

NOTICE

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

ONLY Contractors pre-qualified in Category One: Information Technology Assessment, Planning, and Solicitation Assistance Category are eligible to submit proposal responses AND to submit inquiries. The State does not intend to respond to inquiries or to accept proposals submitted by organizations not pre-qualified in this Technology Category.

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

Accenture	McGladrey LLP
Advocate Consulting Group	Menya Communications
Advocate Solutions LLC	MGT of America, Inc.
Avasant LLC	Navigator Management Partners
Berry Dunn	Peerless Technologies
CapTech Ventures	Persistent Systems
Cardinal Solutions Group	Quantrum LLC
Centric Consulting LLC	R. Dorsey & Company
CMA Consulting Services	Sense Corporation
Computer Aid, Inc.	Sogeti USA, LLC
Crowe Horwath LLP	Sondhi Solutions
CSG Government Solutions	System Soft Technologies
First Data	The Greentree Group
Gartner	UMT Consulting
HMB, Inc.	Unicon International. Inc.
IBM	Vertex
IIT	Wild Goose Enterprises, Inc.
Infojini	
Information Control Company	
Information Services Group, Inc.	
Kunz, Leigh & Associates	
Lochbridge	
MAXIMUS Human Services, Inc.	

Statement of Work Solicitation

 <p>State of Ohio Ohio Department of Insurance IT Assessment and Strategic Plan Project Statement of Work</p>	DBITS Solicitation ID No.	Solicitation Release Date
	DBINS-20-01-001	01/14/2020

Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide the Ohio Department of Insurance (ODI) with information technology services in Technology Category Information Technology Assessment, Planning and Solicitation Assistance, a qualified Contractor, herein after referred to as the “Contractor”, must furnish the necessary personnel, equipment, material and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, *Scope of Work*.

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Timeline

SOW Solicitation Release to Pre-Qualified Contractor:	01/14/2020
Inquiry Period Begins:	01/14/2020
Inquiry Period Ends:	01/31/2020 at 8:00am
Proposal Response Due Date:	02/07/2020 by 1:00pm

All times listed are Eastern Standard Time (EST).

Section 2: Background Information

2.1 Project Information

Project Name	Ohio Department of Insurance IT Assessment and Strategic Plan Project
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Project Background & Objective	<p>The Ohio Department of Insurance (ODI) is a cabinet-level agency that provides consumer protection through education and fair but vigilant regulation while promoting a stable and competitive environment for insurers.</p> <p>ODI leadership seeks a strategic and comprehensive technology plan that will support an agile and responsive technology environment to help the agency successfully execute its mission while leveraging emerging technologies.</p> <p>The technology plan should provide ODI leadership with insight and an executable roadmap, allowing it to make investments that fortify data and analytics, improve the agency’s cybersecurity posture and data protection, and hire IT personnel with skills aligned to future demand.</p>
Expected Project Duration	The expected project duration is three (3) months. Prequalified Contractor proposals must present a timeline based on their experience in this type of project and the expected deliverables defined by ODI.

2.2 Project Schedule

Date	Task
February 2020	Project Start
Within 30 days of award	Kick off meeting to include detailed project plan, complete interviews with key ODI staff
Within 60 days of award	First draft of recommendations presented to ODI for review
Within 90 days of award	Final draft recommendations with ODI feedback incorporated

2.3 Project Milestones

Date	Milestone
02/28/2020	Kick off meeting conducted and interviews with ODI staff completed
04/30/2020	Draft Report submitted for review by ODI
05/29/2020	Final Report approved by ODI

2.4 Contractor’s Work Effort Requirement

The Contractor’s full-time regular employees must perform at least 70% of the effort required to complete the Work. The Contractor may use its personnel or Subcontractor personnel to meet the remaining 30% of the effort.

2.5 Ohio Certified MBE Set-Aside Requirement

This project is not MBE Set-aside.

Section 3: Scope of Work

3.1 Description of Scope of Work

ODI is seeking a Contractor to assist in creating an executable roadmap that will document the current state environment and help to define the target state. The plan will reflect current and emerging business and technology trends, and insights from other states, Department of Insurance, State & Local Government, and Insurance consulting practices.

The selected Contractor must meet with representative from all divisions within ODI (7-10 individuals) and specifically with designated IT staff (up to 5 individuals) to document the current state and develop a possible future state environment. The Strategic Technology Plan will touch on all areas, but with some emphasis on Data & Analytics and Enterprise Architecture and Innovation, which are seen as engines for transformation. It is expected the selected Contractor will review the prior strategic plan, provided as Supplement 3 to this SOW.

The Contractor will lead in the development of a strategic technology vision for ODI, that includes:

- Making the best hiring, training, and or re-tooling decisions;
- Protecting its data;
- Demonstrating agility in selecting and employing technologies best suited for ODI; and
- Deriving the best value from its technology partners.

3.2 Assumptions and Constraints	
Assumptions	The selected Contractor must provide project management support and is responsible for scheduling all meetings, establishing project approach and coordinating support with ODI.
	Travel expenses are the responsibility of the Contractor and must not be billed to back to ODI.
	Contractor must provide resources that have in-depth experience in proposed strategic technology planning.
Constraints	None

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 designee.

