matter experts, to include business and technical sponsors.
- Complete assessment of requirements.

The deliverable for this phase will be the Requirements Specification (functional and non functional)

3. Understand and define the current agency technology capacity

This task will provide a technical review of the current HRD system(s) and major lifecycle processes.

During this phase, the Vendor will:

- Interview OIT/ITS staff to understand known issues
- Conduct discovery and architecture review sessions to understand the following technical considerations:
 - Connected systems at OIT and definition of interfaces
 - User and system processes used at OIT
 - Review specific HRD data sources and structures
 - Conduct peripheral inventory

The deliverable for this phase will be the System Architecture Document – This document will provide a snapshot view of the existing HRD systems to include system architectures, strategic alignment, product and development environment and SDLC process used currently, staffing and resource assigned, along with technical considerations and a comparison matrix.

4. Evaluate Solutions in the Market Place

The approach for this task is to develop a high-level market place survey on a representative number of available and appropriate solutions in the market place from both a functional and technical perspective. Potential sources of information for the market place survey will include such things as:

- COTS Vendors
- Other states' solutions
- Internet searches
- Interviews with OIT and customers
- Gartner research best practices

The Market Place Survey must include the following types of information:

- High level descriptions of solution functionality
- High level descriptions of solution technical architecture
- High level solution cost/pricing data

The deliverable for this phase will be the Comparative Market Analysis – This document will provide a list of all representative solutions used by other States/private entities of comparable size and sensitivity and will include system and software requirement, hardware platform and capability for number of end users and agencies supported and any unique features that may be of interest to HRD based on business objectives.

5. Determine System Alternatives

The last step in this task will create an executive level assessment of the solution alternatives and will include the following considerations in the format of a Comparison Matrix that addresses benefits and disadvantages of each potential solution. For each alternative, describe the alternative as well as the primary *technical* considerations if the alternative is pursued. The primary technical

considerations will include such things as:

- Hardware, Software, and infrastructure:
- Alignment with State's strategic IT architecture direction
- Alignment with HRDs strategic direction
- Degree to which customers' technical architectures/infrastructures will be affected
- Implementation: Customization, integration and data
- Resources: Development skills and capabilities
- Training: End User and IT staff
- Support and Maintenance: Impacts and considerations

The deliverables for this phase will be the Final Report & Presentation of Document Management Strategic Plan Recommendation– The presentation will be a high level summarization of the findings presented in MS PowerPoint format to Executive level management and should not exceed 1 hour in length. The report will include all previously developed deliverables and using the data obtained will present a list of potential solutions with a list of benefits and disadvantages of each.

In keeping with the requirements of this engagement, the Strategic Plan document will make an informed recommendation for the ideal course of action to ensure highest probability of success given results of the assessment.

PROJECT MANAGEMENT APPROACH

Include the method and approach used to manage the overall project and client correspondence. Describe how the engagement proceeds from beginning to end. Provide a rough-estimate timeline that clearly identifies deliverable milestones.

- The firm should supply the State with a description of their approach to the project. This can be any length, but should be specific enough to demonstrate that the firm and its project team have a clear understanding of and method to, achieve the project objectives. The approach will be given strong consideration in the evaluation and scoring of the proposals.
- The firm should supply a high level, time-phased schedule of work. This schedule will be refined with the State upon project initiation.

Successful approach will show how the team will provide a recommendation for a complete and comprehensive enterprise level document management solution that includes the following requirements/features.

- Intake Approach
 - Scanning
 - Optical Character Recognition (OCR)
 - Import of External Files
 - Printing and faxing
- Editing
 - Annotation of images
 - OCR files
 - Document versioning
 - Check in/out
- Indexing and Storage
 - Automated creation of document database indexes (e.g. through bar coding, etc.).
 - Documents relocation without re-scanning
 - Support storage of multiple file in one file cabinet.
 - Index processing to be performed while other stations are actively searching, viewing, scanning and editing.
- Automated retention rules, archival and disposition

- Database Search
- Text and Image Manipulation
- Workflow
- Security Model
- Public Records Request, Privacy Issues and Redaction
- ORC 1347.15, HIPAA and HITECH Compliance
- Technical Considerations

