



Ohio Department of Veterans Services

77 South High Street, 7th Floor
Columbus, Ohio 43251
1-888-DVS-OHIO

Request for Quote (RFQ)

Mobile Application

Issue Date: February 6, 2013

Responses Due By: 5:00PM, February 25, 2013

Submit Questions and Responses to:

MobileApplication@dvs.ohio.gov



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Purpose

Thank you for your interest in doing business with the Ohio Department of Veterans Services (ODVS). The ODVS has its own Information Technology Services Section that is separate from the state Office of Information Technology.

The ODVS is seeking an Ohio State Term Schedule (STS) offeror to provide or assist in providing a web-based mobile phone application, compatible to current mobile phones, to enable veterans to connect directly to basic information about their benefits. The application should also make it easy for veterans to find the locations where they can apply for benefits or receive assistance, and provide easily connected phone numbers to obtain additional information.

Potential solution providers that do not have an STS may partner with an STS offeror, understanding that the STS offeror will be the prime contractor.

Once awarded, the term of the Contract will be from the award date until June 30, 2013.

Background

The mission of the ODVS is to identify veterans and connect them to the benefits their service has earned them, and to be an advocate for veterans and their families.

Identifying the more than 800,000 veterans in Ohio and connecting them to benefits is a tremendous challenge for the department due to the twin factors of privacy restrictions on veterans' information and a lack of effective connectivity with the Department of Defense on information concerning separating service members. While these issues are being addressed, in the near term this has necessitated a more direct approach to outreach through traditional media, social media and events.

A mobile web application can be a key means of direct outreach to veterans. The use of such applications is increasing among all age groups, but is in particular used heavily by those 18-35 – the key age group for veterans of the Iraq and Afghanistan wars.

These veterans have earned a wide range of benefits, such as the Post 9/11 G.I. Bill that significantly enhances aid for education; health care for five years after separation; and the Ohio Veterans Bonus. Estimates from the U.S. Department of Veterans Affairs (VA) show that there is a significant underutilization of these key benefits among this group of veterans.

In addition, these most recent veterans, and veterans of other eras as well, have earned a number of other benefits. These range from disability compensation for service-connected



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injuries and pension for low-income veterans to job assistance for veterans who cannot find employment, financial assistance for all veterans, and residence at the Ohio Veterans Homes for disabled veterans.

A mobile web application can be a critical form of outreach both to a targeted group of veterans as well as to the veteran's population as a whole that can facilitate a rapid connection to their benefits. As mobile phone applications come into even wider use, the effectiveness of this outreach can increase proportionately.

Objectives

The department has five prime objectives for development of a mobile web application:

- Web-based with off-line functionality
- Compatible with current smartphones and tablet
- Provide brief information on key benefits
- Provide location and contact information for nearest services based on a veteran's actual or desired location(s)
- Incorporates standard analytics that track web usage, such as, contacts made, pages visited.

Scope of Work

The proposed solution must:

- Be compatible with iOS version 5 and newer and Android version 2.3 and newer and HTML 5 compliant mobile browsers.
- Allow for off-line functionality support for basic information in screens
- Report metrics of how many users clicked to call a county veterans service officer
- Provide searchable listing of Ohio Counties with an autocomplete filter
- Allow all phone numbers to be rendered as clickable links or buttons that initialize a phone call
- Support all common screen resolutions and usage in portrait or landscape mode
- Be available for free from Google Play and the iTunes Store
- Allow all user account information used to register and distribute the application to be maintained by ODVS
- Use graphics approved or provided by ODVS and free of any copyright
- Provide all source code and code documentation at the conclusion of the project with ownership assigned to ODVS and the State of Ohio
- Report metric for application installation and deletion



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- Allow static text and dynamic lists to be maintained in an xml document on the Internet server
- Ensure any personal data uploaded from the mobile device to the ODVS Internet server is encrypted when in transit
- Include 20 static pages with text and clickable links, 50 VA center pages and 88 county pages that are static with a Google map displayed
- Display a notification to users when they leave the ODVS Mobile application to access external web sites or applications
- Be accessible from the department's web site, www.ohiovet.gov
- Utilize State of Ohio and ODVS branding standards including the department's logo and buttons to major categories of information, as described in Attachment A
- Provide screens for each button that contain brief information about key veteran's benefits, and links to additional information, as described
- Provide an "In Crisis" button, as described, with links back to this critical information from each screen
- Provide a "home" button on each screen for return to the main screen
- Embed location information for all 88 county veterans service offices, the two Ohio Veterans Homes, and all 45 VA facilities in the state
 - Locations will be searchable via city and zip code and the veteran's current GPS location
 - Contact information will be provided that enables the veteran to directly contact these locations via voice from his or her phone
- Location information will be linked to the appropriate screens, e.g., county veterans service office locations will be linked to selected benefits screens
- Provide industry standard analytics that track web usage such as contacts made to county veteran service offices, Ohio Veterans Homes, or VA facilities and integrates with the department's existing usage tracking tools; this tracking will be by numbers of contacts only, and will not track or store individual phone numbers or device addresses

Contractor Work Requirements

- The contractor must provide services consistent with the SDLC for mobile applications solutions.
- The Contractor must present the mobile application to the State for Final Acceptance. Upon completion of the Implementation, which includes successful operation and performance testing of the mobile web application solution in the production environment, the Contractor must present the mobile web application solution to the State for acceptance. The mobile web application solution presented for final acceptance must account for all required functionality.



