NOTICE

This opportunity is being release to Deliverable Based IT Services (DBITS) Contractors pre-qualified as a result of Minority Business Enterprise (MBE) RFP #0A1139.

Only Contractors pre-qualified in the Information Technology Assessment, Planning and Solicitation Assistance Technology Category are eligible to submit proposal responses and to submit inquiries. The State does not intend to respond to inquired submitted by organizations not pre-qualified in this Technology Category.

An alphabetical listing of Contractors pre-qualified to participate in this opportunity follows:

1. Advocate Technical Services
2. American Business Solutions
3. Ardent Technologies, Inc.
4. Cluster Software, Inc.
5. Evanhoe & Associates
6. Fine Citizens
7. Flairsoft
8. Halcyon Solutions, Inc.
9. Logic Software, Inc.
10. Menya Communications Ltd.
11. Optimum Tehcnology
12. Proteam solutions, Inc.
13. Srisys, Inc.
14. Stellar Innoviations & Solutions, Inc.
15. TMH Solutions
16. Unicon International, Inc.
17. Vertex

Statement of Work Solicitation

State of Ohio Department of Commerce BUSTR OTTER Enhancement Project Statement of Work	DBITS Solicitation ID No.	Solicitation Release Date
	DBCOM-16-01-001	12-4-2015

Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide the Ohio Department of Commerce (ODOC), Division of State Fire Marshal, Bureau of Underground Storage Tank Regulations (BUSTR) with information technology services in Technology Category Applications Development and Maintenance Transition Planning, a qualified Contractor, herein after referred to as the “Contractor”, shall furnish the necessary personnel, equipment, material and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, *Scope of Work*.

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Section 2: Background Information

2.1 Agency Information

Agency Name	Ohio Department of Commerce, Division of State Fire Marshal, Bureau of Underground Storage Tank Regulations		
Contact Name	Anna Cassady – IT Procurement Amy White – IT Application Development Project Manager –SME	Contact Phone	614/752-2790 614/466-5213
Bill to Address	Ohio Department of Commerce; Attn: Fiscal – Accounts Payable; 6606 Tussing Road; Reynoldsburg, OH 43068		

2.2 Project Information	
Project Name	Ohio Tank Tracking & Environmental Regulations (OTTER) System Enhancements
Project Background & Objective	The Ohio Department of Commerce (ODOC), Division of State Fire Marshal (SFM) located at 8895 East Main Street, Reynoldsburg, Ohio 43068 (Licking County) is requesting quotations for enhancements to its Ohio Tank Tracking and Environmental Regulations (OTTER) application and database. The system upgrades and enhancements, as outlined in the deliverables and attached documents, include new modules to the existing MVC3 OTTER application and enhancements to existing features. Due to the funding source of this project the scope may be minimized by eliminating tasks and deliverables if it exceeds the funding ODOC has available prior to the finalized contract award. The ODOC Information Technology Group (ITG) in conjunction with BUSTR is engaging Pre-Qualified Contractors to assist it with a project to enhance the OTTER application. Assistance is required in order to implement the enhancement recommendations on the business processes within BUSTR; verify and implement additional system requirements for the OTTER application; verify and perform application integration requirements including document management. The enhancements to the OTTER application must be completed within and extending the current project files which are written in the MVC3 architecture utilizing Visual Basic .NET (2010) and SQL (2008). The OTTER enhancements must not adversely impact the existing OTTER code, processing speeds, or functionality. **BACKGROUND & OVERVIEW** The regulation of underground storage tanks is a federally mandated program. On March 30, 1987, the Bureau of Underground Storage Tank Regulations (BUSTR) was created to develop the underground storage tank program and to administer the federal Leaking Underground Storage Tank Trust Fund. The United States Environmental Protection Agency, Region 5, oversees the grants issued to Ohio from the fund. BUSTR is financed through federal grants, annual registration and permit fees. BUSTR's mission is to effectively regulate the safe operation of underground storage tanks and to ensure appropriate investigation and cleanup of releases from underground storage tanks for the purpose of protecting human health and the environment for the citizens of Ohio. The Bureau presently consists of 33 employees and performs the following functions: • Conducts inspections of permitted work on underground storage tanks. • Performs operational compliance inspections to ensure underground storage tanks are operating properly and thus preventing releases into the environment. • Receives and reviews reports of releases and suspected releases, and oversees all immediate response, assessment and cleanup activities. • Responds to public record requests for environmental information about properties containing or formerly containing underground storage tanks. • Administers enforcement of BUSTR regulations.

