



Request for STS Quote – RFQ Number: JFS-RFQ-18-1864009-3934

**REQUEST FOR QUOTATION ONLY via State Term Schedule**

**Ohio Department of Job and Family Services, Office of Information Services Request for Quotation for the following IT consulting services:**

ODJFS Business Technical Strategy Design Team

**Deadline for submitting Response: May 29, 2018 at 1:00 P.M.**

**Estimated Commencement Start Date: Week of June 11, 2018**

**Estimated End Date: June 30, 2018**

(Possibility of extension into FY19 subject to Budgetary & Administrative approval)

The Ohio Job and Family Services (ODJFS), Office of Information Services (OIS) is creating a strategic plan for technology investment in State Fiscal Years (SFYs) 20/21 and wrap up SFY18/19 initiatives. Toward that end ODJFS is specifically looking for IT consultants to provide a set of services that will help document the status of outstanding SFY18/19 initiatives and vet an SFY20/21 strategic roadmap for ODJFS with appropriate audience sensitive communication materials. ODJFS is issuing this Request for Quotes (RFQ) to identify a highly skilled team of IT consultants with experience in capturing business problems and their modern technology solutions. The team will create the communication plans to highlight key characteristics of the problem to be solved and the benefits provided by the solution choices. This material will help focus in on the problems, identify solutions, and assist decision makers in setting strategic direction. The awarded vendor will have access to subject matter expertise to understand and baseline the business problems, as well as access to ODJFS subject matter experts to fully understand the available solution. The team will be responsible for creating material that characterizes the problems and provides easy to understand application of technology to meet agency objectives.

This service will be required through June 30, 2018 with the possibility of a six (6) month extension that is subject to budgetary & administrative approval.

ODJFS prefers a team (in-house or subcontract) with experience with State or Federal technology projects. The Contractor team is expected to be highly skilled in strategic planning, visual design, experienced in marketing concepts, self-starters and detail oriented. The Contractor team must be able to work independently to drive project goals, manage budgetary requirements and quality of deliverables. ODJFS will evaluate vendors based on samples of previous work. ODJFS expects to receive access to this work via digital methods (including, but not limited to, a publicly accessible URL).

**Scope of Work** The Contractor team will collaborate with OIS to provide marketing materials and other visuals to capture outstanding SFY18/19 work and create an SFY20/21 technology plan with up to twenty (20) business solution visualizations. Additionally, ODJFS will make changes in the technology plan schedule after the Purchase Order (PO) award. These visualizations will overview the business problem and proposed technical solution to highlight the aspects of the problem and corresponding solution benefits. This material will be used to present the proposals to the ODJFS Senior Leadership.

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The Contractor must:

- Establish a definitive work plan for ODJFS approval and escalate any issues to ODJFS for resolution;
- Provide a documentation of SFY18/19 projects that are expected to roll over into next biennium;
- Provide an SFY20/21 technology plan for ODJFS with appropriate audience sensitive communication materials;
- Provide a Digital Design Concept for ODJFS approval that includes all elements (e.g., look/feel, navigation, user input/presentation, application and data integration, static/dynamic content, branding and other identified elements) as agreed upon with ODJFS;
- Complete a minimum of thirty percent (30%) of the work effort. Modifications in use of subcontractors permitted with prior approval of ODJFS at no additional costs.

Changes in the mix of team members (including subcontractors) that may impact cost must be submitted through change order process found in the STS contract.

Obtain written ODJFS approval on the elements prior to moving to detailed design, prototyping and user feedback information sessions.

### **Required Quotation Submissions**

The following five (5) sections outline the requested detailed information that will be used to select the Contractor team.

#### **1. Strategic Planning Portfolio**

The quote must include information about the team's capabilities, areas of expertise, understanding of issues affecting State Government, and processes for providing these type services. If available, examples of similar strategic planning work done in the last five (5) years.

#### **2. Contractor Design Portfolio**

The quote should include a portfolio of similar strategy/marketing material developed within the past five (5) years that are representative of the full capabilities of the contractor including, but not limited to: concept, design, branding, user interface, user/experience, mobile responsiveness and other unique, innovative or novel creative elements.

For each provided example, the Offeror must provide a summary of:

- Client Objectives
- Implementation Timescales / Time Periods:
  - Digital Concept and Design
  - Design Prototyping / User Feedback
  - Innovative features, functions and capabilities; and Technologies Utilized (design, prototyping, development, integration, etc.).

