

REQUEST FOR QUOTATION

RFQ NUMBER: ODJFS14001

DATE ISSUED: January 22, 2016

The State of Ohio, through the Department of Administrative Services, Enterprise Information Technology Contracting, for the Ohio Department of Job and Family Services (ODJFS) is requesting quotations for:

AUTOMATED CHILD LICENSING AND QUALITY SYSTEM

INQUIRY PERIOD BEGINS: January 22, 2016

INQUIRY PERIOD ENDS: February 5, 2016

OPENING DATE: February 12, 2016

OPENING TIME: 1:00 p.m.

OPENING LOCATION: Department of Administrative Services
Enterprise Information Technology Contracting
30 E. Broad Street, 39th Floor
Columbus, Ohio 43215

MANDATORY BIDDERS CONFERENCE: January 29, 2016

This RFQ consists of five parts and eight attachments, totaling 35 consecutively numbered pages. Supplements are also attached to this RFQ. Verify that you have a complete copy.

Part One: Executive Summary

This is a request for quotation (RFQ), by which the Ohio Department of Job and Family Services (ODJFS) is seeking a Contractor to develop, system test and support an automated licensing system that resides on the Salesforce.com platform. The solution must meet the needs of ODJFS by being adaptive to changing policies and business rules, interoperate with external systems, leverage modern technologies, and utilize best practices in accordance with the specifications contained in this RFQ. The Work as defined in this RFQ includes both project services and ongoing operational (i.e., "Run") and hosting services.

All vendors submitting quotations must have a State Term Schedule (STS) and all costs must be based at or below STS rates.

This RFQ also gives the estimated dates for the various events in the submission process, selection process, and a description for the performance of the Work. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently exist.

Purpose. ODJFS is seeking to replace the current automated licensing system with a new integrated system that supports the licensing and Step Up to Quality (SUTQ) operations and administration. The system will be used by ODJFS, county agencies and Ohio Department of Education (ODE) staff and by child care program staff within ODJFS or ODE licensed programs.

The current systems used to administer the licensing and SUTQ functions are a combination of disconnected, single-purpose applications, without modern identity, access, workflow-capabilities, or data normalization across systems. These systems grew out of program conditions in the past, and do not reflect current operational needs. End users are currently required to enter data into multiple systems and manage many functions manually. ODJFS seeks to take advantage of current technology opportunities such as Cloud, Software as a Service (SaaS), and Service Oriented Architecture (SOA) to lower infrastructure burden, eliminate manual processes, streamline reporting, analytics, and dashboards, as well as expand data sharing goals. Current operational needs include the ability for data to be managed according to an individual's needs, and not according to disparate agency structure and that can be used by ODJFS, county agencies and ODE staff and licensed programs.

The current federal grant funding ends December 2016, therefore it is the goal of ODJFS to have a fully functioning integrated system implemented no later than October 31, 2016.

Background. The State of Ohio has been awarded the federal grant: Early Learning Challenge Grant (ELCG). In summary, the ELCG was a voluntary, competitive federal initiative to build more efficient and effective early learning systems. The overall objectives for the ELCG are to address the needs of the most vulnerable children which include:

- Low income children
- Children with Disabilities
- English Language Learners

The five areas that Ohio will address as part of ELCG:

1. Measuring Outcomes and Progress: including kindergarten entry assessment and/or building an early learning data system.
2. High Quality, Accountable Programs: statewide, validated Tiered Quality Rating and Improvement System (TQRIS) and access to high quality programs for children with high needs
3. Promoting Early Learning and Development Outcomes for Children: through comprehensive standards, assessment system, screening and addressing health, behavioral and developmental needs and family engagement
4. Successful State Systems: demonstrated commitment, reform agenda, aligned and coordinated systems, sustainable budget

5. Great Early Childhood Education Workforce: that includes a clear ladder of knowledge and competencies and support for early childhood educators to move up that ladder

In order to explicitly meet all recommended TQRIS Program Standards and expand to all Early Learning and Development Programs, Ohio has:

- Revised Step Up to Quality (SUTQ) program standards to specifically include family engagement practices and health promotion strategies and to reflect the revisions to Ohio’s Pre-Kindergarten Content Standards
- Created a five-tier system by designing a needed transitional tier between the current first and second-tier levels to create a more gradual pathway and by adding a new top tier to better reflect the continuum of quality across settings
- Removed structural barriers in the SUTQ Program Standards designed to promote innovation and create standards applicable to all settings including school-based programs and small family child care homes.

Calendar of Events. The following is an outline of the planned sequence of events, timing, due dates and materials that will be provided to Offerors pertaining to this RFQ. The State reserves the right to modify or adjust this calendar as appropriate.

All times listed are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Offerors	January 22, 2016
2. Inquiry Period Begins	January 22, 2016
3. Mandatory Bidders Conference	January 29, 2016
4. Inquiry Period Ends	February 5, 2016
5. Proposal/Quotation Due Date	February 12, 2016
6. Anticipated decision and selection of Offeror	February 22, 2016
7. Anticipated commencement date of work	February 29, 2016

There are references in this RFQ to the Quote due date. Unless it is clearly provided to the contrary in this RFQ, any such reference means the date and time (Columbus, Ohio local time) that the responses are due and not just the date.

PART TWO: STRUCTURE OF THE RFQ

Organization. This RFQ is organized into parts and attachments. The parts and attachments are listed below.

Parts:

- Part One Executive Summary
- Part Two Structure of the RFQ
- Part Three General Instructions
- Part Four Evaluation of Quotes
- Part Five Award

Attachments:

Attachment One	Evaluation Criteria
Attachment Two	Work Requirements and Special Provisions
Attachment Three	Requirements for Quotes
Attachment Four	Cost Summary
Attachment Five	Offeror Profile Summary
Attachment Six	Personnel Profile Summary
Attachment Seven	Standard Affirmation and Disclosure Form
Attachment Eight	ODFJS Sharing and Confidentiality Agreement

Supplements:

Supplement One	Business Requirements for Licensing and SUTQ
Supplement Two	State Architecture, Security, Privacy and Data Handling Requirements
Supplement Three	Inspection Worksheet
Supplement Four	Sample Rules for Licensing Inspection
Supplement Five	Notification Master Spreadsheets
Supplement Six	Security Matrix
Supplement Seven	SUTQ Rating Instructions Centers

PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about this RFQ and how to respond to it. All responses must be complete and in the prescribed format.

Contacts. The following person will represent the State during the RFQ process:

Procurement Representative: Dan Myers
Acquisition Analyst.

During the performance of the Work, a State representative (the “Work Representative”) will represent the Ohio Department of Job and Family Services and be the primary contact for the Work. The State will designate the Work Representative after the Contract award.

Bidders Conference. A Mandatory Bidders Conference will be held at 9:00 a.m. on January 29, 2016 at the Ohio Department of Job and Family Services office located at East Fifth Avenue in Columbus, Ohio 43219, Room A119. The Conference is being held in order to present an overview of the business requirements and design documents previously written and to be used by Contractors when coding the new Automated Child Licensing and Quality System. Because some SUTQ functionality already exists and is in production on another platform, a brief demonstration will be shared to inform all offerors of the business need and desired functionality.

The Mandatory Bidders Conference may accessed and attended via webinar. To join the meeting on January 29, 2016 at 9:00 a.m. click the following link: <https://global.gotomeeting.com/join/244729157>. You will be connected to the meeting audio using your computer's microphone and speakers (VoIP). A headset is recommended. The GoToMeeting® Meeting ID is 844-641-589. A conference call line will also be available to connect to the meeting at 614-728-7910, the call ID is: 6147520668#.

Inquiries. Offerors may make inquiries regarding this RFQ anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, offerors must use the following process:

- Access the State’s Procurement Website at <http://procure.ohio.gov/>;
- From the Quick Links menu on the right, select “**Bid Opportunities Search**”;
- In the “**Document/Bid Number**” field, enter the RFQ number found on the first page of this RFQ.

- Click the “Search” button;
- On the Opportunity Search Results page, click on the hyperlinked Document/Bid Number;
- On the Opportunity Details 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 prospective offeror’s representative who is responsible for the inquiry,
 - Name of the prospective offeror,
 - 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 RFQ, and
 - The page number of the RFQ, if applicable; and
- Enter the Confirmation Number at the bottom of the page
- Click the “Submit” button.

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

Offerors 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.

All questions must be submitted by 8:00 am on February 5, 2016. Questions submitted after this time will not receive a response from the State.