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- The Contractor must provide a Warranty. The product deliverables must be warranted to be free from bugs and defects for a period of 90 days after acceptance and go live of the application.
- The Contractor may be required to provide up to five years of maintenance and support. If required, the Contractor must provide the following services during normal business hours defined by ODVS.
 - Maintenance of existing code, which includes defect analysis, troubleshooting, and bug fixes
 - Version control of the application source code
 - Periodic application updates, releases and patches
 - Documentation
 - Performance enhancements

Procurement Timeline

The following is a tentative timeline for the offeror selection process. The timeline for the project will be provided by the Contractor in their response to the RFQ. The final project timeline will be reviewed and approved by ODVS as part of the project plan.

- RFQ Issued: Wednesday, February 6, 2013
- Inquiry Period Begins: Wednesday, February 6, 2013
- Inquiry Period Ends: Wednesday, February 20, 2013
- RFQ Due Date: Monday, February 25, 2013

Estimated Dates

- Optional Interviews/Demos: Monday, March 18, 2013
- Award Dates: Monday, March 25, 2013
- Project Work Begins: Monday, March 25, 2013
- Project Completion: Friday, June 28, 2013

RFQ Attachments

Attachment A: Screen Shots
Attachment B: Cost Summary

Questions and Answers



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Please direct all questions regarding this RFQ to: MobileApplication@dvs.ohio.gov. Do not submit questions via State of Ohio Procurement web site or by contacting the Ohio Department of Veterans Services directly. The ODVS may, in its sole discretion, reject the Proposal of an Applicant who attempts unauthorized communications with any member of the ODVS or state procurement staff. The ODVS will post all questions and answers to <http://dvs.ohio.gov/MobileApplication/RFQ.aspx>. The deadline to submit a question is 11:00 AM February 20, 2013.

Responses

All RFQ Responses must be sent via email to: MobileApplication@dvs.ohio.gov no later than 5:00 PM on February 25, 2013. Late responses, hard copy, and those sent via facsimile will be rejected as nonresponsive.

Ownership

The ODVS will retain ownership of all deliverable items that the selected vendor produces under contract, including any software modifications, and documentation, with all rights, title, and interest in all intellectual property that come into existence through the vendor's custom work being assigned to the ODVS. Additionally, the vendor must waive any author rights and similar retained interests in custom-developed material. The vendor must provide the ODVS with all assistance reasonably needed to vest such rights of ownership in the ODVS.

[Include an abbreviated version of this language: In addition, for Commercial Software that is incorporated into a Deliverable, the Contractor will: (a) maintain or cause the third-party licensor to maintain the Commercial Software so that it operates in the manner described in the RFQ documents (or any attachment referenced in the RFQ documents) and relevant Commercial Software documentation; (b) supply technical bulletins and updated user guides; (c) supply the ODVS with updates, improvements, enhancements, and modifications to the Commercial Software and documentation and, if available, the commentary and the source code; (d) correct or replace the Commercial Software and/or remedy any material programming error that is attributable to the Contractor or the third-party licensee; (e) maintain or cause the third-party licensor to maintain the Commercial Software and documentation to reflect changes in the subject matter the Commercial Software deals with; (f) maintain or obtain a commitment from the third-party licensor to maintain the Commercial Software so that it will properly operate in conjunction with changes in the operating environment in which it is designed to operate. For Commercial Software licensed from a third party that is incorporated into a Deliverable, the Contractor represents and warrants that it has done one of the following things: (a) obtained the right from the third-party licensor to commit to the warranties and maintenance obligations in this Section; (b) obtained a binding commitment from the licensor



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to make those warranties and maintenance obligations directly to the ODVS; and/or (c) fully disclosed in the RFQ documents any discrepancies between the requirements of this section and the commitment the third-party licensor has made and resolved any such discrepancies to the satisfaction of the ODVS.]

All work performed on this project, including work performed by subcontractors, must be in compliance with ODVS and State of Ohio policies, procedures, technology standards, and using industry standard best practices. The selected solution provider will be subject to the required ODVS BCI background check processes and (1075/Confidential Personal Information protection- bind personnel to protect that information).