Project Artifacts/Acceptance Criteria			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
Project Plan	Vendor	<p>Describes the problem or value proposition addressed by the project.</p> <p>Describes the work that will be performed</p> <p>Identifies team members</p> <p>Identifies the deliverables and timeline for completion</p> <p>Contains Project Schedule and timeline for completion of all deliverables prior to contract end timeline and milestones</p> <p>Contains acceptance criteria for deliverables.</p> <p>Contains plan for identifying and managing risk and issues.</p> <p>Must have been developed and coordinated and agreed upon by all listed resources.</p> <p>Must be delivered within 2 days of contract start date.</p> <p>Must be completed in MS Project/Word/Visio as appropriate.</p>	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval
Project Status Reports	Vendor	<p>Contains progress, planned activities, issues and risks.</p> <p>Will be completed using PSC template.</p> <p>Will be delivered to ITS PM weekly by 12:00 noon the following Monday after completing work.</p>	

Technical Artifacts			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
System Architecture Document (as-is)	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
Requirements Specification	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
Comparative Market Analysis	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Technical Sponsor will review and sign off for approval
Final Report & Presentation	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval
Strategic Plan	Vendor	Acceptance Criteria will be determined and finalized with the acceptance of the Project Plan.	Vendor PM, ITS PM, and Executive Sponsor will review and sign off for approval

SPECIFIC COMPANY AND CANDIDATE QUALIFICATIONS

COMPANY

In order for the selected firm and its proposed candidates to be successful, it is important that they have relevant, successful experience in similar settings (public sector, new service concept definition and launch) and experience in conducting a Document Management System Assessment. Specify company background information/history, list experience with the state of Ohio, list experience with public sector, provide overview of the areas the company specializes in (primary related to the scope of this effort) and how the company plans to support the candidates on this engagement. The contract company will assemble a delivery team consisting of the contract company's personnel or authorized agents. At minimum, the proposed team must consist of a Project Manager/Team Lead who will manage the day to day operations of the assessment and all other PM duties and responsibilities as pertain to successful completion of the assessment. The remaining team will be comprised of staff most skilled at accomplishing the objectives of this initiative with appropriate and relevant skill sets identified.

CANDIDATE REQUIREMENTS

Potential team constructions must include the role of a Project Manager, and the team collectively must possess the following:

- An in depth knowledge of technologies, engineering, required skills and applicable processes required to architect and implement an enterprise document management solution.
- An extensive understanding of the policies and standards used to govern an enterprise document management program.
- A proven history architecting enterprise level document management solutions at the enterprise level. Candidates may be required to pass a review by OIT staff.
- An extensive understanding of document management infrastructure, operations and security.
- An in depth knowledge of operational processes and procedures.
- Candidates must possess excellent written and oral communication skills.
- AIIM Master of Information Technologies (MIT) within team preferred.
- Certified Document Imaging Architect (CDIA) within team preferred.
- Certified Records Manager within team preferred.

Note: One team member must be designated as the Project Manager for the engagement, although they may serve in a technical role as well.

DETAILED AND ITEMIZED PRICING

Offeror must provide its quote on company letterhead using the following tables. Offeror must provide the total “not-to-exceed-fixed” price for completing the scope of work described in the RFQ. Costs must include the position description, hourly rate, number of hours and page number specified according their OIT State Term Schedule (STS). An offerors proposal may be removed from consideration if proposed costs exceed costs identified in the specified STS or if costs are included that are not based on the specified STS.

The total “not-to-exceed-fixed” price in Table 1 must equal the total “not-to-exceed-fixed” price in Table 2.

Table 1 – Project Costs

Payment Milestone/Deliverable	Cost
Not-To-Exceed- Fixed Price	\$

To be included in the evaluation process the proposed STS information and costs will be validated. In Table 2, offerors must identify the following information based on the specified STS: the STS page number where the specified position number is located; the position/part number(s) to be provided for the work described in t this RFQ, the number of hours and the hourly rate.

Table 2 - State Term Schedule (STS) Cost Breakdown

OITS STS # (specify STS #)				
STS Page #	Position Description (include reference information that can be verified in the STS)	STS Hourly Rate	# of hours	Total Rate
Not-To-Exceed- Fixed Price				\$

APPENDIX A: REFERENCES

Provide three current corporate or governmental references for which you have performed similar work.

APPENDIX B: PROJECT TEAM STAFFING

The Vendor must provide resumes and relevant experience of all staff and management personnel that will be working on the project. Describe the qualifications and relevant experience of the people that would be assigned to this project by providing biographies for those staff members. Please indicate the role that each person is being proposed to fill. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

APPENDIX C: COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers, including payment address as registered in OAKS.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers as registered in OAKS.
- Person authorized to contractually bind the organization for any quotation against this RFQ.
- Brief history, including year established and number of years your company has been offering Document Management System Assessments.
- State Term Schedule Certification
- Conflict of Interest Statement

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFQ will be based upon the quotation with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor’s responsiveness to the RFQ and the total price quoted for all items covered by the RFQ. State of Ohio may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFQ without obligation to such prospective Vendors.

