

**OHIO ATTORNEY GENERAL'S OFFICE
REQUEST FOR PROPOSALS
SAGE ACCOUNTING SYSTEM AND INTERFACES**

RFP NUMBER: AGO-335706-SAGE

May 18, 2020

Responses must be received and stamped at:

Ohio Attorney General's Office
Information Technology Services Section
ATTN: RFP REVIEW COMMITTEE (AGO-335706-SAGE)
150 East Gay Street, 20th Floor
Columbus, Ohio 43215

On or before:

June 15, 2020 at 3:00 PM Time Eastern Time

Table of Contents

SECTION 1.0	INTRODUCTION	5
1.1.	Background and Current Request.....	5
1.2.	A New Accounting System for the AGO Collections Enforcement Section	5
1.3.	Contact.....	5
1.4.	Schedule of Events and Deadlines.....	6
1.5.	Reference Material Website	6
1.6.	RFP Response Deadline and Ship-To Address	7
SECTION 2.0	SCOPE.....	8
2.1.	Analyzation (or Discovery) Phase for a CE SAGE Accounting System with the NCS	8
2.2.	Scope – General Deliverables	8
2.3.	An Implementation Statement of Work (SOW)	10
SECTION 3.0	TERMS AND CONDITIONS	10
3.1.	Budget and Payment.....	10
3.2.	Requirements Specific to the State of Ohio.....	10
3.3.	Fiscal Biennium	11
3.4.	Reimbursable Expenses.....	11
3.5.	Certification of Funds	11
3.6.	Public Record Information	12
3.7.	Trade Secret Information	12
3.8.	Governing Law	13
3.9.	Background Check	13
3.10.	Liability	13
3.11.	Warranties and Certifications with Respect to this RFP	13
3.12.	Selected Contractor’s Representations and Warranties in the Resulting Contract	14

3.13.	Protection of Federal Tax Information, Personal Information, Education Information, and Health Information	15
3.14.	Contractor Employee Acknowledgement of ITS Policies	16
3.15.	Protective Provisions	16
3.15.1.	Holdback	16
3.15.2.	Key Personnel	16
3.16.	Other Protective Provisions.....	17
3.17.	Specifications, Standards and Guides	17
SECTION 4.0	RESPONSE PREPARATION INSTRUCTIONS	17
4.1.	Paper Copy - Requirements	17
4.2.	Electronic Copy Requirements.....	18
4.3.	Master Copy	18
4.4.	Response Delivery Instructions	18
4.5.	General Response Requirements	18
4.5.1.	Alternate Responses	18
4.5.2.	Discrepancies	19
4.5.3.	Disposition of Unsuccessful Responses	19
4.5.4.	Restrictions on Communications.....	19
4.5.5.	News Releases	19
4.5.6.	Discussions	19
4.5.7.	RFP Response Validity Period	19
SECTION 5.0	REQUIRED RFP RESPONSE CONTENT	19
5.1.	Response Checklist	19
5.2.	Naming Conventions	20
5.3.	Transmittal Letter	20

5.4. RFP Response.....	20
Table of Contents	21
Section A – Executive Summary.....	21
Section B – Project Organization, Reporting Structure, and Staffing.....	21
Section C – Key Personnel Resumes	22
Section D – High-Level Schedule Summary	22
Section E – Contractor Qualifications – Offeror Strength and Stability	22
Section F – Statement of Work (SOW)	22
Section G – Offeror References.....	23
Section H – Cost Proposal	23
Section I – Exceptions, Assumptions, and Deviations	23
Section J – Trade Secrets	24
SECTION 6.0 EVALUATION PROCESS.....	24
6.1. Evaluation Steps.....	24
Step 1 – Response Preparation Compliance Review.....	24
Step 2 – Response Scoring	25
Step 3 – Best and Final Offer (BAFO).....	25
Step 4 – Identification of the Apparent Successful Offeror.....	25
Step 5 – Contract	25
6.2. Response Scoring Criteria.....	26
SECTION 7.0 ATTACHMENTS AND EXHIBITS TO RFP	27

SECTION 1.0 INTRODUCTION

1.1. Background and Current Request

The Ohio Attorney General's Office (AGO) is pleased to release this Request for Proposals ("RFP") to replace legacy software, Access databases and Excel worksheets by migrating to a new software accounting system using the SAGE Accounting (SAGE) product for the Collections Enforcement Section.

The AGO's Collections Enforcement Section ("CE") recovers debt within an established timeframe and utilizes technology to support the collection's timely completion. In parallel to this RFP, the primary legacy collection system is being replaced by a New Collection System (NCS). Note also that the NCS is envisioned to be deployed in phases, in which a dual system environment will exist, until the legacy collection system is completely phased out. The distinct parts in this RFP's scope are as follows:

1.2. A New Accounting System for the AGO Collections Enforcement Section

AGO will be replacing the legacy CUBS system with a New Collections System (NCS) and will require an accounting system using the SAGE product that interfaces with the NCS. This new system and interface will require analysis and high-level design before the eventual implementation and deployment of the accounting system and NCS can occur.

The AGO will look for guidance from the selected offeror to complete an Analyzation Phase of a SAGE Accounting System where the deliverables of this project lay the foundation for the Implementation Phase. When the Analyzation Phase is successfully completed, the AGO will determine whether to continue with the selected offeror for the Implementation Phase or whether the AGO decides to issue a new RFP for the Implementation Phase, if it is determined to be in the best interest of the AGO to move forward with a different offeror. Continuing with the selected offeror for the Implementation Phase will require contract amendment and Ohio Controlling Board approval, as required.

This RFP seeks an offeror to provide a firm fixed price to successfully analyze and produce a 'blueprint' for an accounting system, using SAGE, that interfaces with NCS and other related systems, as well as information for transitioning directly into the Implementation Phase upon the conclusion of the Analyzation Phase. Currently, the AGO does have an initial draft of the requirements (Attachment D – Accounting Business Requirements) in this RFP. It will, however, be the responsibility of the selected contractor to review, discuss, update, and receive AGO approval to baseline the requirements necessary for an accounting system with SAGE and NCS. The deliverable blueprint, if the AGO decides to proceed, will be used for the Implementation Phase.

1.3. Contact

Unless the AGO advises differently, all contact is to be in writing using the State of Ohio Procurement site. All inquiries and responses will be posted to the same web site. The due date for any inquiry within the intent and scope of this RFP must be received by the **RFP Inquiry Deadline Date/Time** found in the Procurement Schedule table below.