Quotation Submittal. On or before the due date, each offeror must submit a technical section and a cost section as part of its total quote. The offeror must submit the technical section as a separate package from the cost section, and each section must be submitted in its own separate envelope.

Offerors must submit ten (10) complete (one original and nine copies), sealed and signed copies of its quotation and each quotation must be clearly marked “Automated Child Licensing and Quality System – Technical Response” on the outside of its envelope along with Offerors name. The envelope with the cost section also must be sealed and contain two (2) complete and signed copies of the cost section of the Quote (one original and one copy) each cost section must be clearly marked “Automated Child Licensing and Quality System – Cost” on the outside of its envelope along with Offerors name.

Each technical response must contain an electronic copy of everything contained within the technical quote on CD-ROM in Microsoft Word, Microsoft Excel, Microsoft Project 2010 or PDF format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of any section of the Quote, the hard copy will control, and the State will base its evaluation of the Offeror’s quote on the hard copy.

Each quote must be organized in the same format as described in this RFQ. Any material deviation from the format outlined below may result in a rejection of the non-conforming quote. Each quote must contain an identifiable tab sheet preceding each section of the quote.

Quotations **MUST** be submitted to the State’s Procurement Representative:

Dan Myers
 Acquisition Analyst
 30 E. Broad Street, 39th Floor
 Columbus, OH 43215

The State may reject any quote or unsolicited modifications it receives after the deadline. An Offeror that mails its quote must allow for adequate mailing time to ensure its timely receipt. Offerors also must allow for potential delays due to increased security. The location accepts packages between the hours of 7:30 A.M. to 5:00 P.M. Monday through Friday, excluding State Holidays. No deliveries will be accepted before or after these hours without prior arrangements. Offerors must allow sufficient time since the State may reject late quotes regardless of the cause for the delay.

Each Offeror must carefully review the requirements of this RFQ and the contents of its Quote. Once opened, Quotes cannot be altered or withdrawn.

Proprietary Information. All quotations 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 quotation or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Offeror. Additionally, all quotations will be open to the public after the contract has been awarded.

Waiver of Defects. The State has the right to waive any defects in any quotation or in the submission process followed by an Offeror. But the State will only do so if it believes that it is in the State's interest and will not cause any material unfairness to other Offerors.

Rejection of Quotations. The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

PART FOUR: EVALUATION OF QUOTES

Evaluation of Quotes Generally. The evaluation process may consist of up to four distinct phases:

1. Initial review;
2. Technical evaluation;
3. Evaluation of costs;
4. Requests for more information;

The State may rearrange the order in which it proceeds with the phases. The State also may add or remove sub-phases to any phase at any time, if the State believes doing so will improve the evaluation process.

Clarifications and Corrections. During the evaluation process, the State may request clarifications from any Offeror under active consideration. It also may give any Offeror the opportunity to correct defects in its quotation. But the State will allow corrections only if such corrections do not result in an unfair advantage for the Offeror and it is in the State's best interest.

Initial Review. The State will review all Quotes for their format and completeness. The State normally rejects incomplete or incorrectly formatted Quotes, though it may waive any defects or allow an Offeror to submit a correction, if the State believes doing so would not result in an unfair advantage for the Offeror and it is in the State's interest. After the initial review, the State will forward all timely, complete, and properly formatted Quotes to an evaluation team, which the Procurement Representative will lead.

Technical Evaluation. The State's review committee will evaluate and numerically score each quotation that the procurement representative has forwarded to it.

The evaluation will result in a point total being calculated for each quotation. Those offerors submitting the highest- rated quotations may be scheduled for the next phase. The number of quotations forwarded to the next phase will be within the committee's discretion, but regardless of the number of

quotations selected for the next phase, they will always be the highest rated quotations from this phase.

At any time during this phase, the State may ask an Offeror to correct, revise, or clarify any portions of its quotation.

The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each quotation considered.

Once the technical merits of a quotation are considered, the costs of that quotation will be considered. But the State may also consider costs before evaluating the technical merits of the quotations by doing an initial review of costs to determine if any quotations should be rejected because of excessive cost. The State may reconsider the excessiveness of any quotation's cost at any time in the evaluation process.

Requests for More Information. The State may require some Offerors to interview, make a presentation about their Quote, or demonstrate their products or services. If the presentations, demonstrations, or interviews are held as part of the technical evaluation phase, all Offerors that have Quotes under evaluation may participate. Alternatively, if the presentations, demonstrations, or interviews are held after the technical evaluation, the State normally will limit them to one or more of the highest ranking Offerors. The State normally will limit such presentations, demonstrations, and interviews to areas in which it seeks further information from the highest ranking Offeror or Offerors. Typically, these discussions provide an Offeror with an opportunity to do one or more of the following:

- Clarify its Quote and ensure a mutual understanding of the Quote's content;
- Showcase its approach to the Work; and
- Demonstrate the professionalism, qualifications, skills, and work knowledge of its proposed candidates.

The State will schedule the presentations, demonstrations, and interviews at its convenience and discretion. The State will determine the scope and format of any such presentations, demonstrations, and interviews and may record them. Additionally, if the State moves more than one Offeror to this phase, the scope and format of these presentations, demonstrations, and interviews may vary from one Offeror to the next, depending on the particular issues or concerns the State may have with each Offeror's Quote.

The State normally will not rank interviews, demonstrations, and presentations. Rather, if the State conducts the interviews, demonstrations, or presentations as part of the technical evaluation, the State may use the information it gathers during this process in evaluating the technical merits of the Quotes. If the State holds the demonstrations, presentations, or interviews only for one or more of the top-ranking Offerors after the evaluation phase, the State may decide to revise its existing Quote evaluations based on the results of this process.

PART FIVE: AWARD

Contract Award. It is ODJFS's intention to award one contract under the scope of this RFQ based on the RFQ Calendar of Events schedule, so long as ODJFS determines that doing so is in the State's best interests and ODJFS has not otherwise changed the award date. Any award decision by ODJFS under this RFQ is final. After ODJFS makes its decision under this RFQ, all Offerors will be notified in writing of the final evaluation and determination as to their quotes.

Additionally, the selected Offeror is required to enter into a Sharing and Confidentiality Agreement with the Ohio Department of Job and Family Services (ODJFS), based on the terms and conditions of the Sharing and Confidentiality Agreement as contained in Attachment Eight.

ATTACHMENT ONE: EVALUATION CRITERIA

Mandatory Requirements. The first table lists this RFQ's mandatory requirements. If the offeror's Quote meets all the mandatory requirements, the offeror's Quote may be included in the Scored Criteria part of the technical evaluation phase.

Mandatory Requirements	Reject	Accept
Offeror is a certified developer/partner of Salesforce.com		
Offeror must have 5 years of experience in providing solutions to government agencies.		
Offeror has built at least one licensing, inspection or quality rating system on the Salesforce.com platform within the last five (5) years.		

Scored Criteria. In the technical evaluation phase, the State will rate the technical merits of the Quotes based on the following requirements and the weight assigned to each requirement.

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
Personnel Requirements				
Senior Project Manager				
The Senior Project Manager must have a minimum 36 months experience in complex, large-scale systems development projects of which the last 12 months must have been as a Project Manager.	15	0	5	7
The Senior Project Manager must have a minimum of 36 months experience using project planning tools in defining tasks and estimating time lines (e.g. Clarity, Microsoft Project).	15	0	5	7
The Senior Project Manager must have a minimum of 36 months experience working directly with users to define needs and project outputs to satisfy the customer's request in a pre-defined time frame.	15	0	5	7
The Senior Project Manager must have a minimum of 36 months experience developing and reporting project metric measurements such as Earned Value Analysis (BCWS, BCWP, and ACWP).	15	0	5	7
The Senior Project Manager must have a minimum 36 months experience working on a Salesforce platform as a Project Manager.	15	0	5	7
Business Systems Analyst Lead				
The Business Systems Analyst Lead must have a minimum 36 months experience in complex, large-scale systems development projects as a Business Systems Analyst defining and documenting business requirements.	5	0	5	7
The Business Systems Analyst Lead must have a minimum of 36 months experience designing and testing complex, large-scale systems.	5	0	5	7
The Business Systems Analyst Lead must have a minimum of 36 months experience in planning and executing user acceptance testing initiatives for systems projects.	5	0	5	7
The Business Systems Analyst Lead must have experience in implementation tasks.	5	0	5	7
The Business Systems Analyst Lead must have a minimum 36 months experience working on a Salesforce platform.	10	0	5	7

