



Enterprise eLicensing Pilot / Prototype

February 13, 2015

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

M I N O R I T Y B U S I N E S S E N T E R P R I S E (M B E)

**S E T A S I D E o r 1 5 % M B E S H E L T E R E D
S O L I C I T A T I O N**

State Term Schedule

INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

The Department of Administrative Services (DAS), Office of Information Technology (OIT) maintains an existing eLicensing system for the application, renewals, enforcement and inspections of a variety of professional and operating Licenses for the State's 120+ Agencies, Boards and Commissions. Based on the State's desire to position itself as one of the most individual/business friendly States in the country to start and operate a business or get licensed, the State has determined that a more flexible and easy-to-use licensing process is required.

See attachments:

- **Supplement 1 – Enterprise eLicensing Pilot/Prototype for detailed background and requirements of this RFQ.**
- **Enterprise eLicensing Requirements Matrix, Excel version**
- **Enterprise eLicensing Cost Summary Quote Template, Excel version**
- **Supplement 2 – State Security, Privacy and Data Handling Requirements**

All **administrative** instructions regarding this RFQ are below.

ADMINISTRATIVE

All vendors submitting Quotations must have a State Term Schedule (STS) and all costs must be based at or below STS rates. Also, all vendors submitting quotes must be an Ohio certified minority business enterprise (MBE) or the offeror must set aside 15% of the work for Ohio certified minority business enterprises (MBEs) (Sheltered Solicitation). The MBE must be certified by the Ohio Department of Administrative Services pursuant to ORC 123.151. For more information regarding MBE and MBE certification requirements please refer to the DAS Equal Opportunity Division Web site at:

<http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification.aspx>

In

In addition, to search for Ohio MBE-Certified Providers, utilize the following search routine published on the [DAS Equal Opportunity Division website](#):

- Select "MBE Certified Providers" as the EOD Search Area selection;
- On the subsequent screen, at minimum, select the appropriate Procurement Type, e.g., "Information Technology Service" as a search criterion;
- Select "Search"; and

- A list of Ohio MBE Certified Service Providers will be displayed.

Sheltered Solicitation. In seeking solicitations from Ohio certified MBE subcontractors, the Vendor must:

- Utilize a competitive process to which only Ohio certified MBEs may respond;
- Have established criteria by which prospective Ohio MBEs will be evaluated including business ability and specific experience related to the Work requirements; and
- Require the Ohio certified MBE maintain a valid certification throughout the term of the Contract, including any renewals.

PROPOSAL INQUIRIES

Vendors may make inquiries regarding this RFQ at any time during the inquiry period specified within the schedule events, which is detailed within this section. 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 am on the inquiry period end date. The State may extend the Quotation 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 RFQ number found on the first page of this RFQ (the RFQ number begins with “OIT”).
- 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 RFQ;
 - The heading for the provision under question, and
 - The page number of the RFQ 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 am, EST, on February 26, 2015. Questions submitted after this time will not receive a response from the state.

DUE DATES

All Quotations are due by **1:00 pm, EST, on March 16, 2015**. Any Quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late Quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

| Event | Date |
|---|--------------------------------------|
| 1. RFQ Distribution to Vendors | February 13, 2015 |
| 3. Questions from Vendors due | 8:00 a.m., February 26, 2015 |
| 4. Responses to Vendors due | 4:00 p.m., February 27, 2015 |
| 5. Proposal/Quotation Due Date | 1:00 p.m., March 16, 2015 |
| 6. Target Date for Review of Proposal/Quotation | March 16, 2015 |
| 7. Interviews of Candidates, if needed | March 16-18, 2015 |
| 8. Anticipated decision and selection of Vendor | March 19, 2015 |
| 9. Anticipated commencement date of work | Week of March 23, 2015 |

EVALUATION FACTORS FOR AWARD

| Offeror Scored Criteria | Weighting % of Overall Technical Score |
|--|---|
| The Offeror, as the prime Contractor, is a certified developer/partner of salesforce.com | Yes/No |
| Offeror must demonstrate an understanding of the Scope and Goals of the eLicensing Project and the ability to deliver the currently Identified Work and Enhancement Requirements in their entirety. (Section 1) | 5% |
| Offeror must demonstrate the quality and experience of the proposed Project Team | 30% |
| Offeror must demonstrate the capability to deliver the Functional and Technical Requirements included in the Requirements Matrix associated with the Pilot. (Section 3) | 30% |
| Offeror must demonstrate understanding and the capability to deliver integration and data conversion requirements of the eLicensing Project (Section 4) | 20% |
| Offeror must demonstrate the capability to perform post implementation support and maintenance services, and major/minor upgrades for the State's eLicensing platform (Section 6) | 5% |
| Offeror must demonstrate the capability to provide effective project management from design through development, testing, deployment and project completion for all Implementation based work required in (Sections 5 & 8) | 10% |

The evaluation criteria above will be used for both the pilot/prototype selection and the independent advisor selection.