1.4. Schedule of Events and Deadlines

The AGO will orient the procurement to the dates indicated in the table below.

No.	Action	Date
Firm Dates		
1	RFP Released	May 18, 2020
2	RFP Inquiry Deadline Date/Time: Inquiries must be submitted by no later than 8:00 a.m. Eastern Time on the specified date.	May 29, 2020 8:00 AM
3	RFP Response Deadline Date/Time: Proposals must be received from offerors no later than 3:00 p.m. Eastern Time on the specified date.	June 15, 2020 3:00 PM
Estimated Dates		
4	AGO Review and Evaluation of Offeror Proposals	June 2020
5	Offeror Presentations, Interviews, and Demonstrations (only if requested by the AGO)	June 2020
6	Apparent Successful Offeror Notification	June 2020
7	Contract Process and AGO Due Diligence	July 2020
8	Signed Contract and Controlling Board Process	July 2020
9	Project Kickoff	July – August 2020
10	If needed, Contract Amendment for Implementation and Controlling Board Process	To Be Determined

1.5. Reference Material Website

Reference materials related to this RFP will be available on the State of Ohio Procurement website. The website address is linked from www.ohioattorneygeneral.gov/Business/Services-for-Business/RFQ. The AGO anticipates the website to provide the following:

- RFP Documents – Copy of this RFP and any Attachments.
- RFP Communication – Any documentation related to addenda to the RFP, questions and answers, and other announcements.
- Addenda – Contains any addenda or amendments to the RFP or other documentation.
- Questions and Answers – Contains copies of all questions and answers regarding the RFP or other related documents.
- Editable RFP Forms – Any editable copies of forms and tables found in the RFP and required in the offeror's response.

1.6. RFP Response Deadline and Ship-To Address

Offerors' proposals in response to this RFP (each a "Proposal") **must** be received by the AGO no later than the date indicated in the Procurement Schedule table above.

Proposals must be marked "AGO Accounting Proposal" and **must** be shipped or hand delivered to the following address. The phone number is only to meet requirements by shippers, and must not be used for any other communication.

Ohio Attorney General's Office
Information Technology Services Section
Phone 614-728-2690
ATTN: RFP REVIEW COMMITTEE (RFP# AGO-335706-SAGE)
150 East Gay Street, 20th Floor
Columbus, Ohio 43215

An individual authorized to bind the offeror to the provisions of the Proposal **must** sign the Proposal. The original Proposal **must** be hand-signed in blue ink. Proposal responses **must** address all requirements of this RFP.

Proposals must be received at the above-listed location by the appointed date/time in order to be considered. Offerors submitting a Proposal by mail are reminded to allow adequate mailing time to ensure its timely receipt. Offerors **must** account for potential delays due to increased security or inclement weather.

Any extension of the deadline date/time will be published by the AGO as a formal RFP amendment on the website identified in section 1.5. The AGO may waive minor defects and/or request clarifications in the responses that do not materially deviate from the specifications or otherwise create an unfair competitive advantage. Any response, revision or amendment to a response received after the date and time specified or improperly marked or submitted may be disqualified. Additionally, once any proposal is deemed late or incomplete by the AGO, it will not receive any additional consideration for award and it will not be returned.

It is essential that offerors carefully review all elements in their Proposals. Once opened, Proposals cannot be altered in any way, except as expressly permitted by the processes of this RFP. The AGO may also reject any Proposal that it believes is not in its best interest to accept, and the AGO may decide not to do business with any of the offerors responding to this RFP. Moreover, the AGO may decide to cancel this RFP for any reason, or issue another RFP, if it is in the best interest of the AGO to do so.

The AGO will not be liable for any costs incurred by an offeror in responding to this RFP, regardless of whether the AGO awards any contract(s) through this process, decides to cancel this RFP for any reason, or issues another RFP if it is deemed to be in the best interest of the AGO to do so.

The AGO is not responsible for the accuracy of any information regarding this RFP and any amendments obtained or inferred through a source different from the inquiry or other processes described in this RFP.

The AGO prohibits multiple Proposals from a single offeror. If an offeror submits multiple Proposals, all Proposals from that offeror will be rejected.

The AGO may notify an offeror via e-mail or letter if the Proposal was rejected for being late, incomplete or any other reason.

SECTION 2.0 SCOPE

Through this RFP, the AGO seeks an offeror who **must** have extensive experience analyzing, developing, configuring, integrating, upgrading and implementing SAGE as an accounting system. Although the AGO maintains a current inventory of licenses for users in Collections Enforcement, the agency will require the selected contractor to be able to renew SAGE licenses in the future. The offeror **must** also have staff who are certified as 'SAGE 100 Master Developer' or 'SAGE 100 GOLD Developer'.

The AGO's Information Technology Services' (ITS) Project Management Office (PMO) will provide oversight and management for the entire project, but the offeror must provide project management for the tasks under the Contract, including developing and maintaining a project schedule and the day-to-day management of contracted staff. The offeror also must assist the AGO with coordinating assignments for AGO staff working on the project. Additionally, the offeror must provide all administrative support for contracted staff and activities.

2.1. Analyzation (or Discovery) Phase for a CE SAGE Accounting System with the NCS

The AGO is beginning a three-year project to deploy a New Collections System ("NCS") based upon the FICO Debt Manager (DM) product to replace its legacy collection system, CUBS, licensed from Ontario Systems. This requires the system engineering expertise to determine the requirements for a SAGE Accounting System to interface with the NCS, including any migration that may be necessary until CUBS is phased out.

This is a request for a Scope of Work that is a fixed price effort to join with the NCS vendor, a Change Management vendor, AGO Collections Enforcement and ITS staff during a Software Development Life Cycle (SDLC) Analyzation Phase. The offeror must draft and offer for AGO approval the Analyzation Deliverables in the table below. These Deliverables will become the basis for the eventual implementation and deployment of a SAGE Accounting System with NCS.

2.2. Scope – General Deliverables

A Statement of Work (SOW) must be submitted as part of the offeror proposal that can be included in a contract. The SOW must include the following Deliverables that must align with the offeror's Cost Proposal:

- This RFP's **scope is inclusive of all SDLC phases** (Analyzation, Design, Implementation, etc.) but is only asking for a fixed price SOW for the Analyzation Phase in the Cost Proposal.
- Offeror must initiate and complete the Analyzation (Discovery) Phase for a SAGE Accounting System integrated with NCS. This will involve input-gathering discussions with AGO and FICO-DM Subject Matter Experts (SMEs) in order to determine and finalize the accounting requirements to be satisfied

within FICO-DM, the SAGE Accounting software package, and interfaces with other sub-systems. An initial list of high-level accounting requirements is found in Attachment D of this RFP.

