

NOTICE


This opportunity is being released to DBITS Contractors pre-qualified as a result of Open Market RFP #0A1147 and MBE Only RFP #0A1139.

ONLY Contractors pre-qualified in Category Three, Application Development and Maintenance Transition Planning, are eligible to submit proposal responses AND to submit inquiries. The State does not intend to respond to inquiries or to accept proposals submitted by organizations not pre-qualified in this Technology Category.

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

Accenture	Insight Public Sector	TMH Solutions
Advocate Solutions LLC	JMT Technology Group	Truven Health Analytics
American Business Solutions	Kunz, Leigh & Associates	Unicon International, Inc.
Ardent Technologies	Logic Soft, Inc.	Vana Solutions
Ardent Technologies Inc.	Mapsys Systems & Solutions	Ventech Solutions, Inc.
Artech	MAXIMUS Human Services, Inc.	Vertex
CapGemini America	MGT of America, Inc.	
CapTech Ventures	Navigator Management Partners LLC	
Careworks Tech	Optimum Technology	
CDO Technologies, Inc.	Persistent Systems	
Centric Consulting LLC	Planet Technologies	
CGI Technologies and Solutions, Inc.	Prelude System	
Cluster Software, Inc.	Proteam Solutions, Inc.	
CMA Consulting Services	Quantum LLC	
CompTech Computer Technologies	Quick Solutions	
Computer Aid, Inc.	R. Dorsey & Cany	
Data Transfer Solutions	RSM	
Data-Core Systems, Inc.	Sense Corp	
Digitek Software, Inc.	Sophisticated Systems, Inc.	
Diversified Systems, Inc.	Srisys, Inc.	
enfoTech	Stellar Innovations & Solutions, Inc.	
Evanhoe & Associates	Strategic System's Inc.	
Flairsoft	System Soft Technologies	
g2o, LLC	Systems Technology Group, Inc.	
Halcyon	TCC Software Solutions	
Halcyon solutions, Inc.	TEK Systems	
HMB, Inc.	Teranomic	
IBM	The Greentree Group	
IIT Contacts		
Infojini		

Statement of Work Solicitation Template

	State of Ohio Bureau of Workers' Compensation Oracle Policy Automation Implementation Project Statement of Work	DBITS Solicitation ID No. DBBWC-21-03-002	Solicitation Release Date 12/22/2020								
Section 1: Purpose											
<p>The purpose of this Project Statement of Work (SOW) is to provide The Ohio Bureau of Workers' Compensation with information technology services in Application Development and Deployment Category, a qualified Contractor, herein after referred to as the "Contractor", shall furnish the necessary personnel, equipment, material and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, <i>Scope of Work</i>.</p> <p>Table of Contents:</p> <ul style="list-style-type: none"> Section 1: Purpose Section 2: Background Information Section 3: Scope of Work Section 4: Deliverables Management Section 5: SOW Response Submission Requirements Section 6: SOW Evaluation Criteria Section 7: SOW Calendar of Events Section 8: Inquiry Process Section 9: Submission Instructions & Location Section 10: Limitation of Liability <p>Supplements:</p> <ul style="list-style-type: none"> Supplement 1: State Information Security and Privacy Requirements/State Data Handling Requirements Supplement 2: State IT Policy, Standard and Service Requirements Supplement 3: BWC/IT Technical Requirements Supplement 4: Business Requirements Document Supplement 5: Grants Workflow <p>Timeline:</p> <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">SOW Solicitation Release to Contractor:</td> <td style="text-align: right;">12/22/2020</td> </tr> <tr> <td style="padding-left: 20px;">Inquiry Period Begins:</td> <td style="text-align: right;">12/22/2020</td> </tr> <tr> <td style="padding-left: 20px;">Inquiry Period Ends:</td> <td style="text-align: right;">01/15/2021</td> </tr> <tr> <td style="padding-left: 20px;">Proposal Response Due Date:</td> <td style="text-align: right;">02/05/2021 1:00 pm</td> </tr> </table>				SOW Solicitation Release to Contractor:	12/22/2020	Inquiry Period Begins:	12/22/2020	Inquiry Period Ends:	01/15/2021	Proposal Response Due Date:	02/05/2021 1:00 pm
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Section 2: Background Information