NON-DISCLOSURE AGREEMENT

Both candidate and company will be required to sign a non-disclosure agreement. The agreement prevents the disclosure of any confidential data obtained while on the engagement, and prevents disclosure during and after the engagement.

GUIDELINES FOR QUOTATION PREPARATION

QUOTATION SUBMITTAL

Each Vendor must submit three (3) complete, sealed and signed copies of its Quotation (excluding cost information), and each Quotation must be clearly marked "Enterprise eLicensing Pilot / Prototype" on the outside of its envelope along with Vendors name. The Vendor's response shall clearly demonstrate how their proposed candidate(s) meet the requirements outlined in Part One of this RFQ.

The cost information MUST be signed, and submitted in a SEPARATELY SEALED ENVELOPE.

The envelope must be clearly marked "Enterprise eLicensing Pilot / Prototype" on the outside of its envelope along with the Vendor's name.

A single electronic copy of the complete Quotation must also be submitted with the printed Quotations. Electronic submissions should be on a CD, DVD or USB memory stick. **The electronic copy MUST be submitted in a SEPARATELY SEALED ENVELOPE.**

Each Quotation must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal. Each Quotation must contain an identifiable tab sheet preceding each section of the Quotation. The quote shall be good for a minimum of 45 days.

- **Cover Letter (include email address)**
- **MBE Certification**
- **State Term Schedule Number**
- **STS Labor Category Code**
- **Requirements Matrix – (Excel document attached)**
- **Cost Summary Quotation – (Excel document attached)**
- **High level implementation plan with completion date no-later than June 30, 2015**
- **Candidate Resume/s**

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

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

**Ms. Nychola Richardson, MAS1
30 East Broad Street, 39th Floor
Columbus, OH 43215**

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 Vendor. Additionally, all Quotations will be open to the public after the contract has been awarded.

The State may reject any Quotation if the Vendor takes exception to the terms and conditions of this RFQ.

WAIVER OF DEFECTS

The State has the right to waive any defects in any Quotation or in the submission process followed by a Vendor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Vendors.

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. The State will reject any Non-STS and Quotations from Vendors who are not certified as an Ohio MBE or have not set aside 15% of the work for Ohio MBEs. 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.

EVALUATION OF QUOTATIONS

Clarifications and Corrections

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

Requirements

This RFQ asks for Quotations and submissions from MBE Vendors. While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required submission or meet a requirement will normally result in a rejection of that Vendor's Quotation. The value assigned to each criterion is only a value used to determine which Quotation is the most advantageous to the State in relation to the other Quotations that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the Quotation process.

The evaluation process may consist of up to three distinct phases:

1. The procurement representative's initial review of all Quotations for defects;
2. The evaluation committee's evaluation of the Quotations; and
3. Interviews (optional).

Background Check

All Contractor employees and subcontractors working as the Implementation Contractor or the Independent Advisor will have a criminal background check performed prior to employment. The Contractor will provide the results of employee and subcontractor background checks in a manner that allows the Contractor to take appropriate action if the background is unacceptable to the State while maintaining the employee or subcontractor's confidentiality. Any employee or subcontractor with a background check that is unacceptable to the State will be immediately removed from consideration.

Initial Review

The procurement representative normally will reject any incomplete or incorrectly formatted Quotation, though the procurement representative may elect to waive any defects or allow a Vendor to submit a correction. If a late Quotation is rejected, the procurement representative will not open or evaluate the late Quotations. The procurement representative will forward all timely, complete, and properly formatted Quotations to an evaluation committee, which the procurement representative will chair.

Committee Review of the Quotations

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 Vendors 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 a Vendor 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. And the State may reconsider the excessiveness of any Quotation's cost at any time in the evaluation process.

Interviews

The State may require top-ranking candidates to interview with the State. Such interviews provide the State an opportunity to test and probe the professionalism, qualifications, skills and work knowledge of the top ranking candidates.

The interviews for each work area will be structured around standard sets of oral and written questions. The same sets of questions will be used for all candidates. The interviews will be scheduled at the discretion of the State and will be held at DAS OIT, 30 E. Broad Street, Columbus, Ohio 43215. At its own expense, the offeror must make its candidate(s) available on-site within five working days following the State's notification.

The State may record any presentations, demonstrations and interviews.

Determination of Responsibility

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following factors: the Vendor's and its key team members' experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor's Quotation, reference evaluations and any other information the State requests or determines to be relevant.

Changing Candidates

The major criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

It is DAS OIT's intention to award two contracts under the scope of this RFQ and as based on the RFQ Calendar of Events schedule, so long as DAS OIT determines that doing so is in the State's best interests and OIT has not otherwise changed the award date. Any award decision by DAS OIT under this RFQ is final. After DAS OIT makes its decision under this RFQ, all Proposers will be notified in writing of the final evaluation and determination as to their Quotations.