- The following Deliverables listed in the table below are in scope for this SOW and include descriptions. The acceptance criteria for each Deliverable is based on the offeror’s demonstration to the AGO that the Deliverable matches its relevant description.
- With the completion and AGO approval of these Deliverables, the offeror will be able to provide a firm fixed price Implementation SOW for the AGO to decide, at its sole discretion, to continue the configuration, development, testing, implementation, and deployment into a production environment of the recommended accounting system.

Deliverable	Description of Deliverable
Project Management Plan	<p>A Project Management Plan (“PMP”) at the beginning of the Analyzation phase will contain:</p> <ul style="list-style-type: none"> • the Scope and Objectives of the project along with Reporting and Monitoring processes during the Analyzation Phase, • Roles & Responsibilities of the offeror as well as expectations of AGO staff and SMEs, • Deliverables & Milestones, including a project schedule with lower level tasks.
SAGE Configuration and High-Level Design Plan	<p>A Configuration and High-Level Design Plan will define the success plan for the necessary tasks to be executed during an Implementation phase. It will be the result of the Analyzation phase activities. It will include:</p> <ul style="list-style-type: none"> • List of accounting requirements to be satisfied by the SAGE Accounting System package in conjunction with the interface to NCS or other sub-systems. • Describe the configuration of the SAGE Accounting System software to meet those accounting requirements. Specifically note any special development vs. out-of-the-box configuration • Provide a general description and schematic diagram of the logical and physical architecture of the SAGE Accounting System, and the interfaces between the architecture of the NCS and other sub-systems. • Describe high-level work flows, ETL integrations, and any data migrations required of the SAGE Accounting System in the new NCS environment, including hardware requirements. • List the lower level document deliverables, with definitions, to be created in the subsequent Implementation phase. The continuation of the SDLC of this SAGE project must include the individual interfaces along with key data fields, automation of input/output, and other details normally

Deliverable	Description of Deliverable
	<p>expected of design documents as well as test and implementation documents.</p> <ul style="list-style-type: none"> Identify any dependencies, assumptions, or conditions required to complete the SAGE Accounting System's Implementation Phase.

2.3. An Implementation Statement of Work (SOW)

After the Analyzation deliverables are completed, the offeror must also submit a separate fixed price SOW to develop, implement and deploy a configured SAGE Accounting System utilizing and corresponding to the deliverables created during the Analyzation period. This SOW will be used in part by the AGO to determine if it will continue to use the vendor for the Implementation Phase. Continuing with the selected offeror for the Implementation Phase will require contract amendment and Ohio Controlling Board approval, as required.

For the Analyzation Phase deliverables, there is no holdback. However, if the AGO opts to continue with the selected offeror for the Implementation Phase, holdback will be applicable. A holdback in the amount of 15% of the total payment due under the resulting contract shall be applied to all milestone payments to the offeror during the remaining term of the resulting contract (the "Holdback"). For more information, see Provisions; Holdback, in the Terms and Conditions section.

SECTION 3.0 TERMS AND CONDITIONS

This section enumerates and defines terms and conditions that apply to this RFP, any verbal and written communication permitted under this RFP, and to any ensuing contractual relationship that the AGO may enter into with an offeror.

3.1. Budget and Payment

In consideration of the selected contractor's promises and satisfactory performance of the scope of work, the AGO will pay the selected contractor the amount(s) expended in the effort in response to this RFP (the "Fee") and as negotiated. In no event will payments under the resulting contract exceed the "not-to-exceed" amount provided in the response to this RFP. The selected contractor's right to the Fee is contingent on the successful completion and satisfactory performance of the scope of work as set forth in the resulting contract or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the scope of work tied to the applicable milestone or period. Payment of the Fee is also contingent on the selected contractor delivering a proper invoice and any other documents the contract requires. An invoice must comply with Ohio law and the AGO's policies regarding invoices and their submission. The AGO will notify the selected contractor in writing within 30 business days after it receives an invoice of any defect and provide the information necessary to correct the defect.

3.2. Requirements Specific to the State of Ohio

Unless the contract is terminated or expires without renewal, the resulting contract will remain in effect until the scope of work is completed to the satisfaction of the AGO, including all optional renewal periods for maintenance or continuing commitments, and the selected contractor is paid. The AGO may, at any time prior to completion of the scope of work, suspend or terminate the resulting contract with or without cause by giving written notice to the selected contractor.

3.3. Fiscal Biennium

The current Ohio General Assembly cannot commit a future Ohio General Assembly to expenditure. Therefore, the resulting contract will automatically expire at the end of each fiscal biennium (June 30th of every odd year). The AGO may renew a contract in the next biennium by issuing written notice to the selected contractor of the decision to do so. This expiration and renewal procedure will also apply to the end of any subsequent biennium during which the scope of work continues, including any optional renewal periods. Termination or expiration of a contract will not limit the selected contractor's continuing obligations with respect to Deliverables that the AGO paid for before termination or limit the AGO's rights in any way.

3.4. Reimbursable Expenses

The AGO will only pay for Deliverables as specified in the resulting contract. If there are any amendments to the original contract during the project lifecycle to include reimbursable expenses, then those reimbursable expenses will be in accordance with Ohio Revised Code §126.31. The selected contractor must assume all other expenses that it incurs in the performance of the resulting contract that are not specifically identified in the contract.

3.5. Certification of Funds

The AGO's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails to continue funding for the payments and other obligations due as part of the resulting contract, the AGO's obligations under the contract will terminate as of the date that the funding expires without further obligation of the AGO.

In addition, none of the rights, duties, or obligations in a contract will be binding on the AGO, and the selected contractor will not begin its performance, until all of the following conditions are met:

- All statutory provisions under the Ohio Revised Code, including Section 126.07, are met
- All necessary funds are made available by the appropriate AGO entities; and
- If required, the Ohio Controlling Board approves the contract

The AGO may renew the contract for additional one-year or two-year terms, subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for the contract in each new biennium. Any such renewal of the contract is also subject to the satisfactory performance of the selected contractor and the needs of the AGO. The AGO's failure to renew the contract will not affect any licenses granted to the AGO before the expiration. It also will not affect the rights and the responsibilities of the parties with respect to such licenses.