#### **3. Specific Software Suite Tools**

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The vendor must provide a detailed description of any tools used in the materials above, as well as any additional proposed tools, including the following information:

- Customers who the Offeror has implemented these tools;
- Unique advantages, challenges and obstacles overcome by the Offeror in performing the work (e.g., “what works” and “what’s a challenge or to be avoided”);
- Companion “outreach” materials to gain new customers, and solicit feedback from existing customers; and
- Other elements that the Offeror chooses to share with ODJFS as to showcase the Offeror’s capabilities with the specific toolset.

### 4. Contractor Resume

The quote must include resumes (2-3 pages per person) that summarize applicable experience, education and capabilities of the members of the proposed contractor team. In addition to these resumes, for each team member, provide design portfolios that highlight the unique or specialized capabilities of the team member considering ODJFS requirements contained in this RLB, particularly those that spotlight:

- Work performed for Governmental (Federal, State, Local, Municipal, Higher Education, etc.) clients; and
- Work performed that resulted in higher customer penetration, usage or adoption of client products and services.

### 5. References.

The quote must include three (3) references for which the Offeror has successfully provided services on projects that were similar in their nature, size, and scope of work. These references must relate to work that was completed within the past five (5) years.

### Required Skill Sets

- One or more team members with a Bachelor’s degree in Strategic Planning, Graphic Design, Business, Computer Science, Software Engineering or related field.
- One or more team members with minimum of three (3) years of experience capturing and marketing information technology projects
- One or more team members with minimum of four (4) years of experience in State or Federal technology projects.
- One or more team members with executive-level experience in presentations and communication skills reporting on complex multi-agency projects, software development lifecycle, change management, risk and quality management.
- One or more team members with demonstrated expertise in the review and assessment of the timeliness, quality and effectiveness of project outcomes, communications, reviews and approvals, recommendations on enhancements to realign the project with objectives.

### Fee Schedule or Rate

Hourly rate based at or below State Term Schedule (STS) pricing. All billing must be on a time and materials basis for each position. Work will be performed at ODJFS locations in the Greater Columbus area.



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**Schedule**

Normal business hours (between 8:00 AM and 5:00 PM) Monday through Friday, forty (40) hours per week. Contractor team may be required to work additional hours based on operational need with ODJFS prior approval. All work must be performed onsite at ODJFS locations in the Greater Columbus Area.

**IMPORTANT NOTE: ODJFS will only consider quotes that have the following required information:**

1. State Term Schedule Number
2. STS Labor Category Code
3. Request for Quotation number
4. Cost breakdown as described in the Fee Schedule/Rate section of this bid document.
5. Position applying for & resumes/design portfolios for proposed consultants
6. Quote date expiration (a minimum of 30 days)
7. References

**DUE DATES**

All quotations are due by 1:00 pm, EST, on May 29, 2018. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

**SCHEDULE OF EVENTS**

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	May 15, 2018
2. Inquiry Period Start	May 15, 2018
3. Inquiry Period Ends	May 21, 2018
4. Quotation Due Date	1:00 PM, May 29, 2018
5. Target Date for Review of Quotation	Week of May 30, 2018
6. Anticipated Decision and Selection of Vendor	June 4, 2018
7. Anticipated Commencement Date of Work	Week of June 11, 2018

**QUOTATION SUBMITTAL**

Each Vendor must submit two (2) complete, sealed and signed copies of its quotation and each quotation must be clearly marked “**ODJFS Business Technical Strategy Design**” on the outside of the



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envelope along with Vendors name.

**A single electronic copy of the complete quotation must also be submitted with the printed quotations. Electronic submissions should be on a CD, DVD or USB memory stick.**

ODJFS will not be liable for any costs incurred by any offeror in responding to this RFQ, even if ODJFS does not award a PO through this process. ODJFS may decide not to award a PO at ODJFS' discretion. ODJFS will reject late quotations regardless of the cause for the delay. ODJFS may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the vendors responding to this RFQ.

**Quotations MUST be submitted to the ODJFS:**

ODJFS Office of Contracts and Acquisitions  
30 East Broad Street, 31<sup>st</sup> Floor  
Columbus, OH 43215