All Proposals and other material that offers submit will become the property of the State and may be returned only at the State's option. Offerors should not include any confidential information in a Proposal or other material submitted as part of the evaluation process. All Proposals will be open to the public after the State has awarded the Contract.

RFQ Response Format

Responses must be submitted in PDF format.

- 1) Provide the following information related to your organization.
 - a. Name
 - b. Address
 - c. Contact Name
 - d. STS Number
 - e. Phone Number
 - f. Fax Number
 - g. E-mail Address
 - h. Same information as above (may exclude STS #) for any subcontractors
 - i. Company owner Veteran status
- 2) Provide a minimum of three projects of similar scope and size completed by offeror
- 3) The Response must include a clear & concise description of the proposed solution. The proposed solution must also address the following:
 - The offeror must describe the proposed mobile framework to be used to build the mobile web application and the reasons for choosing the same. The descriptions must include development platform, integrated development environment, programming language, UI builder, SDK management, simulators for prototyping and testing, debugger, profiler, etc. Improved developer productivity, reduce learning curve, portability, reduce time to market and ease of ongoing maintenance may be among the key considerations for evaluation.



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- The offeror must provide an approach to make existing system users aware of the mobile web solution.
- The offeror must explain how the proposed solution prevents unauthorized application and data access
- The offeror must explain how the proposed solution facilitates easy and intuitive access to information of interest to users.
- The offerors proposed solution must explain how the site will meet ADA Accessibility standards. (Apply best industry practices to ensure accessibility).
- The offer must explain how the proposed solution will be thoroughly tested for compatibility with major mobile browsers (Safari, Android Browser, Opera Mini, Chrome, etc.), major mobile platforms (iOS 4.0 and above, Android Version 2.2 and above, Java ME, etc.) and major mobile devices screen factors (Smartphones, Mini-tablets and Tablets).
- The offeror must explain how the proposed solution will use the industry best practices for data security and privacy protection.
- The offeror must explain the approach to providing the appropriate support for implementation and transition.
- The offeror must explain how an appropriate level of knowledge transfer to ODVS will be addressed, highlighting the approach to transition including tools and technologies that are involved.

The desired screen shots detailing contents and functions of this application are addressed in **Attachment A**.

- 4) The Workplan Response must describe in detail by SDLC phase the approach for completing the Contractor Work Requirements described within the Scope of Work and include a Project timeline (preferably in MS Project) for providing services that meet all of the requirements set forth in all areas of this RFQ.
- 5) The offeror must complete the Cost Summary (**Attachment B**). Total quoted price must include an itemized listing for all software, services, and maintenance & support costs and reflect the offeror's state term schedule.

Evaluation criteria

The ODVS has the right to reject any response or subcontractor that does not meet the criteria of the RFQ. Valid STS responses will be evaluated on, but not necessarily limited to the following:

- Responsiveness to the RFQ requirements and specifications
- Expandability of the system to meet future needs
- Industry standard non-proprietary solution
- Project timeline (provided by vendor)



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- Cost

Reserve right to reject all, etc.:

The final phase of the evaluation process may be contract negotiations. It is entirely within the discretion of the ODVS whether to permit negotiations. Offerors must not submit a response assuming that there will be an opportunity to negotiate any aspect of the response. The ODVS is free to limit negotiations to particular aspects of any response, and to negotiate the price from the proposal. If negotiations are held, they will be scheduled at the convenience of the ODVS, and the selected offeror (s) must negotiate in good faith. Following negotiations, the ODVS may set a date and time for the offeror (s) with which the ODVS conducted negotiations to submit a best and final offer. The ODVS reserves the right to terminate negotiations at any time, and to rescind this RFQ at any time.

Applicant Warranties and Certifications

By submitting a Proposal, the Applicant warrants and certifies to all of the following:

- Contractor has read the RFQ, understands it, and agrees to be bound by its requirements.
- Contractor has not included any legal terms or conditions for the Contract in its Proposal.

The Contractor's Fee Structure

The Contract award will be for a not-to-exceed fixed price, payable in accordance with the schedule below.

- Mobile App Frame Work, if applicable
- UAT of Mobile Application successfully completed
- Acceptance of Mobile Application post production performance test



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ATTACHMENT A

Screen Shots

NOTES:

- All mobile app screens must have the capability of content being rearranged horizontally when a user's phone is "flipped." For reading ease, all mockups in this document appear in vertical orientation only.
- All application screens must look "clean" on all end user smartphones and tablets (Android 2.3 and newer, Windows Phone 7 and newer, Windows RT, and iOS 5.0 and newer). Support for all common screen resolutions will be necessary to achieve this.
- The designer of the application will consult with the ODVS marketing team to support existing State of Ohio and ODVS branding standards and implement existing artwork into the application.
- The designer will confirm that the mobile application allows for vertical scrolling of all screens that contain a large amount of content (that cannot all be displayed all at once on the phone display) and also the zoom in/out feature (when devices allow).
- **Detailed instructions pertaining to ODVS mobile app screens are on the following pages. These are anticipated screenshots for the ODVS mobile app. Finalized app design may vary slightly and will be determined in consultation with the selected mobile application developer.**