3.6. Public Record Information

The AGO is subject to the requirements of the Ohio Public Records Law, Ohio Revised Code Section 149.43. Accordingly, all offerors **must** understand that information and other materials submitted in response to this RFP or in connection with any contract resulting from this RFP, may be subject to disclosure as a public record, except to the extent the materials are protected from disclosure by applicable state and/or federal laws.

By submitting a response to this RFP, the offeror agrees that if, after a request for disclosure of the RFP response, litigation is brought attempting to compel production of the material or to protect the materials from production, the offeror must be solely responsible, at its sole cost, for any defense, and for establishing the basis for non-disclosure of the information. If an appropriate tribunal determines that the information must be disclosed or fails to protect the information from disclosure, the AGO will release the material and the offeror must indemnify and hold the AGO harmless and immune from any and all claims for injury or damages arising out of the litigation including, but not limited to, attorneys' fees.

3.7. Trade Secret Information

All offerors are strongly discouraged from including in a response any information that the offeror considers to be a trade secret, as that term is defined in Section 1333.61(D) of the Ohio Revised Code. All information submitted in response to this RFP is public information once the selection process has concluded, unless a statutory exception exists that exempts it from public release. However, if any information in the response is to be treated as a trade secret, the offeror must:

- a) Clearly identify each and every occurrence of the trade secret information within the response with an asterisk before and after each line containing trade secret information and underline the trade secret information itself. General language in the footer of the response, such as "this document contains confidential proprietary information and may not be disclosed," is not an acceptable identification of trade secret information and will not be honored by the AGO.
- b) Include a separate page that lists each page in the response that includes trade secret information and the number of occurrences of trade secret information on that page (also see subsection 5.4.12).

To determine what qualifies as trade secret information, refer to the definition of trade secret as set forth in Ohio Revised Code Section 1333.61(D), which is reproduced here for reference:

R.C. §1333.61(D). Trade Secret means information, including the whole or any portion or phase of any scientific or technical information, design, process, procedure, formula, pattern, compilation, program, device, method, technique, or improvement, or any business information or plans, financial information, or listing of names, addresses, or telephone numbers, that satisfies both of the following:

1. It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. It is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

3.8. Governing Law

This RFP and any contracts resulting from this RFP are governed, construed, and interpreted in accordance with the laws of the State of Ohio and only Ohio courts have jurisdiction over any action or proceeding concerning a resulting agreement and/or performance thereunder. The selected contractor consents to jurisdiction in a court of proper jurisdiction in Franklin County, Ohio.

3.9. Background Check

For any employees or subcontractors working onsite at any Attorney General location, the contractor understands that these employees or subcontractors are subject to a background check conducted by the Attorney General. Such a background check may include a review of criminal records, tax records, driving records, eligibility to legally work in the United States, verification of academic credentials or degrees. The Attorney General may also conduct drug testing or field investigation of certain employees of the contractor or its subcontractors, if the Attorney General believes such action is necessary. The Attorney General reserves the right to refuse access to the job site at any time if the Attorney General determines, in its discretion, that contractor's employee or subcontractor presents a potential security threat or if there is a change in the results of the background check, at any time during the completion of the scope of work.

3.10. Liability

The selected contractor agrees to indemnify and hold harmless and immune the AGO and the State of Ohio from any and all claims for injury or damages arising from the resulting contract which are attributable to the selected contractor's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third party agents or joint ventures while acting under the contract. Such claims include any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime or employment matters and any claims involving patents, copyrights and trademarks.

The selected contractor **must** bear all costs associated with defending the AGO and the State of Ohio against any such claims.

In no event shall either party be liable to the other party for indirect, consequential, incidental, special or punitive damages, or lost profits.

3.11. Warranties and Certifications with Respect to this RFP

By submitting a proposal, the offeror warrants and certifies that it:

- a) Is eligible for award of a contract by the AGO, pursuant to Ohio Revised Code Sections 9.24, 125.11, 125.25, and 3517.13.
- b) Has read the RFP, understands it, and agrees to be bound by its requirements.
- c) If awarded a contract arising out of this RFP, the selected contractor must negotiate such contract in good faith, which **must** be in a form provided by the AGO.
- d) Has not included any legal terms or conditions for the contract in its response to this RFP.

- e) Has familiarized itself with the ethics statutes governing state employees and appointees, including those concerning employment of former government employees, gifts, and lobbying.
- f) Will not allow any subcontractor or any person acting on behalf of the contractor or a subcontractor, discriminate, by reason of race, color, religion, sex, sexual orientation, age, genetic information, disability, military status, national origin, or ancestry, against any citizen of this state in the employment of any person qualified and available to perform the work under any contract resulting from this RFP.

3.12. Selected Contractor's Representations and Warranties in the Resulting Contract

The selected contractor must agree to the following provisions in the resulting contract:

- a) **COMPLIANCE WITH LAWS.** The selected contractor, in the execution of its duties and obligations under the resulting contract, agrees to comply with all applicable federal, state and local laws, rules, regulations and ordinances.
- b) **DRUG FREE WORKPLACE.** The selected contractor agrees to comply with all applicable federal, state and local laws regarding smoke-free and drug-free work places and must make a good faith effort to ensure that none of its employees or permitted subcontractors engaged in the scope of work, purchase, transfer, use or possess illegal drugs or alcohol, or abuse prescription drugs in any way.
- c) **NONDISCRIMINATION OF EMPLOYMENT.** Pursuant to R.C. 125.111 and the AGO's policy, the selected contractor agrees that contractor, any subcontractor, and any person acting on behalf of contractor or a subcontractor, must not discriminate, by reason of race, color, religion, sex, sexual orientation, age, disability, military status, national origin, or ancestry against any citizen of this state in the employment of any person qualified and available to perform the scope of work. The selected contractor further agrees that contractor, any subcontractor, and any person acting on behalf of contractor or a subcontractor must not, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of the scope of work on account of race, color, religion, sex, sexual orientation, age, disability, military status, national origin, or ancestry.
- d) **AFFIRMATIVE ACTION PROGRAM.** The selected contractor represents that it has a written affirmative action program for the employment and effective utilization of economically disadvantaged persons pursuant to R.C. 125.111(B) and has filed an Affirmative Action Program Verification form with the Equal Employment Opportunity and Affirmative Action Unit of the Department of Administrative Services.
- e) **CONFLICTS OF INTEREST.** No personnel of the selected contractor who exercise any functions or responsibilities in connection with the review or approval of the contract or carrying out of any of the scope of work shall, prior to the completion of the scope of work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of the scope of work. Any such person who acquires an incompatible or conflicting personal interest on or after the effective date of the contract, or who involuntarily acquires any such incompatible or conflicting personal interest, must immediately disclose his or her interest to the AGO in writing. Thereafter, he or she must not participate in any action affecting the scope of work, unless the AGO shall determine, in its sole discretion, that, in light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.