	BUSTR enforces and operates under a number of laws and statutes in the Ohio Revised Code (ORC) as well as the Ohio Fire Code. The specific governing rules, ORC 1301 or 3737, and the Ohio Fire Code can be found at: http://www.com.ohio.gov/fire/LawsRulesGuidelines.aspx BUSTR collects information in a variety of ways including the use of forms. Several of the forms used in the BUSTR enforcement process can be found at: http://www.com.ohio.gov/fire/ BUSTR, as part of its OTTER application, maintains a listing of registered sites. The list of sites can be found at: https://apps.com.ohio.gov/fire/otter/ The OTTER application encompasses a public lookup, portal for facility owners, and an internal application for the regulation and enforcement tracking of Underground Storage Tanks. This application will be available for review during a **mandatory pre-scheduled application walk-thru via Webinar**. The purpose of the Webinar is to ensure all pre-qualified contractors understand the current application and scope of the proposed work. No documentation is available for review outside of this proposal, Webinar, and inquiry period. Failure to attend the initial Webinar will result in the rejection of the proposal. Pre-qualified Contractors are expected to attend the initial Webinar in its entirety. A second optional Webinar will be scheduled to address follow-up questions.
Expected Project Duration	Date of executed contract to June 30, 2016. Extensions will not be granted due to the nature of the funding source of this project. All work and project acceptance must be completed by June 30, 2016 and paid out no later than September 15, 2016.

2.3 Project Schedule

Date	Task
1/11/2016	Project Start Date
1/15/2016	Initial Project kick off meeting
1/27/2016	Business Requirement Document acceptance
2/3/2016	Project Plan acceptance
6/10/2016	Delivery of tasks detailed in the Scope of Work
6/30/2016	Project sign off, acceptance, and completion

2.4 Project Milestones

Date	Milestone
Within 4 business days of contract award	Initial kick off meeting with ODOC and Contractor.
Within 7 business days of initial kick off meeting	Business requirements document review and acceptance by ODOC.
Within 5 business days of Business Requirements acceptance	Project Plan review and acceptance by ODOC.
Determined in project plan	Review and acceptance of Testing and Registration tasks completed.
Determined in project plan	Review and acceptance of Fiscal task completed.
Determined in project plan	Review and acceptance of Corrective Action tasks completed.
Determined in project plan	Review and acceptance of Release Prevention tasks completed.
Determined in project plan	Review and acceptance of Enforcement tasks completed.
Determined in project plan	Review and acceptance of Petro Board task completed.
Determined in project plan but no later than 6/30/2016	Project sign off, acceptance, and completion.

2.5 Contractor’s Work Effort Requirement

The Contractor’s full-time regular employees must perform at least 35% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining 65% of the effort.

2.6 Ohio Certified MBE Set-Aside Requirement

The SOW Solicitation is a MBE Set-Aside opportunity.

Section 3: Scope of Work

3.1 Description of Scope of Work

Section 3: Scope of Work

Technical Development (system programming) – The current OTTER application is written utilizing a MVC3 architecture in VB.NET (2010) and Microsoft SQL Server (2008), the Contractor must be have expert level knowledge of these platforms. The enhancements made in the scope of this project must be fully integrated into the current code base. All enhancements must have the exact same look and feel as the existing application. All code changes will be reviewed by the ODOC/ITG staff for acceptance. If any new or modified code is deemed inadequate ODOC/ITG has the right to request modifications/improvements prior to acceptance of said code.