All deliverables must be submitted in a format approved by the Agency’s Contract Manager.

All deliverables must have acceptance criteria established.

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 10 business days of the date of receipt.

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	Deliverable Description
Business Priorities and IT Direction	Document understanding of business priorities and IT direction and understanding of IT imperative and direction.
IT Current State Assessment	Define and document current state to include people, process and technologies. Document IT gap analysis.
Future Options and Recommendations	Document future state description and recommendations.
Strategic Technology Plan Draft	Document Strategic Technology Plan for review and feedback from ODI
Final Strategic Technology Plan implementing ODI feedback	Deliver the final Strategic Technology Plan to ODI implementing draft feedback from ODI

Deliverable Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Business Priorities and IT Direction	Within 60 days after project start	No	Approval from ODI Project Sponsor
IT Current State Assessment	Within 60 days after project start	No	Approval from ODI Project Sponsor
Future Options and Recommendations	Within 60 days after project start	No	Approval from ODI Project Sponsor
Strategic Technology Plan Draft	Within 60 days after project start	No	Approval from ODI Project Sponsor
Final Strategic Technology Plan implementing ODI feedback	Within 90 days after project start	Yes	Approval from ODI Project Sponsor

3.5 Roles and Responsibilities

Project or Management Activity/Responsibility Description	Contractor	Agency
Project Schedule and all Deliverables	X	
Weekly Touch-Base Meeting/Review of Status and Deliverables	X	X
ODI Project Manager to assist with managing State staff, review status reports, assist with project issues resolution and related activities to support the project.		X

3.6 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.

3.7 Resource Requirements
 ODI will make available a conference room or workspace as needed when working on-site.

Section 4: Deliverables Management

4.1 Submission/Format

PM Artifact/Project Work Product	Submission	Format
Project Plan tasks and Gantt chart	Via email and within 10 days of project start date.	Microsoft Project compatible format
Progress Reports	Via email	Microsoft Office compatible format
All project documents are to be delivered electronically	Via email and as required	Microsoft Office compatible format

4.2 Reports and Meetings

The Contractor must 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 *the first and third Friday* of each month throughout the life of the project.

The progress reports must cover all work performed and completed during the timeframe for which the progress report is provided and must present the work to be performed during the subsequent period.

The progress report must identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.

The Contractor must conduct weekly status meetings with the Agency Project Manager. The meetings will be held every Monday for the duration of the project at a time and place so designated by the Agency Project Manager – unless revised by the Agency Project Manager. The meetings can be in person or over the phone at the discretion of the Agency Project Manager.

4.3 Period of Performance

This project is to be completed within ninety (90) days. Performance is based on the delivery 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
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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 monthly 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
<p>Delivery Date Service Level</p>	<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 75%</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>	<p style="text-align: center;">Fee at Risk</p>	<p style="text-align: center;">Monthly</p>
<p>Deliverable Acceptance Service Level</p>	<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</p>	<p style="text-align: center;">Fee at Risk</p>	<p style="text-align: center;">Monthly</p>

	<p>accordance with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is a quarter of a year. The first quarterly measurement period will commence on the first day of the first full calendar month of the Contract, and successive quarterly measurement period will run continuously thereafter until the expiration of the applicable SOW.</p> <p style="text-align: center;">Compliance with deliverable acceptance is expected to be greater than 75%</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

4.5 State Staffing Plan

Staff/Stakeholder Name	Project Role	Percent Allocated
ODI	Project Team	10%
ODI	Project Manager	20%
ODI	Project Sponsor	10%

Section 5: SOW Response Submission Requirements
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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. Contingency Plan
8. Project Plan
9. Project Schedule (WBS using MS Project or compatible)
10. Communication Plan
11. Risk Management Plan
12. Quality Management Plan
13. Fee Structure including Estimated Work Effort for each Task/Deliverable
14. Rate Card
15. Supplement 1 Response - State IT Policy, Standard and Service Requirements
16. Supplement 2 Response - State Information Security and Privacy Requirements and State Data Handling 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 Information Technology Assessment, Planning, and Solicitation Assistance. 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 6, including:

- i. Description of the Contractor’s experience in assessing IT current states and future states on at least two projects of similar size and scope; and
- ii. Description of the Contractor’s experience in creating Strategic Technology Plans on at least 2 projects of similar size and scope.

3. Subcontractor Documentation:

- a. 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:
 - i. The Subcontractor’s legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address;
 - ii. 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;
 - iii. 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);
 - iv. Must describe the Subcontractor’s experience, capability, and capacity to provide Information Technology Assessment, Planning, and Solicitation Assistance. 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 6;
 - v. A commitment to do the work if the Contractor is selected; and
 - vi. 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 staff and time commitment. Identify hourly rates for personnel, as applicable. Include Contractor resumes for each resource identified and organizational chart for entire team.