- f) **ETHICS COMPLIANCE.** The selected contractor represents, warrants and certifies that it and its employees engaged in the administration or performance of the contract are knowledgeable of and understand the Ohio Ethics and Conflict of Interest laws. The selected contractor further represents, warrants, and certifies that neither contractor nor any of its employees will do any act that is inconsistent with such laws.
- g) **QUALIFICATIONS TO DO BUSINESS.** The selected contractor affirms that it has all of the approvals, licenses, or other qualifications needed to conduct business in Ohio, including registration with the Ohio Secretary of State, and that all are current. If at any time during the term of the contract contractor, for any reason, becomes disqualified from conducting business in the State of Ohio, the contractor will immediately notify the AGO in writing and will immediately cease performance of the scope of work.
- h) **CAMPAIGN CONTRIBUTIONS.** The selected contractor hereby certifies that neither it nor any of its partners, officers, directors or shareholders, nor the spouse of any such person, has made contributions to the AGO in excess of the limitations specified in R.C. 3517.13.
- i) **BOYCOTT.** Pursuant to R.C. 9.76(B), the selected contractor warrants that it is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the term of the contract.
- j) **FINDINGS FOR RECOVERY.** The selected contractor warrants that it is not subject to an “unresolved” finding for recovery under R.C. 9.24.
- k) **DEBARMENT.** The selected contractor represents and warrants that it is not debarred from consideration for contract awards by the Executive Director of the Ohio Facilities Construction Commission or the Director of the Department of Administrative Services, pursuant to either R.C. 153.02 or R.C. 125.25.
- l) **OHIO RETIREMENT SYSTEM RETIRANT.** If the selected contractor is a PERS retirant, as such term is defined by R.C. 145.38, contractor must notify the AGO of such status in writing prior to the commencement of work under the contract. Notices pursuant to this paragraph must be sent to the AGO’s Director of Human Resources by mail at 30 E. Broad Street, 16th Floor, Columbus, Ohio 43215, by fax at (614) 728-7582, or by email at HR@OhioAttorneyGeneral.gov. The AGO will not be responsible for any changes to the selected contractor’s retirement benefits that may result from entering into the contract.
- m) **UNITED STATES LOCATION.** The work shall be performed within the United States or otherwise only where the consultant has received prior authorization from the AGO and is defined in the SOW. No information or data provided by or belonging to the AGO shall be stored, accessed from, or transmitted to outside of the United States.

3.13. Protection of Federal Tax Information, Personal Information, Education Information, and Health Information

The AGO’s Collections Enforcement Section receives information from various sources that require additional protections, much of this coming from the Internal Revenue Service (IRS) called federal tax information (FTI). The IRS has published Publication 1075, which governs the protection that FTI must receive at all times. According to Internal Revenue Code § 6103(p)(4)(F), if the IRS determines that any state agency that receives FTI (including vendors of that agency) does not maintain adequate standards of protection, the IRS has the right to suspend the flow of FTI to that agency. For this reason, it is of the utmost importance that any contractor selected is able to demonstrate the highest level of compliance with IRS

Publication 1075. Further, any contractor selected must be able to help ensure that upgrade or enhanced systems comply with IRS Publication 1075, along with other applicable compliance standards such as HIPAA/HITECH, FERPA and Ohio Revised Code Chapter 1347.

Areas of Compliance: Regulations, Laws, and Technical Requirements:

- Federal Tax Information: 26 USC §§ 6103, 7213, 7431, 26 C.F.R. 301.6103, Internal Revenue Service, Office of Safeguards (i.e. IRS Publication 1075, Safeguard Computer Security Evaluation Matrix, etc.)
- Protected Health Information: 45 C.F.R. 160, 162, 164; Pub. L. 111-5 (i.e. HIPAA/HITECH, etc.)
- Department of Education: 20 U.S.C. §1232(g), 34 C.F.R. 99 (i.e. FERPA, etc.)
- Protection of Personal Information: Ohio Revised Code (i.e. R.C. 1347, etc.)
- Fair Debt Credit/Collections Protection Act, 15 U.S.C. §1692.

Specific provisions in Attachment G – Sample Contract regarding compliance that include the following:

- Exhibit: Agreement For Protection of Confidential Information
- Exhibit: IRS Publication 1075 Compliance Requirement
- Exhibit: HIPAA/HITECH Terms and Procedures
- Exhibit: FERPA Guidelines

3.14. Contractor Employee Acknowledgement of ITS Policies

All individuals working for the selected contractor must sign an acknowledgement of AGO Information Technology Services (ITS) policies concerning computer usage, network access, internet usage, and social media. See the corresponding exhibit in Attachment G – Sample Contract and included as Attachment H - Non-AGO Network Access Acknowledgement ITS 01-15-19.

3.15. Protective Provisions

The selected contractor must agree to the following concepts in the resulting contract:

3.15.1. Holdback

A holdback is applicable depending upon the software development phase of the project as determined by the AGO. By definition, a holdback is a percentage of the total payment due for any fixed price deliverables under the resulting contract (the “Holdback”). The Holdback shall be released in a lump sum payment within 30 business days following final acceptance by the AGO and the appropriate invoice.

3.15.2. Key Personnel

The selected contractor will use commercially reasonable efforts to ensure the continued availability of all personnel listed in the response to this RFP, and may not remove those personnel from the project without the prior written consent of the AGO. The selected contractor must have qualified replacement staff available to replace any key personnel, and shall follow a specified procedure for replacement of key personnel if replacement becomes necessary.

3.16. Other Protective Provisions

The AGO may include additional protective provisions in the resulting negotiated contract for consideration by the selected contractor such as liquid damages, bonds, etc.