2.1 Agency Information

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

2.2 Project Information

Project Name	Oracle Policy Automation (OPA) Implementation
Project Background & Objective	<p>BWC currently administers and supports a variety of grants programs for employers throughout the state of Ohio. Most of these grants are applied through paper forms and tracked using custom built applications and/or spreadsheets by BWC staff. Our goal is to improve the customer experience when applying for grants by creating an online system to notify users of availability of grants, assist them in entering the correct information and create a digital experience to keep track of approvals and other details related to managing grants. Additionally, the solution is also intended to improve the BWC staff work effort, providing a more consistent and reliable system and better integration into other key systems (i.e. Financials).</p> <p>Oracle Policy Automation was chosen as the toolset to implement due to its capability of quickly developing and delivering a simple and easy to use customer experience on the web, specifically as it relates to capturing data related to grants management. Through the workflows we expect to be able to notify customers of potential grants, guide them through the application process, and notify them of pending actions in their grants. For BWC staff, the OPA workflows should allow for review and approval processes to be streamlined, improve our compliance support needs, and the product should integrate with our current Financials package to allow for auditing and reporting capabilities.</p>
Expected Project Duration	The selected Contractor will be notified by BWC when work may begin. The estimated start date for this project is by no later than 03/15/21. This project is expected to be completed by no later than 03/31/22.

2.3 Project Milestones

Date	Milestone
Within 10 days of award	Kickoff Meeting
Contractor-supplied	Completion of Planning Phase

date	
Contractor-supplied date	Completion of final production deployment of all agreed upon features in product backlog
Contractor-supplied date	Completion of Postproduction Support

2.4 Contractor's Work Effort Requirement:
The Contractor's full-time regular employees must perform at least **50%** of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining **50%** of the effort.

2.5 Ohio Certified MBE Set-Aside Requirement:
None

Section 3: Scope of Work

In Scope

The following areas are in scope for this project:

- Requirements gathering, development, testing, and deployment of three specified grants solutions (Firefighters Safety Grant, School Safety Grant, Safety Council Grant) using OPA Toolset (see BWC Supplement 5 – Grants Workflow)
- Hosting of all three grants solutions will be done through BWC's current external web portal, located under the URL www.bwc.ohio.gov
- Compliance Tracking, auditing, and reporting implementation for selected grants
- Configuration of OPA as determined by BWC and/or Vendor
- Training
- Data Migration from legacy grants tracking, primarily through Access Databases and Excel Spreadsheets; Data migration includes 270 tables, 12,000 Rows of Data across all tables.
- Integration with other systems, (SaaS Oracle Financials, CoreSuite (BWC Claims/Policy System), and BWC Data Systems. Integration would run through REST Web API's for CoreSuite and BWC Data.

Out of Scope

The following areas are out of scope for this project:

- Workers' Compensation Insurance policy and claim management related payables and receivables are handled by BWC's CoreSuite or Payment system.
- Payments or billing processes through the State of Ohio's ERP solution, Ohio Administrative Knowledge System (OAKS) nor any expanded integration with OAKS.

Single Sign-On

Section 3: Scope of Work

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

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

3.1 Assumptions and Constraints

Assumptions	Target solutions will use out of the box features and capabilities of the Oracle Policy Automation toolset whenever possible.
	Contractor will document any coding efforts done to complete projects for future maintenance and support.
	Contractor will document any configurations made to Oracle Policy Automation in detail for future maintenance and support.
	<p>The Contractor must to provision a team to fulfill the following roles but may add others at Contractor's discretion to complete the work:</p> <ul style="list-style-type: none"> • Project Manager • Business Analyst • Network Security Analyst • Data Conversion Analyst • Testing Lead • Training Lead
	<p>The BWC sponsors (Safety & Hygiene and IT) will be responsible for the following:</p> <ul style="list-style-type: none"> • Work with team in finalizing/approving business requirements • Assist Contractor in building test data to support testing cycles • Review and approve test strategy and test cases • Develop, execute and approve user acceptance testing • Review and approve load testing • Responsible for data migration verification and migration correction decisions • Build new workflow and revise internal business processes/procedures in support of target solution • Network, Security, Database Administration and Integration with BWC technical environment • Work with Contractor Training Lead to develop training materials and conduct training for all related project stakeholder groups • Communication of overall product status and product implementation
Constraints	Implementation must not disrupt already in-place data collection and business processes.
	Travel expenses are the responsibility of the Contractor and will not be billed to BWC.

