



State of Ohio
eLicense
Commercial Off The Shelf (COTS) Software

Prepared May 28, 2010

R E Q U E S T F O R I N F O R M A T I O N

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR INFORMATION

The State of Ohio, Department of Administrative Services, Office of Information Technology Services (OIT-ITS) is issuing this Request for Information (RFI) to solicit information regarding the possible purchase of Commercial Off The Shelf (COTS) software for professional licensing and renewal. The COTS application will provide web based licensing and renewal functionality for all of the existing Boards and Commissions within the State of Ohio, with upward scalability to include new state government organizations. Additionally, the application will ~~be modularized~~ modularized to accommodate unique organizational functionality and capable of processing thousands of concurrent transactions with no degradation of service.

BACKGROUND

eLicense is the State of Ohio's ~~current online~~ current online system used by 24 Boards and Commissions to manage professional licensure within the State. It has the 5th largest user base of all Ohio systems offered through the Ohio.gov portal. The Department of Administrative Services/Information Technology Services Division is sponsoring this effort to investigate the possibility of implementing a new and expanded statewide online licensing system.

The eLicense application is critical in nature as the eLicense System is the mechanism through which 24 Boards and Commissions provide and renew professional certification and licensure, allowing Ohio citizens to remain gainfully and legally employed within the State. The system design is antiquated and therefore not streamlined or designed in accordance with best practices. During periods of heavy activity (license renewal), the system becomes slow for the business users processing the applications for licensure or renewal and virtually unresponsive to the end-user due to reduced bandwidth. This is the period of time when the system needs to be operating at peak capacity in order to ensure licenses are processed quickly and accurately. The existing system design may not incorporate the latest security advances.

RFI PROCESS

Interested vendors should provide specific responses to the information requested in the Requirements section of this request to ensure common data from all vendors with products and services as described below. Additional narrative may be included in a separate MS Word document. The results of this RFI will provide data for a comparative analysis of the COTS systems currently on the market.

The information gathered from the responses received may or may not result in the issuance of a formal Request For Proposal (RFP). There will not be a contract or agreement made with any vendor as a result of this RFI. All vendors meeting the criteria are encouraged to respond. However, failure to respond will not in itself disqualify a vendor from bidding in response to an RFP, if one is issued.

Vendors may make inquiries regarding this RFI any time during the inquiry period listed on the RFI cover sheet. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry period end date. The State may extend the proposal due date.

To make an inquiry, vendors must use the process outlined below.

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select "Find It Fast".
- Select "Doc/Bid/Schedule #" as the Type.
- Enter the RFI number found on the first page of this RFI (the RFI number begins with "DAS").
- Click the "Find It Fast" button.
- On the document information page, click the "Submit Inquiry" button.
- On the document inquiry page, complete the required "Personal Information" section by providing:
 - First and last name of the prospective vendor's representative who is responsible for the inquiry;
 - Name of the prospective vendor;
 - Representative's business phone number, and
 - Representative's e-mail address.
- Type the inquiry in the space provided, including:
 - A reference to the relevant part of this RFI;
 - The heading for the provision under question, and
 - The page number of the RFI where the provision can be found.
 - Click the "Submit" button.

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a personalized response to the question nor notification when the State has answered the question.

Vendors may view inquiries and responses on the State's Procurement Web site by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

All questions must be submitted by 8:00 a.m. on June 3, 2010. Questions submitted after this time will not receive a response from the state.

TIMELINE INFORMATION

All times are Eastern Daylight Savings Time (EDT).

Event	Date
1. RFI Distribution to Vendors	May 28, 2010
2. Questions from Vendors about scope or approach due	8:00 am, June 3, 2010
3. Responses to Vendors about scope or approach due	5:00 p.m., June 4, 2010
4. Vendor responses to the RFI Due	1:00 p.m., June 11, 2010

PROPOSAL SUBMITTAL

Each Vendor must submit three (3) complete, sealed and signed copies of its proposal and each proposal must be clearly marked "eLicense Commercial Off The Shelf (COTS) Software" on the outside of its envelope along with Vendors name.