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Home screen

(the default landing page of the ODVS mobile app)

Contents:

- “Ohio Veterans Benefits” title
- ODVS department logo
- Button links to major section pages contained in the app

Functions:

✓ Button links function to direct users to appropriate category pages contained in the app





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Job Resources screen

(the landing page when “Jobs” is selected from the Home screen of the app)

Contents:

- “Ohio Veterans Benefits” title
- “Home” and “In Crisis?” buttons
- Button links to 5 job websites

Functions:

- ✓ 5 job button links direct users to appropriate job-related website pages
(external to the app)
- ✓ “Home” and “In Crisis?” button links direct users to those specific pages in the app





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Education screen

(the landing page when "Education" is selected from the Home screen of the app)

Contents:

- "Ohio Veterans Benefits" title
- Text: Educational program descriptions
- "Home" and "In Crisis?" buttons
- Button links to GI Bill, Veterans Educational Programs (VEP), and Board of Regents websites
- GI Bill, Regents phone # text/btns

Functions:

- ✓ GI Bill and Board of Regents links direct users to appropriate education-related website pages (**external to the app**)
- ✓ Ohio VEP button link directs users to VEP page in the app
- ✓ "Home" and "In Crisis?" links direct users to those pages in app
- ✓ 2 phone # text/btns—when pressed—automatically dial the #s
- ✓ NOTE: When a user scrolls down to see info initially "cut off" of the bottom of the display screen, the title "Ohio Veterans Benefits" and subtitle "Education" and also the Home and In Crisis? Buttons do NOT scroll—they remain locked

Ohio Veterans Benefits

Education

GI Bill

The GI Bill is the federal government's primary educational program for Veterans.

Two versions are available:

- The Post-9/11 GI Bill is for individuals with at least 90 days of aggregate service on or after September 11, 2001, or individuals discharged with a service-connected disability after 30 days. You must have received an honorable discharge to be eligible for the Post-9/11 GI Bill. In addition to degree-granting programs, the Post-9/11 GI Bill includes on-the-job training, non-college degrees, flight training, apprenticeships and correspondence.
- The MGIB program, also known as Ch.30 or Ch. 1606, provides up to 36 months of education benefits.

 Home In Crisis?

Ohio Veterans Benefits

Education

You must have received an honorable discharge to be eligible. This benefit may be used for degree and certificate programs, flight training, apprenticeship/ on-the-job training and correspondence courses.

Contact:
1-888-442-4551
web site: www.gibill.va.gov

Ohio Veterans Education

Ohio Veterans Educational Programs

 Home In Crisis?

Ohio Veterans Benefits

Education

Ohio Board of Regents

Ohio also has state education benefits available for Veterans and eligible families. These include in-state tuition for both resident and non-resident Veterans, in-state tuition for both resident and non-resident families of those killed in action, and scholarships for children of those killed in action.

For more info, contact the Ohio Board of Regents.

Contact:
1-877-VETS-OH-1 (1-877-838-7641)
web site: www.ohiohighered.org/veterans

 Home In Crisis?



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Ohio Veterans Bonus

(the landing page when "Bonus" is selected from the Home screen of the app)

Contents:

- "Ohio Veterans Benefits" title
- Text: Bonus description and eligibility requirements
- "Home" and "In Crisis?" buttons
- Button link to Bonus website
- Button link to County Veterans Service Offices page in the app

Functions:

- ✓ www.veteransbonus.com link directs users to the Bonus website (**external to the app**)
- ✓ County Veterans Service Offices link directs users to the CVSOs page in the app
- ✓ "Home" and "In Crisis?" links direct users to those pages
- ✓ NOTE: When a user scrolls down to see info initially "cut off" of the bottom of the display screen, the title (and subtitle "...Bonus") and also the Home and In Crisis? Buttons do NOT scroll—they remain locked

Ohio Veterans Benefits

Ohio Veterans Bonus

[Persian Gulf, Iraq, and Afghanistan Bonus]

Description:

This program provides a monetary bonus for those that served during/in the Persian Gulf, Iraq and/or Afghanistan conflicts. It was approved by Ohio voters in November, 2009. The Ohio Veterans Bonus is exempt from federal and state tax.

Eligibility:

Veterans (including currently serving service members) can determine if they are eligible by visiting the web site and using the eligibility tools.

Contact:

An online application form and answers to questions can be found at: www.veteransbonus.ohio.gov



Home

In Crisis?

Ohio Veterans Benefits

Ohio Veterans Bonus

For more information about the Ohio Veterans Bonus, contact your [County Veterans Service Office](#).