3.17. Specifications, Standards and Guides

The documents identified below in this subsection constitute the specifications, standards and guides serving as the core reference materials for this RFP. They must be considered resource documents for the purpose of this RFP. Additional compliance documents may be referenced or stipulated elsewhere in this RFP, any resultant contract and/or addendum thereof. The documents are:

- Attachment A – RFP Response Checklist
- Attachment B – Offeror Strength and Stability Form
- Attachment C – Offeror Reference Form
- Attachment D – CE Accounting Business Requirements
- Attachment E – Cost Proposal
- Attachment F – Key Personnel Instructions
- Attachment G – Sample Contract (including Exhibits for Compliance rules)
- Attachment H – Non-AGO Network Access Acknowledgement ITS 01-15-19

SECTION 4.0 RESPONSE PREPARATION INSTRUCTIONS

Response preparation instructions relative to form and manner are provided in the subsections below. Specific content requirements are provided in Section 5.0, Required RFP Response Content. Offerors responding to this RFP understand and acknowledge that a response does not guarantee a contract with the AGO.

4.1. Paper Copy - Requirements

The RFP response **must** be submitted with one (1) original, six (6) conforming paper copies, and one (1) electronic copy on a USB drive. Computer-generated pages **must** use Arial or Times New Roman fonts at a pitch of 12 points or larger; 10-point Times New Roman font may be used in presenting tables where the data would otherwise not easily fit onto the page width; and 9-point Times New Roman font may be used in

embedded graphics. Response page size must not exceed 8-1/2 inches by 11 inches. A page is defined as one printed side of one 8-1/2" by 11" sheet of paper. Folded pages **must** fold entirely within the volume. Each 8-1/2" by 11" section of a folded page counts as one page. Larger sheets will count as two or more pages. For example, an 11" by 17" folded sheet counts as two pages. Each response page will be numbered sequentially with a unique number. There **must** be no less than 1½ space between lines.

4.2. Electronic Copy Requirements

The offeror must provide one USB drive containing the electronic version of the paper copy. Media will not be returned.

Please note the following electronic copy requirements:

- Submitted files **must** be fully searchable, printable, and unlocked.
- Files **must** not be password protected.
- USB drive **must** be labeled with a text file to indicate the offeror name, solicitation name, and date of submission.
- The offeror **must** screen the USB drive for computer viruses prior to submittal.

4.3. Master Copy

The original RFP response submitted on paper and signed in blue ink by a person who can contractually obligate the organization is considered the master copy for purposes of scoring. In case of differences between the response submitted on paper and the response submitted electronically, the response submitted on paper binds the offeror and supersedes the electronic submission.

4.4. Response Delivery Instructions

The offeror must provide the specified number of hard copies as well as electronic copies of the RFP response, which must be submitted so as to be received at the location specified no later than the time and date specified in this RFP.

4.5. General Response Requirements

This subsection provides specific information and requirements that apply to the response overall. "Contractor" and "Offeror" means the proposer who is qualified to submit a response under the terms of this RFP.

4.5.1. Alternate Responses

This RFP does not permit multiple responses from the same Offeror.

4.5.2. Discrepancies

If an offeror believes that the requirements in these instructions contain an error, omission, a conflict internal to this RFP, or are otherwise unsound, the Offeror should notify the AGO via the online inquiry process provided in this RFP, with supporting rationale. Failure to notify the AGO will irrevocably waive an Offeror's claim that substance hinges on an error, omission, a conflict internal to this RFP or unsound instructions brought after an offeror has submitted a response.

4.5.3. Disposition of Unsuccessful Responses

The AGO will keep all responses submitted in accordance with its records retention policies. No originals or copies of unsuccessful responses will be returned to the offeror.

4.5.4. Restrictions on Communications

Formal communications, which include requests for clarification and/or information concerning this RFP, must be submitted to the AGO via the online inquiry process provided in this RFP and will be published and shared with all the prospective offerors.

4.5.5. News Releases

Offerors must make no news releases pertaining to the award of this RFP without prior approval by the AGO.

4.5.6. Discussions

The AGO reserves the right to award this effort based on the initial response, as received, without discussions with any offeror.

4.5.7. RFP Response Validity Period

The offeror must provide a response that is valid for a minimum of 6 months from the response due date. The Best and Final Offer described in section 6.1, if required, **must** be valid for a minimum of 6 months from date of receipt by the AGO.

SECTION 5.0 REQUIRED RFP RESPONSE CONTENT

A complete response to this RFP **must** include all requests described in this section.

5.1. Response Checklist

A checklist is found in Attachment A – RFP Response Checklist for Completeness of this RFP. The purpose of the checklist is to enable a quick determination of response completeness and to ensure the offeror is clear on all required components.

5.2. Naming Conventions

Offerors must use the response heading naming conventions described in 5.4.1 in this section. This ensures ease of reference for the AGO evaluation team as well as offeror reference for submitting a complete response.

5.3. Transmittal Letter

The Transmittal Letter **must** be in the form of a standard business letter and be signed by an individual authorized to legally bind the offeror. The Transmittal Letter **must**:

- a) Identify the submitting organization's name, address, and phone number (along with parent company name, if any);
- b) Confirm, with certificate, letter or URL to a Certification Report, that the offeror is certified by SAGE as a SAGE 100 Master Developer or SAGE 100 GOLD Developer;
- c) Separately identify the name, title, phone number, and email address of the person authorized by the organization to contractually obligate the organization;
- d) Separately identify the name, title, phone number and email address of the person authorized to negotiate a contract on behalf of the organization;
- e) Separately identify the name, title, phone number, and email address of person to be contacted for clarification of the RFP response;
- f) Explicitly indicate acceptance of the Terms and Conditions in Section 3.0 of this RFP;
- g) Identify the location or address from which all or most of the contract work will be performed;
- h) Identify what percentage of the work will be done by subcontractors;
- i) Provide the following employee information: total number of employees nationwide and in Ohio; percentage of women employed nationwide and in Ohio; and the percentage of minorities employed nationwide and in Ohio;
- j) Indicate if the organization is compliant with Buy America and/or Buy Ohio;
For more information: <http://codes.ohio.gov/oac/123:5-1-06>
- k) Explicitly acknowledge receipt of any and all amendments to this RFP, if applicable; and
- l) Be signed by a person authorized to legally bind the organization.

5.4. RFP Response

The RFP response **must** be organized and contain information as specified in the following paragraphs.

For reference only, a summary table is included here first.

Section Ref.	RFP Response Summary Table Reference	Page Limit
-	Transmittal Letter	2
-	Table of Contents	N/A
A	Executive Summary	2

Section Ref.	RFP Response Summary Table Reference	Page Limit
B	Project Organization, Reporting Structure, and Staffing	2
C	Key Personnel Resumes (Attachment F)	3 Each
D	High-Level Schedule Summary	4
E	Offeror Strength and Stability Form (Attachment B)	N/A
F	Statement of Work	8
G	Offeror References (Attachment C)	3 Each
H	Cost Proposal (Attachment E)	N/A
I	Exceptions, Assumptions, and Deviations	N/A
J	Trade Secrets	N/A

Offerors **must** use the section reference naming conventions outlined in the table above in their responses.