Project Management - The Contractor must provide project management for the duration of the project. The Contractor must adhere to the accepted project plan and provide weekly status reports that document at a minimum the progress, issues and next steps for the project. Additionally, the Contractor must provide ODOC with a not to exceed fixed price per deliverable including a fixed price for each task within each deliverable; a payment schedule tied to proposed project milestones and acceptance of each deliverable; and maintain logs for project issues and risks.

Use of ODOC/ITG PMBOK forms, templates, or documents is acceptable and will be provided upon request. Contractor forms, templates, or project documentation based on PMBOK methods is also acceptable.

Business Process Improvements – The Contractor will be required to interpret and understand the underlying business requirements as they relate to the changes detailed in the tasks and attachments. The Contractor should contribute value added recommendations in the design process while working concurrently with ODOC/ITG and BUSTR staff. Existing written documentation is limited, the majority of requirement gathering will be through contact with the ITG and BUSTR subject matter experts (SMES).

Application Integration Requirements – ODOC and BUSTR utilize third party document imaging software, IntelliVUE. The IntelliVUE software has API's that can be utilized to upload and retrieve documents from this system. Some of the detailed requirements will stipulate integration with this external system.

Testing and Registration Tasks:

Modify the OTTER application to streamline the business processes of the Testing and Registration (T &R) Bureau. The below 10 tasks detail the changes required to the Registration, Permit, Ownership Change, and Permit Inspection processes.

1. Re-design the Registration Maintenance process to be streamlined and user friendly. User's do not want to delete and re-add registrations; would like to insert an owner change at the appropriate place and then automatically update later registrations with this information keeping the same invoices for all registrations. The inserted ownership change must display as highlighted on the facility info screen to point out the discrepancy in registration flow. The deletion of a registration must not delete an invoice it must re-apply the invoice to the resulting registration for the same time period.
2. When a special facility is added with no ownership for Corrective Actions they cannot generate letters because there is no owner to populate the letters select recipient field. Add the Release Contacts to this drop down so letters can be generated for facilities with no owner.
3. When doing a transfer of ownership or adding a new owner the system must automatically mark the contact type as an owner as the user clicked add owner to initiate the action. This will prevent contacts being added and no owner number being assigned.
4. When facilities owners log in, there must be a quick, easy way for them to print all of their current facility certificates. Possibly a print all button or the ability to select all and print verses having to click on each facility to print. This only needs to be available for the accepted current year registrations.
5. Add ability to save in progress to the Registrations module.
6. Add ability to save in progress to the Ownership Transfer module.
7. Add ability to save in progress to the Permits module.

Section 3: Scope of Work

8. Create a wizard to merge duplicate facilities. The wizard must walk the user through all data points of the two facilities allowing the user to select which data to keep on the resulting facility record. The data points include but aren't limited to registrations, tanks, permits, enforcements, compliance inspections, and releases.
9. When a user selects an existing tank within the permit info section the existing tank data must pre-populate.
10. Create an interface between OTTER and IntelliVUE to pass documents generated by OTTER into IntelliVUE. The specific documents to pass include but aren't limited to: Permits, Annual Renewals, Owner Changes, Registrations, Modifications, Field Inspection Reports, Items a customer uploads online or processes online (modifications, registration, etc.) Please note that the work will be in modifying and/or creating an OTTER API to communicate with the existing documented IntelliVUE API.

Fiscal Tasks:

Modify the OTTER application to streamline and ensure a separation of duties for the business processes of the Fiscal Team. Create a process that will allow for fiscal to post payment to an account. The system must separate out payments from the actual approval of an item (aka permit, registration, etc). The process must allow for separation of fiscal duties from that of the main user.

Corrective Actions Tasks:

Modify the OTTER application to streamline the business processes of the Corrective Actions section of BUSTR. The below 26 tasks detail the changes required to the Corrective Action and Enforcement processes.