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
Technical Lead				
The Technical Lead must have a minimum 36 months experience as a Technical Project Leader on one or more projects of similar size and scope from initiation to completion with demonstrated experience leading a technical team with a minimum of 10 people.	10	0	5	7
The Technical Lead must have a minimum 36 months experience with one or more structured development methodologies in system development projects in the past five years.	10	0	5	7
The Technical Lead must have a minimum 36 months experience architecting solutions with Salesforce that include interfaces and integration with other distributed and mainframe systems.	10	0	5	7

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
Technical Requirements				
Implementation Work Plan	50	0	5	7
Project Management Plan	50	0	5	7

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
Proposed Solution / Business Requirements				
Program Administration	75	0	5	7
License Application	75	0	5	7
License Management	75	0	5	7
Oversight	75	0	5	7
Other Programs	75	0	5	7
Quality Ratings	75	0	5	7

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

CRITERIA	PERCENTAGE
Technical Proposal	80%
Cost Summary	20%

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 800 points. The remaining Offerors will receive a percentage of the maximum points available based upon the following formula:

Technical Proposal Points = (Offeror's Technical Proposal Points/Highest Number of Technical Proposal Points Obtained) x 800

Cost Summary Points = (Lowest Total Evaluation Price/Offeror's Not-To-Exceed Fixed Price) x 200

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

Total Points = Technical Proposal Points + Cost Summary Points

ATTACHMENT TWO: WORK REQUIREMENTS AND SPECIAL PROVISIONS

PART ONE: Work Requirements

This attachment describes the scope of work of the Automated Child Licensing and Quality System and the processes in which this project will be completed by the Contractor.

Scope of Work. The State will provide oversight for the Work, but the Contractor must provide overall Project management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff, involved in the Work. Additionally, the Contractor must provide all administrative support for its staff and activities. Throughout the Work effort, the Contractor must employ ongoing management techniques to ensure a comprehensive Work Plan is developed, executed, monitored, reported on, and maintained.

The Contractor must provide a Senior Project Manager for the Work. The Contractor must employ the proposed Senior Project Manager as a regular, fulltime employee on the Quote submission date and throughout the term of the Contract, including all renewals of it. The proposed Senior Project Manager and the other two key personnel positions must be employed by the Contractor. Personnel employed by the Contractor or subcontractors may fill the remaining personnel positions. Additionally, the Contractor's full-time regular employees must perform at least 60% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to perform the remaining 40% of the effort.

Within five business days of receipt of a valid purchase order, the Contractor must hold a kick-off meeting with the State to discuss the project plan and next steps. The purpose of the kick-off meeting is to establish the working relationship between the Contractor and the State. The State will also update the Contractor with the current status of the project including any current issues and risks. The meeting will also provide a forum to answer and clarify Contractor questions. At a minimum, the following Contractor staff must attend the kick-off meeting: Senior Project Manager, Technical Lead and Business Systems Analyst Lead.

The current federal grant funding ends December 2016, therefore it is the goal of ODJFS to have a fully functioning integrated system implemented no later than October 31, 2016.

The purpose of this project is to develop, system test and support implementation of an automated licensing system to include SUTQ functionality. The Ohio Department of Job and Family Services (ODJFS) will provide business requirements including business process documents from which the Contractor will code and system test. The Contractor will perform its responsibilities ("Deliverables") under this Contract as follows:

1. Participate with representatives of ODJFS and the Ohio Department of Education (ODE), at an ODJFS location on a daily basis throughout the project life cycle.
2. The scope of the project is represented in the business requirements and design documents and includes required interfaces and conversion of data from current systems.
 - o Interface considerations include authentication against multiple security systems (ODE Staff, ODJFS Staff, and Programs), demographic data for ODE programs in the ODE data system, provider information from multiple external systems, and information sent to other systems such as the Child Care Information Data Systems (CCIDS) and a provider web search on the department's website.
 - o Data conversion includes information on all currently licensed programs in ODJFS and ODE legacy licensing systems and programs licensed within the five (5) years preceding implementation of the new system and all rating information currently held in the SUTQ system.
3. Create operational time lines and identify team members to participate on this project.
4. Review design documents and expected outcomes.

5. Code and design according to the business requirements provided with any necessary alignment and adjustment to support the selected platform, improve efficiency and meet shared system goals.
6. Perform System testing and conduct performance testing.
7. Provide onsite support to ODJFS and ODE staff throughout user acceptance testing.
8. Assist ODJFS and ODE staff in developing desk aides, a user manual and training materials.
9. Provide implementation support.
10. Participate in weekly project management meetings and twice monthly executive steering committee meetings.
11. Provide updates, risks and progress on this project in weekly status reports

Implementation Work Requirements. The Contractor must manage the implementation project according to a Project Management Methodology, and must present a project plan template representing the planned project management methodology.

1. Project Management

- a. The Contractor Scope of Work for Project Management includes management of an Implementation project according to a Project Management Methodology. The Contractor will develop and present a Comprehensive Project Plan that describes delivery of all identified deliverables for the Implementation Project. This document is a starting point, and the Contractor may include other deliverables as needed.
- b. The Comprehensive Project Plan is expected to include, at a minimum, an Iteration 0 (Project Setup/Plan), Iteration 1 (Plan Develop and Test Feedback), a repetitive cycle, and an Iteration n (Develop, Test, and Release Product). It will describe project schedule, roles, communications, change management, testing, and system transition. The plan must include components addressing transition periods, steps, and tasks for moving production away from current systems, and moving users and data from current systems.
- c. The Contractor must develop a system transition plan that addresses steps, processes, tasks and schedule to transition data and users from current systems to the new system with little or no disruption of services and system access.

Deliverable: Project Management Plan

2. Business Process/Workflow

- a. The system will be configured to manage user inputs, processes, and outputs on the basis of the documented workflows inform ODJFS and ODE. The workflow must be documented in a comprehensive repository and used to configure the system. The format of these documents is to be consistent with the configuration needs of the Contractor and system.
- b. The workflow documentation must be detailed and comprehensive enough to be used to reproduce the configurations in production. ODJFS will provide the business process information necessary to complete the workflow documentation. The Contractor will develop the documentation and necessary formatting to meet the needs of configuration as well as the comprehensive workflow document repository.

Deliverable: Comprehensive Workflows Repository.

3. System Configuration and Test Plan

- a. The functionality of the system will be accomplished through the configuration of its modules. After the workflows have been completed, the system functions resulting from the documentation of workflows are to be configured and tested. This deliverable will be complete when all of the functions identified by the Comprehensive Workflows Repository deliverable have been configured, and tested.

- b. The Contractor must develop a Software Configuration Management Plan that identifies how the Contractor stores, controls, and tracks instances of all software configuration items.
- c. The Contractor will present a test plan referencing the detailed configurations as documented in the comprehensive workflows repository, and describing the test cases validating successful configuration. The completed test plan, including the test case results will comprise the deliverable for this milestone.

Deliverable: Software Configuration Management Plan, System Test Plan.

4. Data and Interface Design

- a. Historical and active data in current systems will be required to meet the operational requirements of the Contractor's system. Data needed for functional operations will be made available to the Contractor's system for use in the system.
- b. The solution must interface with multiple internal and external data-sources to support technical and business processes. The Contractor will develop a design document that details how data will be defined, used, stored, and controlled in accordance with rules and standards identified in the technical requirements.
- c. The data must be stored on premises
- d. The Contractor will design or include the designs of external system owners, interface documents for each external access point needed to accomplish its functionality. This will take the form of an interface document for presentation to external systems which require programmatic access to ODJFS data resident in the solution, and interface documents received from external systems or sources providing access to data the solution requires to accomplish its functionality.
- e. The Contractor will present a comprehensive Data and Interface Design Document to include all data dictionary, data model and descriptions, and interface methods to those external systems required for functionality. The completed data and interface design document will comprise the deliverable for this milestone.
- f. The Contractor must develop an interface management approach and methodology used for the deployment of the system. The Contractor will incorporate the interface management approach into a comprehensive Interface Management Plan.

Deliverable: Data and Interface Design Document; Interface Management Plan

5. Functional Design Requirements

- a. The Contractor must develop the Functional Design for each of the functional components that will be developed during the Configuration and Deployment tasks of the Project. The Functional Design must reflect, as much as possible, the design specifications contained in existing ODJFS design documents related to the child licensing and quality system. (The ODJFS design documents are reflective of another platform so cannot be used in their entirety) and must include:
 - i. Base system configuration and configuration parameters;
 - ii. Module configuration;
 - iii. Application enhancements and extensions;
 - iv. Application workflow;
 - v. Process and Interface Scheduling; and
 - vi. Application security.