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

Mr. Ted Hampton, Fiscal Officer
30 East Broad Street, 39th Floor
Columbus, OH 43215

REQUIREMENTS

CUSTOMER FACING REQUIREMENTS

1. Online web self-service to provide the public/customers with access to licensing information, instructions and forms.
2. Multi-lingual forms (at minimum Spanish).
3. Public search for individuals/types of licenses.
4. Electronic initial application and renewal forms, including data capture and data element validation and field rules.
5. Process to upload and store document attachments (.pdf, .doc, .gif, etc.).
6. Integrate a "Business Wizard" that guides the customers to the required licensing forms based on the response to specific questions.
7. On-line credit card payment system for fees & fines. (Provide information regarding your compatibility with SkipJack or similar services.)
8. Customer view into own data for tracking the status of their application and for data correction or update.
9. Automated renewal notifications.
10. Complaint data entry and monitoring system.
11. Query/reporting system for customers to identify individuals/business by license type and view complaints & disciplinary actions.
12. On-line help
13. ADA Compliance

STATE AGENCY REQUIREMENTS

1. COTS must be configurable and customizable to the maximum extent possible, without incurring further costs, in order to meet statutory requirements which vary widely across Agencies and program areas.
2. Web browser ~~nterface~~interface to view data and system modules/components.
3. Allow each agency to configure their own "look and feel".
4. Internal State Agency search.
5. Data Entry System for forms with print capability.
6. Accept, store and log document attachments.
7. Integration with existing document management systems.
8. Create unique business rules and workflows for each license application and renewal.
9. Tracking system for each license application and renewal including milestone, due date tracking with alerts/reminders for upcoming or overdue documents, letters or tasks.
10. Data entry and tracking system for continuing education program application and review.
11. Case management system for inspections, complaints, investigations, hearings, prosecution, legal services, and enforcement.
12. Letter/E-Mail generation & tracking system (multi-lingual) to run batch renewal notification letters/e-mails and for staff to manually select and generate a letter or e-mail.
13. Integration with existing e-Mail, calendaring and scheduling tool.
14. Print certifications, licenses, permits.
15. Link to other internal and external systems – 2 way data transfer.
16. Data migration (ETL) from current databases to new databases.
17. Shared database with common information on applicants/licensees for all agencies to access.
18. Secure access to data and business rules between agencies, as well as within agencies.
19. Electronic Signature
20. Interface with testing companies for data exchange of test results

21. Lookup tables.
22. Maintain historical data.
23. Reporting System to run pre-defined reports (select filters) and produce dashboard.
24. Ad hoc query/reporting system.
25. Internal audit/transaction logging system in accordance with ORC 1347.15.
26. Integrate with GIS systems.
27. Customer/public/business security.
28. Provide unauthenticated access to certain information.
29. Provide information regarding product implementation, training and support.
30. State agency security: meets all OIT technical requirements for web based systems, provide secure access to data, provide for role based security and encrypt data transmitted and received by external organizations.
31. Meets OIT accessibility standards.
32. ADA compliance
33. PCI compliance describing how credit card information is stored, processed or transmitted
34. Compliant with Ohio OIT ITS-SEC-01 Data Encryption and Cryptography

TECHNOLOGY PLATFORM INFORMATION

Please provide information regarding the technology platform (Operating System, Data Base, etc.) required for your software and any system requirements.

CURRENT STATISTICS FOR PARTICIPATING AGENCIES

- 713 different license types
- 900 pdf forms that are renewals or certifications.
- 1200 rich text files used for single printings.
- 448 Tables
- 82,026,480 records
- Total Transactions 2009
 - 299,071 Credit Card Transactions
 - 18,175 applications
- High Volume
 - End of every month, December 31, January 31, June 30, July 31, and Aug 31.