Table of Contents

The RFP response **must** contain a table of contents clearly identifying the RFP response's section references and page numbers.

Section A – Executive Summary

The Executive Summary **must** not contain any system cost or pricing information.

Section B – Project Organization, Reporting Structure, and Staffing

Offerors **must** provide in this section, their organizational plans for managing and accomplishing the RFP scope of work. This section **must** include the following components:

- a) Management – The response must describe the offeror's management organization and the reporting structure of the scope of work within the offeror's organization.
- b) Staffing Plan – The offeror's staffing plan must include: the identity and qualifications of key staff that will be assigned to the scope of work including, at a minimum, the project manager, the lead system engineer or architect, and any other technical staff members assigned to the team.

If an offeror proposes to subcontract any part of the work, the offeror's response **must** include that fact in the Executive Summary as well as identify all subcontractors in Section B – Project Organization, Reporting Structure, and Staffing and Section C – Key Personnel Resumes.

Offerors are responsible for ensuring that each subcontractor acknowledges and is contractually bonded by the staffing plan commitments. All subcontractors must also be bound to the terms of the resulting contract between the AGO and the selected contractor.

Section C – Key Personnel Resumes

This section **must** include resumes for all proposed key personnel. Resumes must contain sufficient information to enable the AGO to determine the appropriateness and adequacy of the proposed person's education, experience, training and certifications as they relate to the position for which the applicant is proposed. A table is provided in Attachment F – Key Personnel and must be completed for each key personnel in addition to their resumes. Also note any SAGE certifications.

Section D – High-Level Schedule Summary

The offeror **must** submit a high-level schedule summary minimally representing the scope of work associated with this RFP. For purposes of the response evaluation only, offerors should assume a start date when a PO is received.

Section E – Contractor Qualifications – Offeror Strength and Stability

The offeror **must** submit a narrative of past projects and tasks which demonstrate expertise with SAGE 100C applications which are related to the scope of work described in this RFP within the past 4 years. In addition, any work related to an implementation (such as coding, testing, training, implementation, etc.) **must** be provided as well. Include the project environment (banking, government, etc.) when discussing contractor qualifications. Include whether any projects were required to specifically meet compliance standards (such as IRS Pub. 1075, CJIS, NIST, etc.). Offeror's should note whether the work described will include a corresponding contact in the Reference section of the response.

Section F – Statement of Work (SOW)

This section **must** have two parts.

- An Executive Summary of the SOW
- Detailed Statement of Work (SOW) sufficient for inclusion into a contract
 - The offeror's SOW must address each sub-section in Section 2.0

The offeror **must** submit a description of a general plan to provide the Scope of Work and its tasks and deliverables and executables found in 'Section 2.0 Scope' of this RFP. The SOW **must** illustrate that the offeror understands the specific items outlined by this section.

In addition, attention **must** be given to the concepts below, with an explanation of how the offeror's SOW solution addresses these needs in a predictable manner and how the selected offeror will perform all tasks and subtasks to provide for that solution:

- The AGO requires minimal disruption to internal and external users (such as employees, clients, special counsel, third party vendors, external system owners, etc.).
- AGO Responsibilities. The Contractor will have access to AGO and other vendor (FICO-DM) subject matter experts, business analysts, project managers, business managers, etc. The AGO will also

provide a work environment for contractor staff when on-site. The offeror must indicate the responsibilities of the AGO that are expected as the project proceeds.

Section G – Offeror References

Offerors **must** provide **three (3) references** for equivalent functional and performance capabilities that demonstrate the offeror’s ability to meet the requirements of this solicitation with proven experience. If a subcontractor is planned, then this requirement is applicable as well.

It is preferable, but not required, that at least one of the references include a client that also adheres to the requirements of IRS Publication 1075.

These references must be in the United States. Information that must be supplied for each reference is on the form in Attachment C, but consists of:

- Agency and department, address, and date of contract;
- Point of contact for the client reference (name and title, telephone, and email);
- Brief system overview description; and
- Brief comments about the success and learnings involved with this implementation.

Be advised that the AGO may contact the offeror references to confirm the information provided. By submitting a Proposal, the offeror consents that the AGO may independently contact and inquire with other customers of the offeror, for the purpose of this evaluation. Offerors must have satisfactorily completed the qualifying work, as verified by their references, in order to receive evaluation points for this requirement.

Section H – Cost Proposal

The cost proposal must be included as a **sealed separate document from the Proposal and on a separate identifiable file in the thumb drive**. It must include the MS-Excel forms in the Attachment E – Cost Proposal only. Cost information shall not be included anywhere else in the offeror’s RFP response other than the separate cost proposal excel worksheets.

The offeror **must** submit a firm fixed-price for the Scope of Work related to Section 2.0. It **must** be linked to deliverables which demonstrate successful completion of each. A total for all the work from the individual line items **is automatically** summed in the cost proposal table. A deliverable is deemed complete only upon the AGO’s approval and acceptance, regardless of the number of attempts it takes the selected contractor to provide a successful deliverable.

Section I – Exceptions, Assumptions, and Deviations

The offeror **must** submit a section identifying any exceptions, assumptions, or deviations to this RFP. If there are none, state “NO EXCEPTIONS, ASSUMPTIONS or DEVIATIONS in the RFP RESPONSE” when completing this section of the response.

- a) Offerors **must** not take exception to any statement in Section 3.0
- b) The listing of exceptions, assumptions, or deviations will not automatically cause a response to be deemed unacceptable.
- c) A large number of exceptions, assumptions, or deviations or one or more significant exceptions, assumptions, or deviations not providing sufficient benefit to the AGO may result in rejection of the RFP response as unacceptable. The interpretation of “large,” “significant” and “sufficient” is at the discretion of the AGO.
- d) Any exceptions, assumptions, or deviations taken to the terms and conditions described in this RFP’s Section 3 **must** contain sufficient amplification and justification to permit evaluation.
- e) For each exception or deviation taken, the expected benefit to the AGO must be explained.
- f) Requests for exceptions, assumptions, or deviations and their justifications will not be counted in the page number limitations specified.
- g) If the offeror presents exceptions, assumptions and deviations, the offeror must reference the exact section, page, and sentence(s) of the RFP that corresponds to the exception, assumption, and deviation.
- h) The AGO reserves the right to reject any and all exceptions, assumptions, and deviations.