Contractor Name	Role	Contractor or Subcontractor?	No. Hours	Hourly Rate

7. Contingency Plan: Identify and provide a Contingency Plan should the Contractor and Subcontractor staff fail to meet the Project Schedule, Project Milestones or fail to complete the deliverables according to schedule. Include alternative strategies to be used to ensure project success if specified risk events occur.
8. Project Plan: Identify and describe the plan to be used to produce and complete the deliverable requirements. Describe the primary tasks, estimated time in hours or days each task will take, and when each task is expected to be completed.
9. Project Schedule (WBS using MS Project or compatible): Describe the Project Schedule including planning, plan, milestones and time for writing, editing and revising deliverables.
10. Communication Plan: Describe the format and method for weekly updates on project status and escalation procedures that ODI will take if contract deliverables are not being met.
11. Risk Management Plan: Describe the Risk Management Plan including the risk factors, associated risks, and assessment of the likelihood of occurrence and the consequences for each risk. Describe your plan for managing selected risks and plan for keeping people informed about those risks throughout the project.
12. Quality Management Plan: Describe your quality policies, procedures, and standards relevant to the project for both project deliverables and project processes. Define who is responsible for the quality of the delivered project artifacts and deliverables.
13. Fee Structure including Estimated Work Effort for each Deliverable: Payment will be scheduled upon approval and acceptance of each Deliverable by the ODI Project Sponsor and Project Manager within the usual payment terms of ODI.

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Deliverable
Business Priorities and IT Direction		No Payment
IT Current State Assessment		No Payment
Future Options and Recommendations		No Payment
Strategic Technology Plan Draft		No Payment
Final Strategic Technology Plan implementing ODI feedback		
	Total Cost for all Deliverables	

14. Rate Card: The primary purpose of obtaining a Rate Card is to establish baseline hourly rates in the event that change orders are necessary. The DBITS contract is not intended to be used for hourly based time and materials work. (NOTE – Section 6 of the response collects rate information for named resources) Pre-Qualified Contractors must submit a Rate Card that includes hourly rates for all services the Contractor offers, including but not limited to those listed in Section 5.2. Enter the Rate Card information in this section.

15. Supplement 1 Response - State IT Policy, Standard and Service Requirements: The Contractor must include a fully completed Supplement 1 as part of their proposal. The Contractor must follow the completion instructions contained in the Supplement when preparing their response.

16. Supplement 2 Response – State Information Security and Privacy Requirements and State Data Handling Requirements: The Contractor must include a fully completed Supplement 2 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

- Pre-qualified Contractor cover letter included in Section 5.1
- Pre-qualified Contractor submitted properly formatted proposal by submission deadline

Scored Requirements	Weight	Does Not Meet	Meet	Exceeds
Assessment of the Contractor’s Project Plan as described in Section 5.1, Number 8: Identify and describe the plan to be used to produce and complete the deliverable requirements. Describe the primary tasks, estimated time in hours or days each task will take, and when each task is expected to be completed.	10	0	5	7
Assessment of the Contractor’s experience in assessing IT current states and future states on at least two prior projects, as described in Section 5.1, Number 2.	10	0	5	7
Assessment of the Contractor’s experience in creating strategic technology plans on at least two prior projects, as described in Section 5.1, Number 2.	10	0	5	7
Assessment of the Contractor’s personnel with the required skills and experience for the Contractor’s proposed approach to complete the Scope of Work identified in this document, as described in Section 5.1, Number 6.	10	0	5	7
Assessment of the Contractor’s Project Schedule as described in Section 5.1, Number 9: Describe the Project Schedule including planning, plan, milestones and time for writing, editing and revising deliverables.	10	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	January 14, 2020
Inquiry Period Begins	January 14, 2020
Inquiry Period Ends	January 31, 2020 at 8:00am
Proposal Response Due Date	February 7, 2020 at 1:00pm

Anticipated Dates

Estimated Date for Selection of Awarded Contractor	February 21, 2020
Estimated Commencement Date of Work	February 28, 2020

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 right, select "Bid Opportunities Search";
- Enter the SOW Solicitation ID number found on the first page of this SOW Solicitation in the "Document/Bid Number:" box;
- Click the "Search" button;
- Click on the Document/Bid Number to go to the document information page,
- On the document information page, click the "Submit Inquiry" button;

- On the document inquiry page, complete the required “Personal Information” section by providing:
 - First and last name of the Contractor’s representative who is responsible for the inquiry,
 - Name of the Contractor,
 - Representative’s business phone number, and
 - Representative’s email address.
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this SOW Solicitation,
 - The heading for the provision under question, and
 - The page number of the SOW Solicitation where the provision can be found; and
- Click the “Submit” button.

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

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

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

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

Section 9: Submission Instructions & Location

Each Pre-Qualified Contractor must submit three (3) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked “DBINS-20-01-001” 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 Flash Drive.

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:

**Tina Chubb, Ohio Department of Insurance
 Information Technology
 50 West Town Street, Suite 300
 Columbus, Ohio 43215**

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

Unless otherwise stated in this section of the SOW Solicitation, the Limitation of Liability will be as described in Attachment Four, Part Four of the Contract General Terms and Conditions.