Home

In Crisis?



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Other Benefits screen

(the landing page when “Other Benefits” is selected from the app’s Home screen)

Contents:

- “Ohio Veterans Benefits” title
- “Home” and “In Crisis?” buttons
- Button links to the following pages in the app:
 - (a) Compensation
 - (b) Pension
 - (c) Health Care
 - (d) Financial Assistance

Functions:

- ✓ Compensation, Pension, Health Care, and Financial Assistance button links direct users to corresponding pages in the app
- ✓ “Home” and “In Crisis?” button links direct users to those specific pages in the app





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County Veterans Service Offices screen

(the landing page when “County Veterans Service Offices” is selected from the Home screen of the app)

Contents:

- “Ohio Veterans Benefits” title
- Text: County Veterans Service Offices (CVSOs) explained
- “Home” and “In Crisis?” buttons
- Text/button links to pages in the app for each of the 88 CVSOs
- “Find your CVSO” button

Functions:

- ✓ Each of the 88 CVSO links direct users to a corresponding CVSO page in the app
- ✓ “Find your CVSO” button directs users to a page in the app where they can look up CVSOs by GPS location, or via city or zip code search
- ✓ “Home” and “In Crisis?” links direct users to those pages
- ✓ NOTE: When a user scrolls, title, subtitle, 2 btns are locked

Ohio Veterans Benefits

County Veterans Service Offices

Description:

Since 1886, Ohio has provided help to care for the Veteran, their spouses and children, and the surviving family members of a deceased Veteran. These services are provided through the County Veterans Service Office in each county, normally located in the county seat, to the Veterans residing in each county. These offices are staffed by certified and accredited service officers able to help Ohio's Veterans apply for all benefits earned by active military service. This includes assistance in preparing claims, short-term financial assistance, and transportation to medical appointments.

[Find your CVSO](#)

[Home](#) [In Crisis?](#)

Ohio Veterans Benefits

County Veterans Service Offices

Links to County Offices

Enter your county in the search field below:

[Adams](#) [Allen](#)
[Ashland](#) [Ashtabula](#)
[Athens](#) [Auglaize](#)
[Belmont](#) [Brown](#)
[Butler](#) [Carroll](#)
[Champaign](#) [Clark](#)

[Home](#) [In Crisis?](#)

(more pgs)



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VA Facilities screen

(the landing page when "VA Facilities" is selected from the app's Home screen)

Contents:

- "Ohio Veterans Benefits" title
- "Home" and "In Crisis?" buttons
- Text/button links to pages in the app for each of the 45 individual VA facilities found in Ohio

Functions:

- ✓ Each of the 45 VA facility text/button links direct users to the corresponding VA facility page in the app
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages in the app
- ✓ NOTE: When a user scrolls down to see info that is initially "cut off" from the bottom of the display screen, the title "Ohio Veterans Benefits" and subtitle "Service-Connected Injury/..." and also the Home and In Crisis? buttons do NOT scroll—they remain locked in place



(more pgs)



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Ohio Veterans Homes

(the landing page when “Ohio Veterans Homes” is selected from Home screen)

Contents:

- “Ohio Veterans Benefits” title
- Text: Ohio Veterans Homes (OVH) described in detail
- “Home” and “In Crisis?” buttons
- Button link to OVH website
- OVH phone # text/button
- Lookup OVH search btns:
 - (a) by GPS location, (b) city, (c) by zip code

Functions:

- ✓ GPS buttons—when pressed by user—determine user’s location and load a map page indicating (Geo or Sand) OVH’s location and distance from user
- ✓ Search by city OR zip—when a city (OR zip) is typed and the “Go” btn pressed— map page indicating OVH’s location and distance from user loads
- ✓ ohioveteranshome.gov directs users to site (external to app)
- ✓ The OVH phone # text/button—when pressed by users—automatically dials the # **AND data is captured indicating a call to the phone # has been initiated via the ODVS mobile app and stored in a database, from which reports may be generated**
- ✓ “Home” and “In Crisis?” links direct users to those pages
- ✓ NOTE: When a user scrolls, title, subtitle, Home & Crisis btns are locked

Ohio Veterans Benefits

Ohio Veterans Homes

Georgetown and Sandusky offer reasonable long-term care to disabled Veterans of war-time eras who’ve lived in Ohio for at least one year. Domiciliary living for those at an independent or nearly independent level of care is also available at the Ohio Veterans Home - Sandusky.