Deliverable: Functional Design Document

6. Overall Solution Description

- a. The Contractor will produce an overall solution description document that describes the solution, including how it addresses the functional requirements detailed in the business requirements and technical requirements tables. This document will reference other documents, including but not limited to the project plan, the workflows repository, and the data and interface design document. The document will describe how the solution will address the business objectives described in the executive summary of this document.
- b. The Contractor will develop a technical architecture and infrastructure document which describes all of the hardware, system software and tools necessary for the deployment of the system.
- c. The Contractor will develop and maintain a Requirements Traceability Matrix to track all requirements. Requirements must be tracked throughout the project from requirement specification through production implementation. The primary objective is to ensure continuity and detail tracking of requirements to system functionality.
- d. The Contractor will evaluate the data sources, business objectives, business and technical requirements, as well as review stakeholder objectives to confirm the alignment of the proposed solution with the requirements of ODJFS and ODE. The presentation of an overall solution description document will comprise the deliverable for this milestone.

Deliverable: Overall Solution Description Document; Technical Architecture and Infrastructure Document; Requirements Traceability Matrix; and Overall Solution Presentation.

7. User Training

- a. The Contractor will develop (in cooperation with the State) and execute a Knowledge Transfer and Training Plan that describes the approach for bringing managers, end users, and technical personnel to an appropriate level of understanding with the solution.
- b. The Contractor will be responsible for providing training to State users. The training will include system features, business processes, reporting, and system navigation.
- c. The Contractor will develop and provide training for the ODJFS technical support staff.
- d. The Contractor will develop course curriculum for use by trainers.
- e. The Contractor must conduct detailed train-the-trainer workshops to prepare state trainers for training others.
- f. The Contractor will provide end-user training documentation in written manuals, on CDs/DVDs, and online, as part of a help facility for the solution.
- g. The system must provide online help for use by users.

Deliverable: Knowledge Transfer and Training Plan and Completed Training.

8. Deployment/Go-Live

- a. The Contractor may execute a full or phased production deployment and roll-out of the Automated Child Licensing and Quality System, as determined by the State and Contractor. The Contract must develop a Deployment Plan that describes the implementation approach and methodology, technical preparation, technical challenges and scheduled phasing of the deployment.
- b. The Contractor must develop a System Testing Plan that includes, at a minimum, the following:
 - i. Test scenarios developed with the State's assistance. Test samples must include all processing functions required for deployment; data sources, incoming and outgoing data including all data file interfaces, and reporting requirements;
 - ii. A description of the Contractor and State staff roles and responsibilities during testing;
 - iii. The scope of system testing, which includes the inputs to the test, the steps and procedures in the testing process, timelines and the expected results; and

- iv. A description of the defect identification and resolution processes to be executed during system testing.
- c. Functionality delivered to ODJFS for User Acceptance Testing (UAT) will be delivered in the form of a pre-production release. The UAT will verify the functionality and technical usability of the system for each release of the system. UAT includes testing the converted data, interfaces and system accessibility.
- d. The Contractor must coordinate with the State on a User Acceptance Testing Plan that includes, at a minimum, the following:
 - v. Test scenarios developed with the State's assistance. Test samples must include all processing functions required for deployment; data sources, incoming and outgoing data including all data file interfaces, and reporting requirements;
 - vi. A description of the Contractor and State staff roles and responsibilities during testing;
 - vii. The scope of UAT, which includes the inputs to the test, the steps and procedures in the testing process, timelines and the expected results; and
 - viii. A description of the defect identification and resolution processes to be executed during UAT.

Deliverable: Deployment Plan; User Acceptance Testing Plan;

9. Implementation Project Closeout / Deployment Complete / System Acceptance

- a. The Contractor will deploy the full functionality of the solution as described in the Overall Solution Description document, and utilize the system with live users, data, and business processes. The Contractor will present a Deployment Complete document for signature as evidence of completion
- b. Closeout of the Implementation Project is defined as the completion of all deliverables necessary to implement the solution, and will be characterized by the use of the system by all of its user roles exclusively and without the support of the previous system. All data, functions, and configurations will be in full production, and the system will be the system of record for the case management and comprehensive assessment operations of ODJFS.
- c. The Deployment Complete Document must confirm at the end of the implementation the following items have been successfully completed and implemented:
 - i. All System functionality described in the business and technical requirements;
 - ii. Required data migrations;
 - iii. Interfaces with internal and external entities;
 - iv. Training is complete;
 - v. All system and user acceptance testing is complete; and
 - vi. All data interface processing is finalized and established.
- d. After the system operates in accordance with the Master Cloud Services Agreement SLAs for a period of 30 days, the Contractor will provide a Solution Acceptance Document to ODJFS for approval that includes a final Requirements Traceability Matrix identifying all system requirements allocated to current in production solution components. Sign-off of this document by ODJFS will constitute acceptance of the Solution and trigger the beginning of maintenance and operations.

Deliverable: Deployment Complete Document; Solution Acceptance Document

10. Ongoing maintenance and Operations

- a. Upon implementation of the implementation of the Automated Child Licensing and Quality System, the Contractor must operate the system in accordance with the Service Level Requirements defined in the Master Cloud Services Agreement.

- b. The Contractor will provide a Maintenance and Support Plan to go into effect after the closure of the Implementation Project. The maintenance and support plan is to include at minimum the Contractor's process for correction of application defects, system enhancements, system updates, patches and repairs, business continuity and disaster recovery plans, and software upgrades.

Deliverable: Maintenance and Support Plan.

Other Project and Work Requirements

Warranty Considerations for Authorized Work. The authorized work, unless mutually agreed in writing otherwise, involves software as a Deliverable, then, on acceptance and for 12 months (or such other period as may be stated in a project order, change request, authorization letter or other similar document under which the software Deliverable is developed) after the date of acceptance of any Deliverable that includes software, the Contractor warrants as to all software developed under this Contract that: (a) the software will operate on the Salesforce.com platform for which the software is intended in the manner described in the relevant software documentation, the Contractor's Proposal, and the RFQ Documents; (b) the software will be free of any material defects; (c) the Contractor will deliver and maintain relevant and complete software documentation, commentary, and source code; and (d) the source code language used to code the software is readily available in the commercial market, widely used and accepted for the type of programming involved, and support programming in the language is reasonably available in the open market; and (e) the software and all maintenance will be provided in a professional, timely, and efficient manner.

The warranty shall be valid only for software Deliverables that are (i) not enhanced or modified by the State (or any State subcontractor or agent), (ii) operated on the computer(s) for which the software Deliverable was intended or (iii) not combined with items not furnished, specified or reasonably anticipated by Contractor.

Production/Version Control and Release Management. The Contractor will be responsible for working with the State and executing the production deployment and roll-out of any Release Package to the State's Salesforce.com environment instance.

Production deployment includes software deployment to the production instance of Salesforce.com and (if applicable) interfaces to production tools and systems that orchestrate, manage, report or control those devices and services managed by the Service, identification of interfaces and any required conversions/migrations, installation of server software, and any required testing to achieve the proper roll-out of the Release Package software.

Contractor will establish and comply with the State required implementation and deployment procedures. This may include laboratory testing, migration procedures, the use of any pre-production or pseudo-production environment prior to production migration. Contractor will submit to the State, for the State's approval, a written deployment plan describing Contractor's plan to manage each such implementation. The tasks and activities to be performed by Contractor as part of the deployment services also include the following:

- Establish procedures and automated software versioning mechanism(s) to ensure that the entire contents of a release, following State acceptance or authorization to implement to a production environment, are complete and maintain all elements that comprise the defined Release Package and the then current production version of the software prior to deployment of the Release Package to same;
- Develop, prepare and test an implementation contingency plan, which may include emergency back out or roll back procedures to return the production system to its pre-deployment State, as it pertains to correcting an errant, erroneous or defective deployment of a Release Package to the production environment inclusive of all code, data, middleware, infrastructure, tables and parameters;

- If, in the mutual opinion of the State and Contractor, the deployment of a Release package to the production environment is errant, erroneous or otherwise defective, the Contractor will implement back-out or rollback procedures in their entirety upon the written authorization or direction of the State.
- If required, convert electronic data into a format to be used by the new solution using a data conversion program as well as perform any data cleansing of legacy data, with the State's assistance, prior to loading data to the new solution;
- Conduct production pilot(s) (including "day in the life" simulations) and fine tune solution as mutually agreed with the State as appropriate;
- Compile and maintain solution issue lists;
- Conduct post Production Deployment quality and progress reviews with appropriate State personnel;
- Develop, and thereafter maintain and make available to the State, a knowledge base of documentation gathered throughout the Release Package's life and allow for re-use of such documentation for future Projects;
- Establish a performance baseline for the impacted business systems, and where appropriate document requirements for future enhancement of the business systems implemented as part of a future Project or Authorized Work.