Section 3.2 – Detailed Description of Deliverables

<ul style="list-style-type: none"> • If the deliverable cannot be provided within the scheduled time frame, the Contractor is required to contact the BWC PM in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project. • A request for a revised schedule must be reviewed and approved by the BWC PM before placed in effect. 	
Deliverable Name	Deliverable Description
Project Plan & Schedule	Suggested order of features broken into releases showing projected timelines along with required tasks and dependencies for efforts outside of contractor's responsibilities. <i>(This will be maintained for the duration of the project with adjustments based on progress).</i>
Network and Security Design	Provides the technical requirements to integrate the Oracle Cloud OPA solution into BWC's existing single sign on Microsoft AD environment created with input from BWC's Network team.
Cloud Environments (Dev/Sys/Prod)	Set up sandbox instances of BWC's Oracle OPA Cloud environment. Define the security & network requirements for this solution. Work with our network staff to allow Single Sign-on (SSO) access to internal staff. BWC requires over the course of the project at least two test and one production cloud environment to be created.
Updated Business Requirements document	Meetings with Safety and Hygiene business area and IT to discuss specific needs and processes (elicitation of what is included in this document). Adjustments to the original Business Requirements to reflect agreed changes as part of discovery and configuration.
Configuration Documentation	The deliverable will document the configuration changes for each of the five areas within the OPA tool. Technical & Administration, A/R, F/A, G/L and Budget.
Initial Cloud Configuration:	Migrate BWC's code tables and system configuration to support requested functionality (<i>except legacy data</i>). Includes internal integration of sub-ledgers to G/L and G/L actuals to Budget. Sandbox demonstration of Out-of-the-Box invoicing, reporting, workflow, and other Oracle provided features are functional with BWC's configuration and code tables.
Training Plan	Plan for Administrative, IT support and business user training.
Training Phase 1	Bring up second cloud environment to be used as a Training and Testing area. Train BWC project resources (fewer than 12 staff) to assist with testing of the above functionality. This is a complete training regimen of Administrative, IT Support and Business Functionality.
Training Phase 2	Staff Training of BWC specific Business Functionality.
Requirements gathering	Work with specified business units to gather and document requirements for building new grants solutions for three grants (Firefighters Safety, School Safety, and Safety Council)
Solution Development	Develop grants acceptance, issuance, tracking, and reporting solutions for three grants (Firefighters Safety, School Safety, and Safety Council)
Conduct User and System Testing	Gain customer signoff through User and System testing efforts for developed solutions for three grants (Firefighters Safety, School Safety, and Safety Council)

Bi-Weekly Status Report	Includes activities from the current period, plans for the next period referencing then projects actual schedule vs. plan. Highlights any significant blockers or variance from the plan.
Conversion Plan and Analysis document	Plan outlining conversion of BWC's historical data yielding an analysis document that describing the types of data, what will and will not be converted and contingencies.
Conversion Mapping Documentation	Includes Cross walks, Decisions on data anomalies, Logic used to move data from on-prem to cloud, other relevant information on conversion activities useful for post-production support.
Completion of formal UAT testing / signoff	Provide documented results of testing including bugs and resolutions prior to deploying to production
Interface Analysis Document	Document the processes required to integrate the OPA solution with BWC's legacy and 3 rd party applications.
Configured Interfaces	Integration with other systems, SaaS Oracle Financials, CoreSuite (BWC Claims/Policy System), and BWC Data Systems. Integration would run through REST Web API's for CoreSuite and BWC Data.
Production Rollout Plan	Analysis and hourly schedule for Production rollout. Includes staffing, conversion, interface schedules, etc.
Product Support Plan / Maintenance /Training	Develop a detailed product support plan for post deployment, maintenance schedules and BWC staff training.

3.3 Detailed Description of Deliverables

- Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Agency contract manager or designate.
- All deliverables must be submitted in a format approved by the Agency's contract manager.
- All deliverables must have acceptance criteria established and a time period for testing or acceptance.
- If the deliverable cannot be provided within the scheduled time frame, the Contractor is required to contact the Agency contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
- A request for a revised schedule must be reviewed and approved by the Agency contract manager before placed in effect.
- The Agency will complete a review of each submitted deliverable within specified working days of the date of receipt. [specify minimum number of working days for Agency deliverable review and/or agency testing activities]
- A kickoff meeting will be held at a location and time selected by the Agency where the Contractor and its staff will be introduced to the Agency.