Contact:
For more info, call 1-419-625-2454
or see: www.ohioveteranshome.gov

Ohio Veterans Home in Georgetown

Lookup by:

OR by city:

OR by zip:



Ohio Veterans Benefits

Ohio Veterans Homes

Ohio Veterans Home in Sandusky

Lookup by:

OR by city:

OR by zip:





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In Crisis? screen

(the landing page when "In Crisis?" is selected from the Home screen of the app)

Contents:

- "Ohio Veterans Benefits" title
- Text: Crisis Counseling described in detail
- "Home" button
- Button link to Crisis Counseling website
- Crisis Counseling phone # text/button (3 instances)

Functions:

- ✓ www.veteranscrisisline.net button link directs users to the Crisis Counseling website (external to the app)
- ✓ Each of the 3 Crisis Counseling phone # text/buttons—when pressed by users—automatically dials the crisis #
- ✓ "Home" button link directs users to the home page in the app
- ✓ NOTE: When a user scrolls, title, subtitle, 2 btns are locked

Ohio Veterans Benefits

Crisis Counseling

Veterans Crisis Line: 1-800-273-8255

Description:

The Department of Veterans Affairs (VA) Veterans Health Administration (VHA) has established a national Veterans Crisis Line to ensure that Veterans in emotional crisis have free, 24/7 access to trained counselors. To operate the Hotline, the VA partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) and the National Suicide Prevention Lifeline. Veterans, family members and friends can call the Lifeline number, 800-273-TALK (8255), and press "1" to be routed to the Hotline and speak to a counselor about any issue that is creating a crisis situation in his or her life.



Home

Ohio Veterans Benefits

Crisis Counseling

Contact:

1-800-273-8255

web site: www.veteranscrisisline.net



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Service-Connected Injury/Disability Compensation screen *(the landing page when "Compensation" is selected at the Other Benefits screen)*

Contents:

- "Ohio Veterans Benefits" title
- Text: Compensation described in detail
- "Home" and "In Crisis?" buttons
- CVSO text/button

Functions:

- ✓ CVSO text/button directs users to the CVSO page in the app
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages in the app
- ✓ NOTE: When a user scrolls down to see info that is initially "cut off" from the bottom of the display screen, the title "Ohio Veterans Benefits" and subtitle "Service-Connected Injury/..." and also the Home and In Crisis? buttons do NOT scroll—they remain locked in place

Ohio Veterans Benefits

Service-Connected Injury/Disability Compensation

Injury or disability compensation is a monetary benefit paid to Veterans who are disabled by an injury or disease that was incurred or aggravated during active military service. These disabilities are considered to be service-connected. Disability compensation varies with the degree of disability and the number of dependents, and is paid monthly. Veterans with certain severe disabilities may be eligible for additional special monthly compensation. The benefits are not subject to federal or state income tax. The payment of military retirement pay, disability severance pay and separation incentive payments known as Special Separation Benefits (SSB) and Voluntary Separation Incentives (VSI) affects the amount of VA compensation paid.



Home

In Crisis?

Ohio Veterans Benefits

Service-Connected Injury/Disability Compensation

The veteran's service must have been under conditions other than dishonorable.

For more information or to apply, contact your [County Veterans Service Office](#).



Home

In Crisis?



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Pension screen

(the landing page when "Pension" is selected from the Other Benefits screen)

Contents:

- "Ohio Veterans Benefits" title
- Text: Pension described in detail
- "Home" and "In Crisis?" buttons
- CVSO text/button

Functions:

- ✓ CVSO text/button directs users to the CVSO page in the app
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages in the app
- ✓ NOTE: When a user scrolls down to see info that is initially "cut off" from the bottom of the display screen, the title "Ohio Veterans Benefits" and subtitle "Pension" and also the Home and In Crisis? buttons do NOT scroll—they remain locked in place

Ohio Veterans Benefits

Disability Pension

Description:

Veterans with low incomes who are permanently and totally disabled, or are age 65 or older, may be eligible for support. Payments are made to bring the total income, including other retirement or Social Security, to a level set by Congress. Unreimbursed medical expenses may reduce VA countable income.

Eligibility:

A Veteran must have 90 days or more of active military service, at least one day of which was during a wartime period. The Veteran's discharge must have been under conditions other than dishonorable and their disability must be for reasons other than their own willful misconduct.



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Ohio Veterans Benefits

Disability Pension

Veterans who entered active duty on or after September 8, 1980, or officers who entered active duty on or after October 16, 1981, may have to meet a longer minimum period.

For more information
or to apply, contact your
[County Veterans Service Office.](#)



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Health Care screen

(the landing page when "Health Care" is selected from the Other Benefits screen)

Contents:

- "Ohio Veterans Benefits" title
- Text: General explanation of Health Care and details on relevant programs provided
- "Home" and "In Crisis?" buttons
- CVSO text/button

Functions:

- ✓ CVSO text/button directs users to the CVSO page in the app
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages in the app

The screenshot shows the "Ohio Veterans Benefits" app interface. At the top, the title "Ohio Veterans Benefits" is displayed in a large, bold, blue font. Below the title, the section "Health Care" is highlighted in a light blue font. The main text reads: "Veterans of any period of war-time service may be eligible for free health care from the VA. Veterans who have a service-connected injury may also be eligible." Below this text, there is a line of text: "For more information, contact your [County Veterans Service Office.](#)" At the bottom of the screen, there are two buttons: "Home" and "In Crisis?". The "Home" button is on the left and has a small circular logo to its left. The "In Crisis?" button is on the right and has red text.