Production Break/Fix Support. For a period of ninety (90) days following the deployment to production or first commercial use of the system, the Contractor will:

- Track, monitor and provide remediation for solution defects and incidents requiring system configuration or in-scope environment code or configuration changes;
- Identify and implement required system or configuration changes to address solution defects.
- Maintain solution documentation (technical specifications and testing documentation) as well as a compendium of common problems, root causes and remedy to aid in the identification and remediation of underlying system incidents;
- Test configuration changes to confirm resolution of defects;
- Support the State in performing applicable acceptance testing or review of any changes arising as a result of break/fix or patch/release Contractor responsibilities; and
- Ensure compliance with any State security or Salesforce.com mandated patches or system levels to the extent and system enhancement turnaround time required given the nature of the security mandate and report to the State in writing any risks or issues that the Contractor becomes aware of in providing Service to the State. For example: patches designed to address immediate or active Security issues may be scheduled for a near-real-time release, where other less pressing releases may be implemented during a scheduled maintenance or outage period.

Contractor Roles and Responsibilities

Senior Project Manager. The Senior Project Manager will be responsible for working with ODJFS staff to coordinate project planning, implementation and user roll-out of the ELCG Project. This project manager's responsibilities will include development and maintenance of the Project Plan, coordination and support of project activities, development of a Requirements Management Plan and coordination of its related activities, development and management of a Risk Management Plan and its related risk mitigation strategies, development and execution of an effective Communication Plan, weekly and monthly status reporting of the project's activities, and coordination of the requirements gathering, documentation, and development activities. The Senior Project Manager will also be responsible for scheduling and facilitating weekly project meetings with ODJFS. All documents will be stored in Clarity.

Business Systems Analyst (BSA) Lead. The lead business systems analyst's responsibilities will include working with the subject matter experts from various ODJFS bureaus and ODE to gather and document specific business requirements. The lead BSA will analyze, develop, document, and review the functional and business requirements with SME's for ELCG projects affecting ODJFS computer systems and walk OIS through those business requirements. The lead BSA will be responsible for planning,

participating in and supporting the user acceptance testing of system changes for ELCG. The lead BSA will be responsible for generating regular status updates to the Project Manager, identifying and reporting project risks, maintaining and managing a requirements issues list, coordination of project requirement issues with the Senior Project Manager to ensure problem solutions and user satisfaction, and assures compliance with ODJFS rules and regulations.

Technical Lead. The technical lead serves as the IT lead, the overall architect, and the primary technical interface with the ODJFS IT project manager. The technical lead is part of the overall management team for the project and provides leadership, oversight, and quality assurance to the project team throughout all aspects of systems development including requirements gathering, analysis, design, build, test, data conversion, business transformation, and implementation. The major requirement of the technical lead is to have proven experience architecting solutions that involve various end user devices, OS platforms, as well as integrating distributed systems and mainframe systems with Sales Force products.

PART TWO: SPECIAL PROVISIONS

Submittal of Deliverables. The Contractor must perform all of its tasks on site at 4200 East Fifth Avenue, Columbus, Ohio 43219, in a timely and professional manner that produces Deliverables that fully meet the Contract’s requirements. Additionally, the Contractor must provide the Deliverables no later than the due dates the Contract requires. At the time of delivery of a written Deliverable, the Contractor must submit an original and one copy of each Deliverable, plus an electronic copy. The Contractor must provide the electronic copy in a file format acceptable to the State.

By submitting a Deliverable, the Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner that meets the Contract’s requirements.

The Contractor must provide all Deliverables to the Work Representative, who will review (or delegate review of) the materials or documents within a reasonable time after receipt, as mutually agreed and specified in the Project Plan.

If the State determines that a Deliverable is not in compliance, the Work Representative will note the reason for non-compliance and send notification to the Project Manager. At no expense to the State, the Contractor then must bring the Deliverable into conformance and re-submit the Deliverable to the Work Representative within five business days or mutually agreed upon schedule.

If the State agrees the Deliverable meets requirements, the Work Representative will indicate that by providing an official communication from an authorized ODJFS representative indicating acceptance of the Deliverable. In addition, if the Work Representative or designee determines that the State should make a payment associated with the Deliverable, the Work Representative will indicate that the payment should be made within the letter.

Status reports are not subject to a review and approval process.

The Contractor’s Fee and Payment Structure. The Contract award will be for a not-to-exceed fixed price, payable in accordance and based on the completion and acceptance of Deliverables associated with that payment milestone.

Payment Time Frame	Payment
Completion of Deliverable(s)	85% upon acceptance
Implementation Project Closeout / Deployment Complete	15% upon successful completion

Upon the date(s) given above, the Contractor may submit an invoice according to the payment schedule identified above.

Reimbursable Expenses. None.

Bill to Address. Ohio Department of Job and Family Services (ODJFS), Office of Fiscal and Monitoring Services, 30 East Broad Street, 37th floor, Columbus, Ohio 43215.

Location of Data. Ohio Department of Job and Family Services (ODJFS)

ATTACHMENT THREE: REQUIREMENTS FOR QUOTE

Format of Submission. The Technical Proposal must contain all the information as specified and requested for each of the components listed below. A quote which is incomplete, vague, unclear, or poorly organized may not be successful.

These instructions describe the required format for a responsive submission. The offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Quote, and each Quote must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming submission.

Each response must contain the following:

- Cover Letter
- Subcontractor Letters
- Offeror Description
- Offeror Profile Summary
- Key Staff/Staffing Plan
- Business Requirements and the Proposed Solution
- Implementation Work Plan
- Project Management Plan
- Commercial Materials
- Standard Affirmation and Disclosure Form (EO 2011-12K)
- Cost Summary (Cost must be a separate sealed package)

Cover Letter. The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the Offeror. The cover letter must include a brief executive summary of the solution the Offeror plans to provide. The letter must also have the following:

- a. A statement regarding the Offeror's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business;
- b. The name, address, e-mail, phone number, and fax number of a contact person who has authority to answer questions regarding the Quote.

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

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. 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;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFQ and will comply with the requirements of the RFQ.

Offeror Description. Each Quote must include a description of the offeror's capability, capacity, and experience in the industry. The description should include the date the offeror was established, its leadership, number of employees, number of employees the offeror will engage in tasks directly related to the Project, and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.

Offeror Profile Summary. This RFQ includes an Offeror Profile Summary Form as an Attachment. The Offeror must use this form and fill it out completely to provide the required information. All Offerors must

demonstrate experience to meet the mandatory offeror requirements by including the form provided in the Attachments that summarizes the relevant experience.

Offerors must identify the requirement at the top of each profile form. The Offeror must list each work experience separately and completely every time it is referenced. The form may be duplicated as necessary.

Key Staff/Staffing Plan. The offeror must provide a staffing plan that identifies the required key personnel by position that the offeror proposes to complete the Project. The staffing plan must show each individual's responsibilities on the Project. The State also requires a staffing plan that matches the skills and experience of the proposed Project Manager and Project Team to the activities and tasks that will be completed on the Project.

The RFQ includes Personnel Profile Summary Form as an Attachment. The Offeror must use this form and fill it out completely to provide the required information for each Key Staff member. All Offerors must demonstrate a candidates experience to meet the personnel requirements by including the form provided in the Attachments that summarizes the relevant experience.

The State recognizes that additional staff beyond the proposed Key Staff will be assigned to work on the project. For these resources, the offeror must provide a narrative description of typical qualifications, training, education and experience of the caliber of resources that will be assigned for each classification/title expected to be used on the Project. Resumes must be submitted for additional resources in addition to the requested narrative information.

The resumes must include:

1. The person's name;
1. The proposed role on this Project;
2. Listings of completed projects that are comparable to this Project or required similar skills based on the person's assigned role/responsibility on this Project. Each project listed should include at a minimum the beginning and ending dates, client/company name for which the work was performed, client contact information (name, phone number, email address, company name, etc.), project title, project description, and a detailed description of the person's role/responsibility on the project;
3. Education;
4. Professional licenses, certifications, and memberships; and
5. Employment history.