The following elements will be the primary considerations in evaluating all submitted quotations and in the selection of a Vendor or Vendors:

Weight	Criteria
30%	An assessment of the Vendor’s ability to deliver the indicated service in accordance with the specifications set out in this RFQ.
30%	Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
20%	The extent to which Vendor’s proposed solution fulfills State of Ohio’s stated requirements as set out in this RFQ.
10%	The Vendor’s stability, experiences, and record of past performance in delivering such services.
10%	Best Overall Rate.*
100%	

* **The cost information MUST be signed, and submitted in a separately sealed envelope.** The envelope must be clearly marked “OIT ASSESSMENT Assessment Project Cost” on the outside of its envelope along with Vendor’s name and must be submitted in the correct format as described below.

Deliverable	STS Page No	STS Part Number or Position Description	Hourly Rate	Number of Hours	Costs
Project Management Documentation					
		Subtotal			
Requirements Specification					
		Subtotal			
Comparative Market Analysis					
		Subtotal			

System Architecture Document					
			Subtotal		
Final Report					
			Subtotal		
Strategic Plan					
			Subtotal		
		TOTAL			

The selected vendor will be expected to submit and invoice for payment after the completion of each deliverable itemized.

TERM & CONTRACT

The State wishes to receive proposals from State Term Schedule (STS) firms. The firm must have a valid STS contract (or need to partner with a company that has a valid STS and propose through them) and pricing must reflect or be lower than STS rates, and must use STS categories.

- Space will be provided in OIT's offices at 30 E. Broad Street, Columbus, Ohio. Actual time spent onsite will depend on the project schedule, tasks, associated activities and the vendor's proposal, however it is anticipated that some percentage of the work effort will be conducted at the **vendor** facility.
- The contract will be "not-to-exceed-fixed" price through State Term Schedule (STS) contract.
- The term will be until June 30, 2011.
- No additional costs, such as travel, meals, lodging, taxes, parking or other associated costs may be charged separately for this work. The vendor's sole compensation for the duties described herein shall be the billings for the completed, accepted deliverables.
- All contractors shall read, acknowledge and follow DAS policies, rules and guidelines.
- All work performed by the vendor shall be deemed a "work-for-hire," and shall be the sole property of the State of Ohio. The vendor may not use such work without written Infrastructure Services Division consent.
- Contractors shall use state provided equipment, any exceptions shall be approved by Infrastructure Services Division.

QUOTATION SUBMITTAL

(1) Each Vendor must submit Seven (7) complete, sealed and signed copies of its quotation (excluding cost information), and each quotation must be clearly marked "OIT Document Management System Assessment Project" on the outside of its envelope along with Vendors name.

(2) **The cost information MUST be signed, and submitted in a SEPARATELY SEALED ENVELOPE.** The envelope must be clearly marked "OIT Document Management System Assessment Project Cost" on the outside of its envelope along with Vendor's name.

(3) A single electronic copy of the complete quotation must also be submitted with the printed quotations. Electronic submissions should be on a CD, DVD or USB memory stick. **The electronic copy MUST be submitted in a SEPARATELY SEALED ENVELOPE.**

The State may reject late quotations regardless of the cause for the delay. The State may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

Quotations MUST be submitted to the State's Procurement Representative:

**Tammy Johnson, Service Assurance Supervisor
Ohio Department of Administrative Services
Administrative Support
30 East Broad Street, 40th Floor, Room 4060
Columbus, OH 43215**

PROPRIETARY INFORMATION

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

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

WAIVER OF DEFECTS

The State has the right to waive any defects in any quotation or in the submission process followed by a Vendor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Vendors.

REJECTION OF QUOTATIONS

The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject any Non-STS Responses. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

EVALUATION OF QUOTATIONS

Clarifications and Corrections

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

Requirements

This RFQ asks for responses and submissions from Vendors. While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required

submission or meet a requirement will normally result in a rejection of that Vendor's quotation. The value assigned to each criterion is only a value used to determine which quotation is the most advantageous to the State in relation to the other quotations that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the quotation process.

The evaluation process may consist of up to three distinct phases:

1. The procurement representative's initial review of all quotations for defects;
2. The evaluation committee's evaluation of the quotations; and
3. Interviews.

Initial Review

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

Committee Review of the Quotations

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

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

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

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

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

Interviews

The State may record any presentations, demonstrations and interviews.

Determination of Responsibility

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following factors: the Vendor's and its key team members' experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor's quotation, reference evaluations and any other information the State requests or determines to be relevant.

Changing Candidates

The major criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

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

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