1. Change the results set of the Inquiry – Facility tab to be the following columns: Facility #, Name, Owner Business Name, Address, City, State, Zip, County, Tank Status (active/inactive), CA Status (active/inactive), Creation Date, Enforcement Status, Legacy Facility ID, Facility Type, LFD, Owner ID. Put all results per single facility into a single row. Example: Facility 1 must have a single line even if it has 5 releases, the 5 releases must be listed in a comma delimited field. Also, if the facility does not have one of the items (aka a release) it must still pull up in the results set with that data field being blank. Modify the first 4 columns to be wider and more readable.
2. The Enforcement Status select item is not working properly on Inquiry – Facility Tab and needs corrected per the details in the attachments.
3. Make LFT Code, County, Class, and Status multi-select on the Inquiry – CA Activity Tab.
4. Add "active"/"non-active" to status drop down menu on the Inquiry – CA Activity Tab. Active/Non-active will be tied to a number of statuses. Return results even if there is no release at the facility. If there is no release then the release data columns will be blank. Active statuses include all statuses except NFA, NFC, NFD, DIS, CAN & CSN; Not-Active statuses include NFA, NFC, NFD, DIS, CAN, & CSN.
5. Replace Priority with Rules and have the drop downs be 1992, 1999, 2005, and 2012 on the Inquiry – CA Activity Tab.
6. Replace "PUSTRCB#" with Sub-Status and have the drop down options be Approved, Deficient, Implemented, Required, and Submitted on the Inquiry – CA Activity Tab.
7. Have the following columns in the result set of the CA Activity Tab: Facility #\ Name,
Owner Business Name, Address, City, Zip, County Name, Release #, CA Status, Sub Status, LTF Code, Date Reported, Old Incident #, Rules, Class, Date of Last Review, Owner Business Name*, Responsible Party Name*, Responsible Owner ID*, Soil Contamination, Water Contamination, Soil above ALs, GW above ALs
8. Deleted releases appear in search results and must not be returned on the Inquiry – CA Activity.
9. Ability to use enter key to search; when hitting the enter key it will trigger the search key for all Inquiry Tabs.
10. Need different data to be displayed on the Release Details Screen (Add LTF and Class and delete Due Date and Enforcement Referral).

Section 3: Scope of Work

11. "Special Info" only details one release and has been misleading to individuals who have viewed this page on the website. Would like to have a row for each release, similar to each registration, each permit, etc. (The column headings will be Reported Date, LTF, Status and Rules).
12. On the Dashboard - Site Locator add the following columns: Facility #, Release No, LTF, Class, Status, Date of Last Review.
13. Make the Enter key trigger the search button on the Facility Info Search popup.
14. Once an Enforcement Referral is completed, the enforcement coordinator will review the request. The "Release Date" on the referral always changes to the current date when the enforcement coordinator opens the referral and must not. It must retain the prior date entered unless a new date is entered and saved.
15. On the Tank Screen "Other Status" must be labeled "Status".
16. If a zip code is not entered into the Release Location and you hit save, you lose all information. Make it so you get an error message and don't lose the data that was entered.
17. Report of USTs removed with no CA release needs modified per the specification in the attachments.
18. Release Details screen does not consistently identify more than 10 releases are present most likely due to a paging issue. Additional results should appear on page 2.
19. On Page 3 of the Release screen, sometimes after you save your entry and want to add detail to the correspondence or communication, you can't get the cursor on the screen until you hit the "date" box and then the cursor appears.
20. Add a link to BUSTR Viewer and Google Maps on Page 1 of the Release screen. There is a link to Google Maps on the Facility Info page.
21. External consultants have the ability to upload reports onto the Site Listing Update Page of OTTER instead of mailing them. Once documents are uploaded onto Page 3 we need the ability to have them converted into IntelliVUE so they can become part of the public record. The program needs modified so that it will export the word or PDF document from OTTER to IntelliVUE. This can be accomplished via utilization of the existing IntelliVUE API.
22. A save in progress is needed on Pages 1, 2 and Site Listing Update of the Release screens. When you enter data on a page by typing or selecting a drop down box, you can leave the page without saving the data. On the Time & Activity screen, if you enter some data and try to leave without saving, you get a message box. We would like this message box to appear on the Corrective Action module, Pages 1, 2 and the Site Listing Update page.
23. The Corrective Action – Page 1 – needs a section inserted on Page 1 that would identify the responsible party. The section would be between "Person Reporting the Release" and "Release Location". The new section would be titled "Responsible Party". The need to be able to search the data entered into this section will also need to be on the "Inquiry" – "CA Activity" page. This must be linked to the "Contacts" to prevent duplication data and can choose from data already entered into the database.
24. In the version of OTTER that we used prior to 4/28/12, there was a "Site Update" button that we could click on for each release that would detail the CA Status, LTF and Class code changes. This needs incorporated into the existing OTTER application.
25. EPA Inspection Report needs modified to match the specifications on the attachments.
26. There is an error when saving to the comments field in RP Activity Request, Permit Review, and Acceptance Screen. This error needs to be identified and corrected.