Business Requirements and the Proposed Solution. The offeror must describe in detail how its proposed solution meets all of the requirements described or referenced in Attachment Two and the business and technical requirements described in Supplement One. In addition, the State has provided as part of the business and technical requirements described in Supplement One, a free-form field labeled, "Offeror Narrative". This field is designed to facilitate the Offerors response to the requirements in such a manner as to convey any Offeror considerations, showcase Offeror capability to deliver, or identify any Offeror requirements to the State with regard to detailed requirements contained in the matrix. Offerors may include graphics, screen images or other text oriented verbiage in this column as they deem appropriate to offer the State a complete solution as required.

All the specifications included in this RFQ are minimum requirements. The offeror may propose features, and other innovative or alternative solutions in excess of the minimum requirements described in the RFQ, but must clearly identify them as such, provide the rationale behind the recommendations, and explain how they will benefit the State. Any proposed alternative solution must minimally meet the RFQ requirements. The recommendations may or may not result in additional evaluation credit being given.

Implementation Work Plan. The State encourages responses that demonstrate a thorough understanding of the nature of the Deliverables and Work and what the Contractor must do to get the Deliverables and Work done properly. To this end, the offeror must submit a work plan for each phase

described in Attachment Two – Scope of work that the offeror will use to create a consistent and coherent management plan for the Work. The offeror must fully describe its approach, methods, and specific work steps for doing the work on this Project and producing the Deliverables. The State encourages responses that demonstrate a thorough understanding of the nature of the Project and what the Contractor must do to get the Project done properly.

The offeror must provide an explanation of how they will complete the development deliverables described in this RFQ.

The State seeks insightful responses that describe proven, state-of-the-art methods. Recommended solutions should demonstrate that the offeror will be prepared to quickly undertake and successfully complete the required tasks. The Work Plan must include details sufficient to give the State an understanding of how the offeror's knowledge and approach will:

- Manage the Work;
- Guide Work execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders; and
- Define key management review as to content, scope, and schedule.

Project Management Plan. The offeror must provide a project management plan and submit a detailed Project schedule, as part of its quote.

- The Project work plan (including WBS and schedule) must be continually updated in conjunction with and be provided as part of a reporting requirement agreed to with the State.
- Work breakdown structure (WBS) as a baseline scope document for the Project. The WBS for the project must show the elements at a level of detail that demonstrates the offeror's understanding of the effort required to do the work.
- Who is assigned responsibility for each Deliverable within the WBS to the level at which control will be exercised;
- Description of the offeror's proposed organization(s) and management structure responsible for fulfilling the Contract's requirements;
- Definition of the review processes for each milestone and Deliverable and a description of how the parties will conduct communication and status review;
- Description of the Project issue resolution process;
 - If the offeror chooses to use subcontractors, this part of the offeror's Quote must describe its approach to managing its subcontractors effectively; and
 - Identification of State support required for all tasks.

Commercial Materials. The offeror must list any commercial and proprietary materials that the offeror will deliver that are easily copied, such as Commercial Software, and in which the State will have less than full ownership ("Commercial Materials"). Generally, these will be from third parties and readily available in the open market. The offeror need not list patented parts of equipment, since they are not readily copied. If the offeror expects the State to sign a license for the Commercial Material, the offeror must include the license agreement as an attachment. If the State finds any provisions of the license agreement objectionable and cannot or does not negotiate an acceptable solution with the licensor, regardless of the reason and in the State's sole discretion, then the offeror's Proposal may be rejected. If the State is not going to sign a license, but there will be limits on the State's use of the Commercial Materials, then the offeror must detail the unique scope of license here. Unless otherwise provided in this RFQ, proposing to use Commercial Materials in a custom solution may be a basis for rejection of the offeror's Proposal, if the State, in its sole discretion, believes that such is not appropriate or desirable for the Project. Any deviation from the standard license and warranty also may result in a rejection of the offeror's Proposal.

Standard Affirmation and Disclosure Form (EO 2011-12K). The offeror must complete and sign the Affirmation and Disclosure Form (see Attachments) as part of its Quote. Executive Order 2011-12K is

available at <http://www.governor.ohio.gov/Portals/0/pdf/executive Orders/EO%202011-12K.pdf>.

Cost Summary. This RFQ includes a Cost Summary Form provided as an attachment. Offerors may not reformat this form. Each offeror must complete the Cost Summary Form in the exact format provided, since the State may reject any Quote with a reformatted Cost Summary Form or that is not separately sealed. The Cost Summary Form must not include exceptions, additional terms and conditions, or assumptions. The offeror's total cost for the entire Project must be represented as the not-to-exceed fixed price.

The State will not be liable for or pay any costs that the offeror does not identify in its quote.

ATTACHMENT FOUR: COST SUMMARY

Offerors must propose a not to exceed fixed price for the implementation of the system.

The Work	Cost
1. Project Management	\$
2. Business Process/Workflow	\$
3. System Configuration and Test Plan	\$
4. Data and Interface Design	\$
5. Functional Design Requirements	\$
6. Overall Solution Description	\$
7. User Training	\$
8. Deployment / Go-live	\$
9. Implementation Project Closeout / Deployment Complete	\$
Total Not to Exceed Fixed Price	\$

Required On-going Maintenance and Support	Cost
Three Month Period after Implementation	\$

Options for On-going Maintenance and Support	Cost
Additional Nine Months	\$
Year Two	\$
Year Three	\$

Resource Rate Card	
Project Resources <i>Offeror must list any other appropriate positions in table below</i>	Rate During Term of the Engagement
Senior Project Manager	\$
Business Systems Analyst Lead	\$
Technical Lead	\$
	\$
	\$
	\$
	\$
	\$
	\$

ATTACHMENT FIVE: OFFEROR PROFILE SUMMARY

OFFEROR MANDATORY REQUIREMENT: *INSERT REQUIREMENT HERE*

Company Name:		Contact Name: (Indicate Primary or Alternate)			
		Contact Title:			
Company Address:		Contact Phone Number and Email Address:			
Work Name:	Beginning Date of Experience	Month/Year:	Ending Date of Experience	Month/Year:	
Experience for the referenced project, including similar size and scope information.					
List Related Service Provided:					
<p>Describe how the related service shows the offeror's experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>					

***** COPY THIS FORM AS MANY TIMES AS NEEDED *****

**ATTACHMENT SIX: PERSONNEL PROFILE SUMMARY
CANDIDATE REQUIREMENTS (Experience and Qualifications)**

Key Position:	Candidate Name:
----------------------	------------------------

Requirement: *INSERT REQUIREMENT HERE.*

Company Name:	Contact Name: Primary or Alternate?	Contact Title:			
Address:		Contact Phone Number:			
		Email Address:			
Work Name:	Beginning Date of Experience	Month/Year	Ending Date of Experience	Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:					
Description of how client work size and complexity are similar to the Work:					

***** COPY THIS FORM AS MANY TIMES AS NEEDED *****

ATTACHMENT SEVEN: STANDARD AFFIRMATION AND DISCLOSURE FORM

**EXECUTIVE ORDER 2011-12K
Governing the Expenditure of Public Funds on Offshore Services**

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations, and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

By the signature affixed hereto, the Service Provider affirms, understands and will abide by the requirements of [Executive Order 2011-12K](#). If awarded a contract, both the Service Provider and any of its subcontractors will perform no Services requested under this Agreement outside of the United States.

The Service Provider will provide all the name(s) and location(s) where Services under this Agreement will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Service Provider to sanctions. If the Service Provider will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Service Provider:

(Address)

(City, State, Zip)

Name/Principal location of business of subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

2. Location where Services will be performed by Service Provider:

(Address)

(City, State, Zip)

Name/Location where Services will be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Service Provider:

(Address)

(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

(Name)

(Address, City, State, Zip)

Service Provider also affirms, understands and agrees that Service Provider and its subService Providers are under a duty to disclose to the State any change or shift in location of Services performed by Service Provider or its subcontractors before, during and after execution of any Agreement with the State. Service Provider agrees it will so notify the State immediately of any such change or shift in location of its Services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Service Provider to perform the Services outside the United States.

On behalf of the Service Provider, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Agreement that Service Provider may enter into with the State and is incorporated therein.