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Financial Assistance

*(the landing page when
"Financial Assistance" is
selected from the
Other Benefits screen)*

Contents:

- "Ohio Veterans Benefits" title
- Text: General explanation of Financial Assistance and details on relevant programs
- "Home" and "In Crisis?" buttons
- CVSO text/button

Functions:

- ✓ CVSO text/button directs users to the CVSO page in the app
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages in the app

Ohio Veterans Benefits

Financial Assistance

Each County Veterans Service Office provides short-term financial assistance to Veterans and their families. The amount of assistance varies according to the individual abilities of each county.

For more information, contact your [County Veterans Service Office](#).

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Find your County Veterans Service Office

(the landing page when "Find your CVSO" is selected from the app's CVSO screen)

Contents:

- "Ohio Veterans Benefits" title
- Text: CVSO lookup by current GPS location and also city and zip code searches explained
- Search buttons:
 - (a) by GPS location
 - (b) by city of residence
 - (c) by zip code of residence
- "Home" and "In Crisis?" buttons
- Button link to the CVSO page in the app (listing all 88 CVSOs)

The screenshot shows the "Ohio Veterans Benefits" app interface. At the top, the title "Ohio Veterans Benefits" is displayed in a large, bold, blue font. Below the title, the text "County Veterans Service Offices" is shown in a smaller blue font, followed by a note: "*Services are generally provided to Veterans in their county of residence." A red link "Find your CVSO" is positioned above three search options. The first option is "Lookup by:" followed by a brown button labeled "your GPS". The second option is "OR by city:" followed by a white text input field containing "enter your city" and a green "Go" button. The third option is "OR by zip:" followed by a white text input field containing "enter your zip code" and a green "Go" button. Below these options, the text "For a list of the 88 CVSOs, see:" is displayed above a grey button labeled "CVSO Listings". At the bottom of the screen, there is a navigation bar with a small circular logo on the left, a white button labeled "Home", and a white button labeled "In Crisis?" in red text.

Functions:

- ✓ Search by GPS location button—when pressed by user—determines user's location and loads the page for the CVSO nearest in distance
- ✓ Search by city—when a city is typed by user and corresponding search button pressed—determines nearest CVSO and loads its page
- ✓ Search by zip code—when a zip is typed by user and corresponding search button pressed—determines nearest CVSO and loads its page
- ✓ CVSO button directs users to the main CVSO page
- ✓ "Home" and "In Crisis?" button links direct users to those specific pages



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Specific CVSO Office

(ex.: Adams Cty) screen

(Note: There will be 87 more of these CVSO pages—Data for each can be obtained by clicking corresponding Veterans Service Offices links on the following webpage:

http://dvs.ohio.gov/home/site_map.aspx)

Contents:

- “Ohio Veterans Benefits” title
- Text: CVSO address
- Google map indicating CVSO’s location, with a link to pt-to-pt directions (**external to the app**)
- CVSO phone # text/button
- “Home” and “In Crisis?” buttons
- Back to CVSO page button

Functions:

- ✓ The CVSO’s phone # text/button—when pressed by users—automatically dials the # **AND data is captured indicating that a call to the phone # has been initiated via the ODVS mobile app and stored in a database, from which relevant reports may be generated**
- ✓ Back to CVSO page button link directs users to the main CVSO page
- ✓ “Home” and “In Crisis?” button links direct users to those specific pages
- ✓ NOTE: When a user scrolls, title, subtitle, Home & Crisis btns are locked

Ohio Veterans Benefits

County Veterans Service Offices

Adams
County

641 Panhandle Avenue
West Union, OH 45693

1-937-544-5005

web site:
www.adamscountyoh.com/veterans.asp

Tap the map below to access point-to-point driving directions from your location to the CVSO.

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Ohio Veterans Benefits

County Veterans Service Offices

For a list of all 88 CVSOs, see:

CVSO Listings

Home
In Crisis?