Deliverable Name	Target Dates	Payment Eligible? Yes/No	Acceptable Criteria
Requirements Documentation <ul style="list-style-type: none"> Agreed upon requirements defined and documented for each Grant (Firefighters, School Safety, and Safety Council) 	03/22/21	Yes	Approval from the BWC PM/Sponsors
Build new Firefighters Grant, School Safety Grant, and Safety Council Grant <ul style="list-style-type: none"> Solutions Built and Tested to meet business requirements Solutions deployed to BWC Production web environment 	04/19/21	Yes	Approval from the BWC PM/Sponsors
Auditing and Reporting <ul style="list-style-type: none"> Out-of-the-Box auditing and reporting functionality built and configured Integration with BWC Systems (Oracle Financials, Data Warehouse) where applicable 	05/17/21	Yes	Approval from the BWC PM/Sponsors
Training <ul style="list-style-type: none"> Training Plan documented and implemented 	06/14/21	Yes	Approval from the BWC PM/Sponsors
Throughout Project <ul style="list-style-type: none"> Bi-weekly status reports Product backlog updates Project plan and schedule updates 	N/A	No	Approval from the BWC PM/Sponsors
Post Deployment Support/Maintenance Phase <ul style="list-style-type: none"> Product Support Plan/Maintenance/Training 90 days of covered warranty support 	12/31/21	Yes	Approval from the BWC PM/Sponsors

3.4 Roles and Responsibilities

Project or Management Activity/Responsibility Description	Contractor	Agency
Project Plan & Schedule	X	

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

3.5 Restrictions on Data Location and Work

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

3.6 Resource Requirements

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

Section 4: Deliverables Management

4.1 Submission/Format

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

4.2 Reports and Meetings

- The Contractor is required to provide the Agency contract manager with bi-weekly written progress reports of this project. These are due to the Agency contract manager by the close of business on Monday after the sprint planning session throughout the life of the project.
- The progress reports must cover all work performed and completed during the week for which the progress report is provided and must present the work to be performed during the subsequent week.
- The progress report must identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- The Contractor will be responsible for conducting weekly status meetings with the Agency contract manager. The meetings will be held on Monday at a time and place so designated by the Agency contract manager – unless revised by the Agency contract manager. The meetings can be in person or over the phone at the discretion of the Agency contract manager.

4.3 Period of Performance

The period of performance begins on the date the contract purchase order is provided to the solution provider and ends upon 06/30/2021 or upon completion of the project deliverables. Performance is based on the delivery and acceptance of each deliverable.

4.4 Performance Expectations

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

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

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

Total Not to Exceed Fixed Price (NTEFP) of the SOW	x	10 %	=	Total Fee at Risk for the SOW
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Furthermore, in order to apply the Fee at Risk, the following monthly calculation will be used:

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

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

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

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

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

SLAs will commence when the SOW is initiated.

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

- Identification and description of each failed SLA caused by circumstances beyond the Contractor’s control and that could not be avoided or mitigated through the exercise of prudence and ordinary care during the applicable month;
- the Contractor’s quantitative performance for each SLA;
- the amount of any monthly performance credit for each SLA;

- the year-to-date total performance credit balance for each SLA and all the SLAs;
- upon state request, a “Root-Cause Analysis” and corrective action plan with respect to any SLA where the Individual SLA was failed during the preceding month; and
- trend or statistical analysis with respect to each SLA as requested by the State.