By: _____
Service Provider

Print Name: _____

Title: _____

Date: _____

**ATTACHMENT EIGHT:
OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
DATA SHARING AND CONFIDENTIALITY AGREEMENT**

D-1415-00-0000

This Data Sharing and Confidentiality Agreement (hereinafter "Agreement") is entered into by and between the Ohio Department of Job and Family Services (ODJFS) and **VENDOR NAME (VENDOR NAME)**.

ARTICLE I - PURPOSE AND LEGAL AUTHORITY

- A. This Agreement is entered into by ODJFS and **VENDOR NAME** for the purpose of:
(Option 1) **INSERT**.
(Option 2) **VENDOR NAME** may only use or disclose the data in the performance of the following activities/duties:
(Option 3) Vendor name may, in accordance with the terms and conditions of _____ (i.e. ODJFS/ODA Interagency agreement #) use or disclose protected health information.
- B. The authority to release this data is found in Title 42 of the Code of Federal Regulations (CFR), specifically 42 CFR 431.300, 431.302, 431.304, 431.305 431.306, 435.945; Privacy regulations 45 CFR 164.502(e); 164.504(e) and security regulations 45 CFR 164.308; 164.314 issued pursuant to the Health Insurance Portability and Accountability Act [42 USC 1320d - 1320d-8], relevant amendments effected by the American Recovery and Reinvestment Act of 2009 [Pub. L. 111-5, §§ 13400 *et seq.*] and the terms of this Agreement, or more stringent provisions of the law, rules, or regulations of the State of Ohio.
- C. The parties agree that any data or records provided under this Agreement may only be used or disclosed in accordance with ODJFS regulations.
- D. The Agreement Manager for ODJFS is **ODJFS Agreement Manager**.

ARTICLE II – DESCRIPTION OF RECORDS OR [DATA or ACCESS] TO BE PROVIDED

INSERT

ARTICLE III - CONFIDENTIALITY OF INFORMATION

- A. **VENDOR NAME** agrees that it shall not use any information, systems, or records made available to it for any purpose other than to fulfill the obligations specified herein. **VENDOR NAME** specifically agrees to comply with state and federal confidentiality and information disclosure laws, rules, and regulations applicable to programs under which this Agreement exists, including, but not limited to:
1. United States Code, 42 USC 1320d through 1320d-8 (HIPAA);
 2. Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945, 45 CFR 164.502 (e) and 164.504 (e);
 3. Ohio Revised Code, ORC 173.20, 173.22, 2305.24, 2305.251, 3701.243, 3701.028, 4123.27, 5101.26, 5101.27, 5160.39, 5168.13, and 5165.88 and
 4. Corresponding Ohio Administrative Code rules.
- B. **VENDOR NAME** agrees that any data made available to **VENDOR NAME** by ODJFS shall be returned to ODJFS not later than ninety (90) calendar days following termination of this Agreement and shall certify that no copies of source data were retained by **VENDOR NAME**, unless as may be otherwise provided for in this Agreement.
- C. **VENDOR NAME** shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the paper

and/or electronic protected personal data and health information that it creates, receives, maintains, or transmits on behalf of ODJFS against use or disclosure not provided for by this Agreement.

- D. **VENDOR NAME** agrees that access to the records and data provided by ODJFS and described in ARTICLE II will be restricted to only those authorized employees, officials, subcontractors, and other persons who need it to perform duties related to this Agreement. **VENDOR NAME** agrees to provide the ODJFS Agreement Manager with a complete listing of any and all such persons who shall have access to the above referenced records and/or data.
- E. **VENDOR NAME** agrees that the above records and/or data and any records, reports, databases, and/or other derivative documents created from the information provided under this Agreement shall be stored in an area that is physically safe from access from unauthorized persons during duty and non-duty hours. Information provided under this Agreement shall be protected electronically to prevent unauthorized access by computer, remote access, or any other means. **VENDOR NAME** expressly agrees that no records will be accessed, tested, maintained, backed up or stored outside of the United States.
- F. **VENDOR NAME** shall assure that all persons who have access to the above referenced information shall be fully apprised as to the confidential nature of the information, the safeguards required to protect the information, and the applicable civil and criminal sanctions and penalties associated with any intentional or non-intentional disclosure. No subcontractor shall receive any information without a written agreement with **VENDOR NAME** incorporating these assurances.
- G. **VENDOR NAME** shall not disclose any of the above referenced information to any third party without the specific written authorization of the Director of ODJFS.
- H. **VENDOR NAME** shall permit onsite inspection by the State of Ohio (including but not limited to ODJFS, the Auditor of the State of Ohio, the Inspector General of Ohio, the Ohio Attorney General or any duly authorized law enforcement officials) and by agencies of the United States government.
- I. ODJFS will prepare data pursuant to the security and encryption standards found in Ohio IT Standard ITS-SEC-01, Data Encryption and Cryptography; and NIST Special Publication 800-53. **VENDOR NAME** shall retain this encryption while the data is in a portable format (e.g. tape, laptop, flash/USB drive).
- J. The express terms and conditions of this Article shall be included in all subcontracts executed by **VENDOR NAME** for any and all work under this Agreement.

ARTICLE IV - TIME OF PERFORMANCE

- A. This Agreement shall be in effect upon execution by the Director of ODJFS, until _____, unless this Agreement is suspended or terminated pursuant to ARTICLE VI prior to the termination date. **This Agreement may be renewed upon satisfactory performance by VENDOR NAME, continued statutory authority for disclosure of data, and at the sole discretion of ODJFS.**
- B. The Confidentiality and Business Associate provisions of this Agreement shall survive the termination of this Agreement.

ARTICLE V - COST OF DATA PREPARATION

The parties agree that no reimbursement will be sought under the terms of this Agreement.

ARTICLE VI - SUSPENSION AND TERMINATION

- A. Upon thirty (30) calendar days written notice to the other party, either party may terminate this Agreement.

- B. Notwithstanding Section A of this Article, ODJFS may suspend or terminate this Agreement immediately upon delivery of written notice to **VENDOR NAME**, if ODJFS discovers any illegal conduct on the part of **VENDOR NAME** or if there is any breach of the confidentiality provisions of ARTICLE III or Article XI herein.
- C. Notice of termination or suspension under either Section A or B of this Article must be sent to: the ODJFS Chief Legal Counsel, 50 West Town Street, 4th Floor, Columbus, Ohio 43215; and to **VENDOR NAME's** representative at the address appearing on the signature page of this Agreement.

ARTICLE VII - BREACH OR DEFAULT

- A. Upon breach or default of any of the provisions, obligations or duties embodied in this Agreement, ODJFS may exercise any administrative, contractual, equitable or legal remedies available, without limitation. The waiver of any occurrence of breach or default is not a waiver of subsequent occurrences, and ODJFS retains the right to exercise all remedies hereinabove mentioned.
- B. If either of the parties fails to perform an obligation or obligations under this Agreement and thereafter such failure(s) is (are) waived by the other party, such waiver shall be limited to the particular failure(s) so waived and shall not be deemed to waive other failure(s) hereunder. Waiver by ODJFS shall not be effective unless it is in writing signed by the ODJFS Director.

ARTICLE VIII - AMENDMENTS

This Agreement may be modified or amended provided that any such modification or amendment is in writing and is signed by the Director of ODJFS and **VENDOR NAME**. It is agreed, however, that any amendments to laws, rules, or regulations cited herein will result in the correlative modification of this Agreement, without the necessity for executing a written amendment.

ARTICLE IX - INDEPENDENT CONTRACTOR

VENDOR NAME agrees that no agency, employment, joint venture, or partnership has been or will be created between the parties hereto pursuant to the terms and conditions of this Agreement. **VENDOR NAME** also agrees that, as an independent contractor, it assumes all responsibility for any federal, state, municipal, or other tax liabilities along with workers compensation, unemployment compensation, and insurance premiums which may accrue as a result of compensation received for services or deliverables rendered hereunder. **VENDOR NAME** agrees that it is an independent contractor for all purposes including, but not limited to, the application of the Fair Labor Standards Act, the Social Security Act, the Federal Unemployment Tax Act, the Federal Insurance Contribution Act, provisions of the Internal Revenue Code, Ohio Tax law, Workers Compensation law, and Unemployment Insurance law. **VENDOR NAME** certifies that all approvals, licenses, or other qualifications necessary to conduct business in Ohio have been obtained and are operative. If at any time during the contractual period **VENDOR NAME** becomes disqualified from conducting business in Ohio, for whatever reason, **VENDOR NAME** must immediately notify ODJFS of the disqualification and will immediately cease performance of its obligations hereunder.