Section J – Trade Secrets

The RFP response **must** include a section identifying any trade secrets included in the response, per the instructions in paragraph 3.2.6, Trade Secret Information. If there are none, state “NO TRADE SECRETS in the RFP RESPONSE” when completing this section of the response.

SECTION 6.0 EVALUATION PROCESS

The AGO will evaluate responses utilizing a best-value methodology. The subsections below describe the criteria and steps the AGO will use to evaluate offeror responses.

6.1. Evaluation Steps

This subsection provides an overview of the process that will be used to evaluate responses. It is important to note that the basis for contractor selection is not response scoring alone, but a more extensive sequence of events, as outlined below.

Step 1 – Response Preparation Compliance Review

Each response will be reviewed for compliance with the Response Preparation Instructions included in this RFP. This includes a accept/reject component for the following:

- a) Mandatory submission requirements.
- b) Confirm, with verifiable certificate, letter or URL to a Certification Report, that the offeror can be certified by corporate SAGE with a SAGE 100 Master Developer or SAGE 100 GOLD Developer.
- c) Degree of compliance to the Terms and Conditions.

For example:

- In a failed response, the offeror rejects the AGO's Terms and Conditions and substitutes its own language that is not acceptable to the AGO;
- In an acceptable response, the offeror accepts the AGO's Terms and Conditions as is, and/or with minor non-substantive changes, and/or adds language that provides mutually beneficial terms and conditions, and/or provides changes that enhance the utility of the resulting contract (such as other arrangements that improve the contractor/client relationship or service involved).

Step 2 – Response Scoring

In this step, the AGO will score the responses that in step 1 have not been rejected or deemed unacceptable. Scoring will be carried out across four logical groups of criteria:

- a) Offeror experience and staffing related to the scope of work: Points assigned relative to an evaluation of the offeror's expertise judged by the executive summary, experience and current staffing resumes.
- b) Approach to scope of work: Points assigned to an evaluation of the method and ability to execute on the scope of work by considering organization, proposed approach, and considering any exceptions, assumptions, and deviations.
- c) References: Points assigned relative to an evaluation of the responses relative to contractor reference checks.
- d) Cost: Points are assigned relative to the lowest proposed cost.

The outcome of this step is a tabulation of awarded points to each offeror.

Step 3 – Best and Final Offer (BAFO)

This step provides the option for the AGO to request one or more offerors to adjust their scope and pricing to reflect any new information discovered during the AGO's evaluation process. In fact, the AGO reserves the right to negotiate price at any time. The outcome of this step, if applicable, is/are Best and Final Offer(s) from the offeror(s).

Step 4 – Identification of the Apparent Successful Offeror

In this step, the AGO will confirm mandatory submission requirements, determine degree of compliance to the Terms and Conditions documented in Section 3, and tabulate, compile and verify all scores. Using a best-value perspective, the AGO will identify the apparent successful offeror.

Step 5 – Contract

In this step, the AGO and the apparent successful offeror will engage in contract negotiations. Contract negotiations may fail, and in this case the AGO would return to one of the prior steps. The outcome of this step will be a signed contract.

6.2. Response Scoring Criteria

The table below outlines the scoring criteria and weights that will be applied during scoring in step 2 of the overall evaluation process.

Section Ref.	Description	Maximum Points
A	Executive Summary	5
B	Project Organization, Reporting Structure, Staffing and any Subcontracting Plan	10
C	Key Personnel Resumes	15
D	High-Level Schedule	5
E	Offeror Qualifications, Strengths, and Stability	5
F	Statement of Work (SOW)	15
G	Reference Interviews	10
H	Cost Proposal from cost worksheet/summary	30
I	Exceptions, Assumptions, and Deviations	5
-	Total Maximum Points	100

Column headings are defined as follows:

- Section Reference – The RFP response section for each scoring category.
- Description – The defined and specific areas to be scored by the AGO
- Maximum Points - The maximum scoring points to be given to each category by the AGO.

In general, points are awarded for such criteria as:

- Knowledge and understanding of the Deliverables.
- The level of service and responsiveness that the offeror commits to providing the Deliverables.
- The qualifications, experience, and technical expertise of the offeror’s staff.
- The offeror’s ability to provide the expertise to be able to deliver the Scope of the Analyzation phase, but also the expertise to provide for a successful implementation phase.
- All of the requirements and deliverables in the scope.
- The design, capability, and functionality of the proposed solution for the Deliverables, including a quantitative analysis of the offeror’s response to the RFP.

- The proposed approach and hi-level schedule support.
- Quality and completeness of the proposed methodology and tools.
- Quality and reasonableness of the proposed schedule.
- Quality and completeness of the solution and plans to deliver the scope.
- Quality and completeness of the proposed methodology and tools, assumptions, risks, and applicable standards.
- Quality and completeness of the proposed applicable deliverables and plans.
- Scoring Cost Information – lowest cost receives the most points.

SECTION 7.0 ATTACHMENTS AND EXHIBITS TO RFP

The Attachments and Exhibits listed below are found on the same AGO website as this RFP as stand-alone documents.

Attachment A – RFP Response Checklist for Completeness. This attachment is a form to be used by the offeror to determine response completeness and to ensure the offeror has included all required components of the proposal response

Attachment B – Offeror Strength and Stability Form. This attachment is a form to be used by the offeror to assure business strength and stability and demonstrate required experience and expertise related to the scope of work described in the RFP.

Attachment C – Offeror Reference Form. This attachment is a form to be completed for each of the references provided by the offeror and returned as part of the RFP response. Please be sure to complete each row of the form for each reference.

Attachment D – CE Accounting Business Requirements. This attachment provides an initial draft of Accounting Business Requirements for this RFP.

Attachment E – Cost Proposal. This attachment is a form to be completed by the offeror to affirm its cost proposals as it relates to the scope in Section 2. Also, a reminder that this completed proposal must be kept separate from the rest of the offeror’s responses, both written and electronic.

Attachment F – Key Personnel Instructions. This attachment is a form to be completed and instructions for key personnel’s profile and resumes.

Attachment G – Sample Contract. This attachment is a sample of a contract for your legal review.

Attachment H – Non-AGO Network Access Acknowledgement ITS 01-15-19. This attachment is the Ohio Attorney General Non-Employee Computer Usage, Network Access, Internet Usage, and Social Media Policy Contractor Employee Acknowledgement.