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

SLA Name	Performance Evaluated	Non-Conformance Remedy	Frequency of Measurement
Delivery Date Service Level	<p>The Delivery Date Service Level will measure the percentage of SOW tasks, activities, deliverables, milestones and events assigned specific completion dates in the applicable SOW and/or SOW project plan that are achieved on time. The State and the Contractor will agree to a project plan at the commencement of the SOW and the Contractor will maintain the project plan as agreed to throughout the life of the SOW. The parties may agree to re-baseline the project plan throughout the life of the SOW. Due to the overlapping nature of tasks, activities, deliverables, milestones and events a measurement period of one calendar month will be established to serve as the basis for the measurement window. The Contractor will count all tasks, activities, deliverables, milestones and events to be completed during the measurement window and their corresponding delivery dates in the applicable SOW and/or SOW project plan. This service level will commence upon SOW initiation and will prevail until SOW completion.</p> <p style="text-align: center;">Compliance with delivery date is expected to be greater than 85%</p> <p>This SLA is calculated as follows: “% Compliance with delivery dates” equals “(Total dates in period – Total dates missed)” divided by “Total dates in period”.</p>	Fee at Risk	Monthly
Deliverable Acceptance Service Level	<p>The Deliverable Acceptance Service Level will measure the State’s ability to accept Contractor deliverables based on submitted quality and in keeping with defined and approved content and criteria for Contractor deliverables in accordance with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual</p>	Fee at Risk	Monthly

	<p>agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is a quarter of a year. The first quarterly measurement period will commence on the first day of the first full calendar month of the Contract, and successive quarterly measurement period will run continuously thereafter until the expiration of the applicable SOW.</p> <p style="text-align: center;">Compliance with deliverable acceptance is expected to be greater than 85%</p> <p>This SLA is calculated as follows: "% Deliverable Acceptance" equals "# Deliverables accepted during period" divided by "# Deliverables submitted for review/acceptance by the State during the period".</p>		
Scheduled Reports Service Level	<p>The Scheduled Reports Service Level will measure the receipt of Reports within SLA schedule or other established time frames.</p> <p>This SLA is calculated as follows: "Scheduled Reporting Performance" equals "(Total Number of Reports Required – Total Reports Missed/Missing)" divided by "Total Number of Reports Required".</p>	Fee at Risk	Monthly
System Test Execution Exit Quality Rate	<p>The System Test Execution Exit Quality Rate will, prior to UAT, be determined using the results of Contractor generated pre-test strategy, executed testing cases including functionality, performance, integration, interfaces, operational suitability and other test coverage items comprising a thorough Contractor executed system testing effort. Regression Testing must be performed as necessary. "System Test Execution Exit Quality Rate" means the inventory of all test cases performed in conjunction with Contractor system testing, or testing otherwise preceding the State's User Acceptance Testing efforts, presentation of resultant test performance inclusive of identified errors or issues (by priority), impact areas and overall testing results to the State otherwise referred to as "Testing Results".</p> <p>This Service Level begins upon Contractor presentation of the aforementioned Testing Results to the State prior to the State conducting UAT. The initial service level shown for this SLA will be 90.0%, exclusive of Critical and High defects (which must be resolved prior to presentation to the State) and will be validated during an initial measurement period. The initial and subsequent measurement periods will be as mutually agreed by the Parties. Following the initial measurement period, and as a result of any production use the Service Level will be adjusted to 95%.</p> <p style="text-align: center;">Compliance with the System Test Execution Exit Quality Rate is expected to be greater than or equal to 90% prior to UAT and greater than or equal to 95% in production</p>	Fee at Risk	Monthly

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

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

BWC Finance will be responsible for the following:

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

BWC IT will be responsible for the following:

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

Staff/Stakeholder Name	Project Role	Percent Allocated
Cindy Brooks	Project Manager	Dependent on BWC needs
TBD	Safety and Hygiene Product Owner	Dependent on BWC needs
TBD	Solution Architect	Dependent on BWC needs
TBD	Business Analyst	Dependent on BWC needs
TBD	Network Configuration	Dependent on BWC needs
TBD	Developer	Dependent on BWC needs
TBD	Developer	Dependent on BWC needs

Staff/Stakeholder Name	Project Role	Percent Allocated
TBD	QA Test Lead	Dependent on BWC needs
TBD	Business Tester	Dependent on BWC needs

Section 5: SOW Response Submission Requirements

5.1 Response Format, Content Requirements

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

Each Proposal must contain the following:

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

Include the following:

1. Cover Letter:

- a. Must be in the form of a standard business letter;
- b. Must be signed by an individual authorized to legally bind the Pre-Qualified Contractor;
- c. Must include a statement regarding the Pre-Qualified Contractor's legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business; please list any Ohio locations or branches;
- d. Must include a list of the people who prepared the Proposal, including their titles; and
- e. Must include the name, address, e-mail, phone number, and fax number of a contact person who has the authority to answer questions regarding the Proposal.