ARTICLE X - LIMITATION OF LIABILITY

To the extent allowable by law, **VENDOR NAME** agrees to defend, indemnify and hold ODJFS, its officials, employees and agents harmless from and against any and all liability, loss and expense (including reasonable attorneys' fees) or claims for personal injury, property damage, patent and copyright infringement, or for any liability or claims under Article XI below (Business Associate Requirements Under HIPAA), and/or any other type of claim that arises from the performance of the Deliverables under this Agreement. **VENDOR NAME's** sole and exclusive remedy for any ODJFS failure to perform under this Agreement will be an action in the Ohio Court of Claims pursuant to ORC Chapter 2743 that will be subject to the limitations set forth in this ARTICLE. In no event will ODJFS be liable for any indirect or consequential

damages, including loss of profits, even if ODJFS knew or should have known of the possibility of such damages. To the extent that ODJFS is a party to any litigation arising out of or relating in any way to this Agreement or the performance thereunder, such an action shall be brought only in a court of competent jurisdiction in Franklin County, Ohio. Subject to ORC 109.02, **VENDOR NAME** agrees to defend ODJFS against any such claims or legal actions if called upon by ODJFS to do so.

ARTICLE XI - BUSINESS ASSOCIATE REQUIREMENTS UNDER HIPAA

- A. The definitions contained in this section are derived from federal law. Should there be any conflict between the meanings assigned in this Agreement and the meanings defined in applicable federal law (even in the event of future amendments to law that create such conflict), the definitions found in federal law will prevail.
1. General Definitions: The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Required by Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information and Use.
 2. Specific Definitions: HIPAA means the Health Insurance Portability and Accountability Act of 1996, the American Recovery and Reinvestment Act of 2009 (ARRA) and any other applicable federal statute or regulation.
 3. HIPAA Rules "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
 4. Covered Entity means a health plan, a health care clearinghouse, or health care provider under 45 CFR 160.103.
 5. Business Associate means a person or entity that, on behalf of the Covered Entity, maintains, performs, or assists in the performance of a function or activity that involves the use or disclosure of "Protected Health Information" under 45 CFR 160.103.
 6. Protected Health Information (PHI) means individually identifiable information including but not limited to the past, present or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present or future payment for health care provided to an individual, as more fully defined under 45 CFR 164.501 and any amendments thereto, received or sent on behalf of the Department.
- B. **VENDOR NAME** acknowledges that ODJFS is a Covered Entity under HIPAA. **VENDOR NAME** further acknowledges that it is a Business Associate of ODJFS, and, in carrying out the work described in this Agreement, agrees to comply with all of the following provisions:
1. Permitted Uses and Disclosures: **VENDOR NAME** will not use or disclose PHI except as provided in this Agreement or as otherwise required under HIPAA regulations or other applicable law.
 2. Safeguards: **VENDOR NAME** will implement sufficient safeguards, and comply with Subpart C of 45 CFR Part 164 pertaining to electronic PHI to prevent the use or disclosure of PHI other than as provided for under this Agreement. Safeguards will be implemented for all paper and electronic PHI created, received, maintained, or transmitted on behalf of ODJFS.
 3. Reporting of Disclosures: **VENDOR NAME** agrees to promptly report to ODJFS any inappropriate use or disclosure of PHI that is not in accordance with this Agreement or applicable law. , including breaches of unsecured protected health information as required

at 45 CFR 164.410 and any security incident the **VENDOR NAME** has knowledge of or reasonably should have knowledge of under the circumstances..

4. Mitigation Procedures: **VENDOR NAME** agrees to coordinate with ODJFS to determine specific actions that will be required of the Business Associates for mitigation, to the extent practical, of the breach. These actions will include notification to the appropriate individuals, entities, or other authorities. Notification or communication to any media outlet must be approved, in writing, by ODJFS prior to any such communication being released. **VENDOR NAME** will report all of its mitigation activity to ODJFS and shall preserve all relevant records and evidence.
5. Incidental Costs: **VENDOR NAME** shall bear the sole expense of all costs to mitigate any harmful effect, of any breaches or security incidents of which **VENDOR NAME** has knowledge which are directly caused by the use or disclosure of protected health information by **VENDOR NAME** in violation of the terms of this Agreement. These costs will include, but are not limited to, the cost of investigation, remediation and assistance to the affected individuals, entities or other authorities.
6. Agents and Subcontractors: **VENDOR NAME**, in compliance with 45 CFR 164.502(e) (1) (ii) and 164.308(b) (2) as applicable, will ensure that all its agents and subcontractors that create, receive, maintain, or transmit PHI from or on behalf of **VENDOR NAME** and/or ODJFS agree to have, in a written agreement, the same restrictions, conditions, and requirements that apply to **VENDOR NAME** with respect to the use or disclosure of PHI.
7. Accessibility of Information: **VENDOR NAME** will make available to ODJFS such information as ODJFS may require to fulfill its obligations to provide access to, provide a copy of, and account for disclosures with respect to PHI pursuant to HIPAA and regulations promulgated by the United States Department of Health and Human Services, including, but not limited to, 45 CFR 164.524 and 164.528 and any amendments thereto.

Accessibility of Information Business Associate shall make available protected health information maintained by the Business Associate, its agents and subcontractors in a Designated Record Set to the Department or individual requesting the information as appropriate, to meet the Department's obligations under 45 CFR 164.524.

8. Amendment of Information: **VENDOR NAME** shall make any amendment(s) to PHI as directed by, or agreed to, by ODJFS pursuant to 45 CFR 164.526, or take other steps as necessary to satisfy ODJFS's obligations under 45 CFR 164.526. In the event that **VENDOR NAME** receives a request for amendment directly from the individual, agent, or subcontractor. **VENDOR NAME** will notify ODJFS prior to making any such amendment(s). **VENDOR NAME**'s authority to amend information is explicitly limited to information created by **VENDOR NAME**.
9. Disclosure: **VENDOR NAME** shall maintain and make available to ODJFS or individuals requesting the information as appropriate, records of all disclosures of PHI in a Designated Record Set as necessary to satisfy ODJFS's obligations under 45 CFR 164.528. For every disclosure the record will include, at a minimum, the name of the individual who is the subject of the disclosure, the date of the disclosure, reason for the disclosure if any, and the name and address of the recipient to which the protected health information was disclosed.
10. Obligations of Department: When **VENDOR NAME** is to carry out an obligation of ODJFS under Subpart E of 45 CFR 164, **VENDOR NAME** agrees to comply with all applicable requirements of Subpart E that would apply to ODJFS in the performance of such obligation.

11. Access to Books and Records: VENDOR NAME shall make available to ODJFS and to the Secretary of the U.S. Department of Health and Human Services any and all internal practices, documentation, books, and records related to the use and disclosure of PHI received from ODJFS, or created or received on behalf of ODJFS. Such access is for the purposes of determining compliance with the HIPAA Rules.
12. Material Breach: In the event of material breach of VENDOR NAME's obligations under this Article, ODJFS may immediately terminate this Agreement as set forth in ARTICLE VI, Section B. Termination of this Agreement will not affect any provision of this Agreement, which, by its wording or its nature, is intended to remain effective and to continue to operate after termination.
13. Return or Destruction of Information: Upon termination of this Agreement and at the request of ODJFS, VENDOR NAME will return to ODJFS or destroy all PHI in VENDOR NAME's possession stemming from this Agreement, and will not keep copies of the PHI except as may be requested by ODJFS or required by law. If VENDOR NAME, its agent(s), or subcontractor(s) destroy any PHI, then VENDOR NAME will provide to ODJFS documentation evidencing such destruction. Any PHI retained by VENDOR NAME will continue to be extended the same protections set forth in this Section, HIPAA regulations and this Agreement for as long as it is maintained.
14. These provisions shall survive the termination of this Agreement.

ARTICLE XII - CONSTRUCTION

This Agreement shall be governed, construed, and enforced in accordance with the laws of the State of Ohio. Should any portion of this Agreement be found to be unenforceable by operation of statute or by administrative or judicial decision, the operation of the balance of this Agreement is not affected thereby; provided, however, the absence of the illegal provision does not render the performance of the remainder of this Agreement impossible.

SIGNATURE PAGE FOLLOWS

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**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
DATA SHARING AND CONFIDENTIALITY AGREEMENT
Signature Page**

D-1415-00-0000

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date of the signature of the Director of the Ohio Department of Job and Family Services.

VENDOR NAME

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES

Signature (Blue Ink Please)

Name, Director

Date

Date

Address

City, State, Zip