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Specific VA Facility
(example: Ashtabula County VA Clinic) screen
(Note: There will be 44 more facility pages—Data for each can be found on pages 60-63 of the following website .pdf: <http://dvs.ohio.gov/Portals/0/library/odvs/benefits/BenefitsGuide-2013.pdf>)

Contents:

- “Ohio Veterans Benefits” title
- Text: VA facility address
- Google map indicating facility’s location, with a link to pt-to-pt directions (**external to the app**)
- VA facility phone # text/button
- “Home” and “In Crisis?” buttons
- Back to VA Facilities pg button

Functions:

- ✓ The VA facility’s phone # text/btn—when pressed by users—automatically dials the # **AND data is captured indicating that a call to the phone # has been initiated via the ODVS mobile app and stored in a database, from which relevant reports may be generated**
- ✓ Back to VA Facilities page link directs users to the main VA Facilities page
- ✓ “Home” and “In Crisis?” button links direct users to those specific pages
- ✓ NOTE: When a user scrolls, title, subtitle, Home & Crisis btns are locked

Ohio Veterans Benefits

VA Facilities in Ohio

Ashtabula County
VA Clinic

1230 Lake Avenue
Ashtabula, OH 44004

1-866-463-0912

Tap the map below to access point-to-point driving directions from your location to the VA facility.

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Ohio Veterans Benefits

VA Facilities in Ohio

For a list of all 45 VA Facilities, see:

Facility Listings

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Troops to Teachers

(the landing page when “Troops to Teachers” is selected from Job Resources page of the app)

Contents:

- “Ohio Veterans Benefits” title
- Text: Troops to Teachers description and contact info
- “Home” and “In Crisis?” buttons
- Button link to return to the Job Resources page in the app
- TTT phone # text/btns

Functions:

- ✓ “Home” and “In Crisis?” links direct users to those pages
- ✓ Back to Job Resources page button link directs users to the Job Resources page in the app
- ✓ The TTT phone # text/button—when pressed by users—automatically dials the # **AND data is captured indicating a call to the phone # has been initiated via the ODVS mobile app and stored in a database, from which reports may be generated**

Ohio Veterans Benefits

Troops to Teachers

Description:

Troops to Teachers is a U.S. Department of Education and Department of Defense program that helps eligible transitioning military personnel become teachers in K through 12 public and public charter schools and use their skills, knowledge, and experience to educate future generations.

Contact:

1-800-852-6064

web site: www.troopstoteachers.ohio.gov

Return to the Job Resources page:

[Job Resources](#)



[Home](#)

[In Crisis?](#)



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Ohio Veterans Educational Programs

(the landing page when “Ohio Veterans Educational Programs” is selected from Education page of the app)

Contents:

- “Ohio Veterans Benefits” title
- Text: Ohio Veterans Education description and contact info
- “Home” and “In Crisis?” buttons
- Button link to return to the Education page in the app
- VEP phone # text/btns

Functions:

- ✓ “Home” and “In Crisis?” links direct users to those pages
- ✓ Back to Education page button link directs users to the Job Resources page in the app
- ✓ The VEP phone # text/button—when pressed by users—automatically dials the # **AND data is captured indicating a call to the phone # has been initiated via the ODVS mobile app and stored in a database, from which reports may be generated**

Ohio Veterans Benefits

Ohio Veterans Educational Programs

Description:

Veterans Educational Programs is the link between the Veteran, the school and the VA. The office’s role is to review, audit, evaluate, approve and oversee schools and training facilities to ensure quality standards of educational programs are met under both federal and state criteria.

Contact:

1-614-466-9287

web site: www.saa.ohio.gov

Return to the Education page:

Education



Home

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-- sample pop-up m-- --

Contents:

- Pop-up message (indicating the website that the user is browsing to is no longer affiliated with ODVS)

Functions:

- ✓ When a user presses the link button to view certain sites (*detailed below), a message “pops up” on the center of the mobile app screen, and the background info darkens
- ✓ *NOTE: The following buttons, when pressed, result in the pop-up message being displayed:
 - (a) Ohio Means Veterans Jobs
 - (b) Ohio One-Stop Centers
 - (c) State of Ohio Jobs
 - (d) Feds Hire Vets
 - (e) www.gibill.va.gov
 - (f) www.ohiohighered.org/veterans
 - (g) www.veteranscrisisline.net
 - (h) individual CVSO web site buttons (found on each of the 88 CVSO pgs)





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ATTACHMENT B

Cost Summary

If available via offeror's STS, then identify and provide cost for Mobile Application Framework.

Mobile Application Framework Table

Product Description (Product #)	Total

The offeror must provide services consistent with SDLC for a Mobile Application solution.

Services Table

Proposed Candidate Name and Position (STS labor category)	Proposed Hours for Engagement	Hourly Rate (must not exceed STS rates)	Total
Total estimated for services			

(offeror may add rows as necessary)



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The Offeror must provide pricing for the following optional provisions:

Maintenance and Support Table

Proposed Candidate Name and Position (STS labor category)	Proposed Hours for Engagement	Hourly Rate (must not exceed STS rates)	Total
Total estimated for maintenance and support			

(offeror may add rows as necessary)



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Offeror must provide not to exceed fixed price, transferring totals from previous tables.

Descriptions	Total
Mobile Application Framework	
Services Total	
Maintenance and Support Total	
Not to exceed fixed price	\$