2. Pre-Qualified Contractors Experience Requirements:

- a. Each proposal must include a brief executive summary of the services the Pre-Qualified Contractor proposes to provide and one representative sample of previously completed projects as it relates to this proposal (e.g. detailed requirements documents, analysis);

b. Each proposal must describe the Pre-Qualified Contractor's experience, capability, and capacity to provide development, deployment, and integration services. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW for each of the resources identified in Section 5.1.

Mandatory Requirements:

- c. The Contractor must have performed similar work for at least 1 project within the past 2 years and must demonstrate that they meet this requirement by including a list of at least three references from current or past customers. The list must contain current contact persons and contact information for work engagements. Contractors not meeting this requirement to the satisfaction of BWC will be disqualified. The proposal must contain a summary of each of those work engagements, how they are similar in size, scope, and purpose, to the project described in this SOW solicitation document, and the level of success attained.
- d. Each proposal must describe Contractor's experience working with state government agencies, working with Oracle Policy Automation toolset, experience building Grants Management solutions and identified resource(s) shows compliance with Project Team Qualifications as defined in Section 5.1.

3. Subcontractor Documentation:

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

- a. The Subcontractor's legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address;
- b. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the Subcontractor to contractual obligations;
- c. A description of the work the Subcontractor will do and one representative sample of previously completed projects as it relates to this SOW (e.g. detailed requirements document, analysis, statement of work);
- d. Must describe the Subcontractor's experience, capability, and capacity to provide Application Development and Maintenance Transition Planning. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW from each of the resources identified in Section 5.1, Item 2 (Pre-Qualified Contractor Experience Requirements);
- e. A commitment to do the work if the Contractor is selected; and
- f. A statement that the Subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

4. Assumptions:

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

5. Payment Address:

The Pre-Qualified Contractor must give the address to which the State should send payments under the Contract.

6. Staffing plan, personnel resumes, time commitment, organizational chart:

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

Contractor Name	Role	Contractor or Sub-contractor?	No. Hours	Hourly Rate

7. Project Team Qualifications:

- Provide an outline of the project team and a brief description on the approach for the project. At a minimum, the proposal must contain:
- Proposed team members resume or curriculum vitae demonstrating the team has the necessary professional experience and background.
- The team must contain at least one member with three years Project Management experience.
- The team must contain at least one member who is competent in VPN and network security setup for an Oracle Cloud solution. Examples of experience must be included.
- The response must describe how the team will support both Testing of the solution as well as Training of BWC staff on the resultant implementation and product support.

8. Contingency Plan:

Describe contingency planning requirements, as applicable.

9. Project Plan:

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

10. Project Schedule (WBS using MS Project or compatible):

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

11. Communication Plan:

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

12. Risk Management Plan:

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

13. Quality Management Plan:

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

14. Fee Structure including Estimated Work Effort for each Deliverable

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Deliverable
PROJECT START UP: <ul style="list-style-type: none"> • Project Plan & Schedule • Network Security Design • Dev Cloud Environment 		
DISCOVERY AND CONFIGURATION: <ul style="list-style-type: none"> • Updated Business Requirements document • Configuration Documentation • Initial Cloud Configuration 		
TRAINING OF THE PROJECT TEAM: <ul style="list-style-type: none"> • Training Plan • Sys Cloud Environment • Training Phase 1 		
DEVELOPMENT OF FIREFIGHTERS SAFETY GRANT: <ul style="list-style-type: none"> • Requirements Documentation • Solution Development Completed • User and System Testing Acceptance 		
DEVELOPMENT OF SCHOOL SAFETY GRANT: <ul style="list-style-type: none"> • Requirements Documentation • Solution Development Completed • User and System Testing Acceptance 		

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Deliverable
DEVELOPMENT OF SAFETY COUNCIL: <ul style="list-style-type: none"> Requirements Documentation Solution Development Completed User and System Testing Acceptance 		
CONVERSION OF LEGACY DATA: <ul style="list-style-type: none"> Conversion Plan and Analysis Document Conversion Mapping Documentation Completion of Data Migration for Firefighters, School Safety, and Safety Council Systems 		
TRAINING BUSINESS AND IT TEAMS <ul style="list-style-type: none"> Training Plan Prod Cloud Environment Training Phase 2 		
PRODUCTION MIGRATION <ul style="list-style-type: none"> Production rollout plan Execution of the production Rollout plan 		
POST DEPLOYMENT SUPPORT / MAINTENANCE PHASE: <ul style="list-style-type: none"> Product Support Plan / Maintenance / Training 90 days of covered warranty support. 		
	Total Cost for all Deliverables	