Release Prevention Tasks:

Modify the OTTER application to streamline the business processes of the Release Prevention section of BUSTR. The below 11 tasks detail the changes required to the Compliance Inspection and Enforcement processes.

Section 3: Scope of Work

1. Add button to top of the Compliance Inspection Report screen called ‘Archive’. This button must cause the full report to be sent to IntelliVUE. If the archive button is clicked more than once, then a pop-up must appear asking if you wish to replace the prior report with the latest report in IntelliVUE. Overall, the decision to send a compliance report to IntelliVUE will be made by the Inspector by clicking the button. Add date field to top of the screen indicating the date this was sent to IntelliVUE Details related to this requirement can be found in the attachments.
2. Add button to top of the Compliance Inspection Report screen called ‘Export Full Report to Word’. This will trigger the full report and details to be exported to word.
3. Adjust existing button at top of Compliance Inspection Report screen to say ‘Export Latest Updates to Word’. This will trigger only the latest updates to be exported.
4. The USTs are not listed in sequential order in the history section; the application must be modified to display them in sequential order.
5. A pop-up needs to appear any time an existing section is opened (by clicking on the blue hyperlink for the tank number). The pop-up will ask if you really want to overwrite the information
6. Online customers have the ability (using their user id and password) to change operator training and other similar fields from the registration screen. Need to limit access to these fields to just BUSTR personnel.
7. Change the compliance inspection inquiry search as follows:
   Searchable Fields:
   Facility #, Facility Name, Facility City, Facility County, Owner Name, Initial Inspection Date (From/To), Name of Inspector during latest update date
   Output Fields (in order of appearance):
   Facility #, Facility Name, Facility City, Facility County, Owner Name, Compliance Inspection Report Number (‘CM’ Number), RP Enforcement File # (‘V’ Number), Initial Inspection Date (From/To), Latest Update Date, ‘Deficiency Found’ status during latest update date, ‘In Compliance’ status during latest update date, Name of Inspector during latest update date
8. Change the Permit Inquiry as follows:

   Searchable Fields:

   Facility #, Facility Name, Facility City, Facility County, Owner Name, Substance Stored, Work to be Performed, Components Undergoing Work, Permit Application Received Date (From/To) (new field of when permit screen was created), Permit Issue Date (From/To) (will be date certificate was created), Permit Review Date (From/To) (will be last date the permit status was updated), Permit Status, Fire Department, Delegated Status, Contractor Company Name, Certified UST Installer Name, Certified UST Installer Number, Submitted By

   Output Fields (in order of appearance):

   Facility #, Facility Name, Facility City, Facility County, Owner Name, Permit Number, UST ‘T’ Number, Capacity, Substance Stored (may result in multiple outputs), Work to be Performed (may result in multiple outputs), Components Undergoing Work (may result in multiple outputs), Permit Application Received Date, Permit Issue Date, Permit Review Date, Permit Status, Fire Department, Delegated Status, Contractor Company Name, Certified UST Installer Name, Certified UST Installer Number, Submitted By

9. Change the Permit Inspection Inquiry as follows:

   Searchable Fields:

Section 3: Scope of Work

Facility #, Facility Name, Facility City, Facility County, Owner Name, Permit Issue Date (From/To) (will be date certificate was created), Permit Status, Work Type, Fire Department, Delegated Status, Contractor Company Name, Certified UST Installer Name, Certified UST Installer Number, Inspector Name, Inspector Number,

Output Fields (in order of appearance):

Facility #, Facility Name, Facility City, Facility County, Owner Name, Permit Number, UST ‘T’ Number, Capacity, Substance Stored, Permit Issue Date, Permit Status, Work Type, Fire Department, Delegated Status, Contractor Company Name, Certified UST Installer Name, Certified UST Installer Number, UST Inspector Name, UST Inspector Number,

10. Change the OTTER Compliance Inspection Report Screen functionality that causes the creation of tickets in Click Schedule. PAR re-inspection tickets should automatically schedule on the gantt in Click Schedule. Currently, the Schedulers must manually schedule these PAR tickets. The tickets to automatically schedule on the gantt in a manner similar to how it is done with PAR tickets generated through the Release Prevention Activity Request screen.

11. Modify the tank inquiry screen per details in the attachments.

Enforcement Tasks:

Modify the OTTER application to streamline the business processes of the Enforcement section of BUSTR. The below 5 tasks detail the changes required to the Enforcement processes.

1. Remove the reminder on the Reports That Need Reviewed Statistic if the report was reviewed based on Page 3 having a correspondence with a date in the Date Reviewed field.
2. Create a report to match the FITP Spreadsheet detailed in the attachments.
3. Create a report that will display the following results based on a date range: Facility ID, Violation #, Release #, Facility Name, Enforcement Coordinator, RP Name, Referral Date, Release LTF, Release Date, COSA Date, NOV Sent Date, NOV Resolved Date, Notes, AO Sent Date, ERAC Decision Date, ERAC Appealed Date, AO Compliance Date, AG Referral Date, Amount Owed, Amount Paid, Date of Payment, AG Referral Closure Date, Enforcement File Closure Date.
4. In the AG Referral submodule, there is a box for a penalty amount. If any number is entered in it, OTTER will not let the user leave the screen unless an invoice is generated. CA Enforcement does not utilize invoices at the AG level because any penalty will be part of either a judicial decision or a Consent Order. A penalty amount must be able to be entered without requiring generation of an invoice in the AG submodule.
5. In the Create AO submodule, information cannot be saved unless an invoice is generated. As a result of a recent ERAC decision, there may be times where BUSTR would find it useful to issue an AO without a penalty amount. Add a standalone “Save” button that does not require generation of an invoice for an AO.

Petro Board Tasks:

Modify the OTTER application create an export file for the Petro Board. The export must include the following data fields: BUSTR Number, Facility Name, Address, City, Zip, Owner Name, Address, City, State, Zip, and Last Year Registered.

3.2 Assumptions and Constraints

Assumptions	Resources are allocated to the project.
	Contractor has appropriate technical expertise in development of Microsoft .NET MVC3 applications.
	Representative ODOC SME will participate in all project meetings.
	Deliverables will be reviewed by ODOC within 5 business days of receipt and installation.
	ODOC SMEs will not be available without prior scheduling.
Constraints	Availability of ODOC SME to review Contractor documentation.
	Availability of Division & ODOC ITG to *review* contractor documentation.
	Deliverables must be tested and accepted by ODOC prior to dates determined in the project plan.
	Deliverables must be submitted in accordance with the project schedule.

3.3 Detailed Description of Deliverables

- Deliverables must be provided on the dates specified in the accepted project plan. Any changes to the delivery date must have prior approval (in writing) by the Agency contract manager or designate.
- All deliverables must be submitted in a format approved by the Agency's contract manager.
- All deliverables must have acceptance criteria established and a time period for testing and acceptance.
- If the deliverable cannot be provided within the scheduled time frame, the Contractor is required to contact the Agency contract manager in writing with a reason for the delay and the proposed revised schedule which cannot exceed June 30, 2016. The request for a revised schedule must include the impact on related tasks and the overall project.
- A request for a revised schedule must be reviewed and approved by the Agency contract manager before placed in effect.
- The Agency will complete a review of each submitted deliverable within 5 working days of the date of receipt.
- A kickoff meeting will be held at a location and time selected by the Agency where the Contractor and its staff will be introduced to the Agency.