15. Rate Card

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

Resource Title	Hourly Rate
	\$
	\$
	\$

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

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

Section 6: SOW Evaluation Criteria

Mandatory Requirements: Accept/Reject

	Accept	Reject
Prequalified DBITS Contractor – Category 3		
Contractor must have experience building Grants Management solutions using the Oracle Policy Automation toolset for at least 2 projects within the past 1 year and must demonstrate that they meet this requirement by including a list of at least three references from current or past customers. The list must contain current contact persons and contact information for work engagements as well as a summary of each of those work engagements, how they are similar in size, scope, and purpose, to the project described in this SOW solicitation document, and the level of success attained.		

Scored Requirements	Weight	Does Not Meet	Meet	Exceeds
Contractor or Subcontractor Summary show(s) company experience in working with state government agencies	3	0	5	7
Contractor or subcontractor shows company experience working with Oracle Policy Automation toolset	10	0	5	7
Contractor or subcontractor shows company experience building Grants Management solutions	10	0	5	7
Contractor or subcontractor summary identified resource(s) shows compliance with Project Team Qualifications as defined in Section 5.7	7	0	5	7
Contractor Staffing Plan	3	0	5	7
Contractor Project Plan and Schedule	3	0	5	7
Demonstrated ability and availability to complete the project in the available timeline based on the proposed Project Plan and Schedule	5	0	5	7

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

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

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

The offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

$$\text{Technical Proposal Points} = (\text{Offeror's Technical Proposal Points} / \text{Highest Number of Technical Proposal Points Obtained}) \times 700$$

The offeror with the lowest proposed total cost for evaluation purposes will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

$$\text{Cost Summary Points} = (\text{Lowest Total Cost for Evaluation Purposes} / \text{Offeror's Total Cost for Evaluation Purposes}) \times 300$$

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

$$\text{Total Points} = \text{Technical Proposal Points} + \text{Cost Summary Points}$$

Section 7: SOW Solicitation Calendar of Events

Firm Dates

SOW Solicitation Released to Pre-qualified Contractors	12/22/2020
Inquiry Period Begins	12/22/2020
Inquiry Period Ends	01/15/2021
Proposal Response Due Date	02/05/2021 1:00 pm

Anticipated Dates

Estimated Date for Selection of Awarded Contractor	02/19/2021
Estimated Commencement Date of Work	03/15/2021

All times listed are Eastern Standard Time (EST).

Section 8: Inquiry Process

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

- Access the State's Procurement Website at <http://procure.ohio.gov>
- From the Navigation Bar on the left, select "Find It Fast";

- Select “Doc/Bid/Schedule #” as the Type;
- Enter the DBITS Solicitation ID number found on the first page of this SOW Solicitation;
- 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 Pre-Qualified Contractor’s representative who is responsible for the inquiry,
 - Name of the Pre-Qualified Contractor,
 - Representative’s business phone number, and
 - Representative’s email address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this SOW Solicitation,
 - The heading for the provision under question, and
 - The page number of the SOW Solicitation where the provision can be found; and
- Click the “Submit” button.

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

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

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

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

Section 9: Submission Instructions & Location

Each Pre-Qualified Contractor must submit three (3) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked “**BWC210141 Oracle Policy Automation Implementation Project**” on the outside of its package along with Pre-Qualified Contractor’s name.

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

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

The State will not be liable for any costs incurred by any Pre-Qualified Contractor in responding to this SOW Solicitation, even if the State does not award a contract through this process. The State may decide not to award a contract at the State’s discretion. The State may reject late submissions regardless of the cause for the delay. The State may also reject any submissions that it believes is not in its interest to accept and may decide not to do business with any of the Pre-Qualified Contractors responding to this SOW Solicitation.

Proposal Responses MUST be submitted to the State Agency's Procurement Representative:

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

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

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

Waiver of Defects

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

Rejection of Submissions

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

Section 10: Limitation of Liability

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