Deliverable Name	**Deliverable Description**
Project Plan for the OTTER enhancements	The project plan shall include a proposed project schedule, project budget, status reports, and documentation on issues (log), risks, and assumptions. The detailed project schedule shall align with the mandatory project sign off and completion date of June 30, 2016.
Finalized System Requirements Document for OTTER	The documentation for this deliverable shall clearly verify final, functional system requirements based on analysis of the detailed requirements and discussions with the ITG and BUSTR staff.

Deliverable Name	Deliverable Description
Review and acceptance of Testing and Registration tasks completed.	The delivery of all code related to the detailed tasks of the Testing and Registration section of the requirements.
Review and acceptance of Fiscal task completed.	The delivery of all code related to the detailed tasks of the Fiscal section of the requirements.
Review and acceptance of Corrective Action tasks completed.	The delivery of all code related to the detailed tasks of the Corrective Action section of the requirements.
Review and acceptance of Release Prevention tasks completed.	The delivery of all code related to the detailed tasks of the Release Prevention section of the requirements.
Review and acceptance of Enforcement tasks completed.	The delivery of all code related to the detailed tasks of the Enforcement section of the requirements.
Review and acceptance of Petro Board task completed.	The delivery of all code related to the detailed tasks of the Petro Board section of the requirements.

Deliverable Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Project Plan	Within the Scope of the Project Timeline	Yes	Agency approval of deliverable
Finalized System Requirements Document for OTTER	Determined in Approved Project Plan	Yes	Agency approval of deliverable
Review and acceptance of Testing and Registration tasks completed.	Determined in Approved Project Plan	Yes	Agency approval of all Testing and Registration tasks
Review and acceptance of Corrective Action tasks completed.	Determined in Approved Project Plan	Yes	Agency approval of all Corrective Action tasks
Review and acceptance of Fiscal task completed.	Determined in Approved Project Plan	Yes	Agency approval of the Fiscal task
Review and acceptance of Release Prevention tasks completed.	Determined in Approved Project Plan	Yes	Agency approval of all Release Prevention tasks

Deliverable Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Review and acceptance of Enforcement tasks completed.	Determined in Approved Project Plan	Yes	Agency approval of all Enforcement tasks
Review and acceptance of Petro Board task completed.	Determined in Approved Project Plan	Yes	Agency approval of the Petro Board task
Project sign off and completion	June 15, 2016	Yes	Completion of Agency testing for full system and acceptance of all enhancements to the OTTER application.

3.5 Roles and Responsibilities

Project or Management Activity/Responsibility Description	Contractor	Agency
Provide funding, documentation, feedback, availability, and approval for the success of the Statement of Work.		X
Provide appropriate access.		X
ODOC will maintain a test environment prior to the project start date and thereafter.		X
ODOC/ITG will make its project manager and other necessary personnel available to the Contractor's project manager and team members to fully acquaint them with the ODOC IT environment. A contact person will be named who will be ODOC's principal agent with respect to all technical issues involved in the project. ODOC/ITG will provide the Contractor with telephone number and e-mail address for this contact person, and a backup to cover for the contact person in the event the contact person is absent from work.		X
Provide deliverables specified in the Statement of Work Solicitation	X	
Report all issues that may impact the project timeline in writing to ODOC.	X	
Provide weekly status reports to ODOC	X	
Contractor must provide personnel to be on-site as needed.	X	

3.6 Restrictions on Data Location and Work

The Contractor must perform all Work specified in the SOW Solicitation and keep all State data within the United States, and the State may reject any SOW Response that proposes to do any work or make State data available outside the United States.

3.7 Resource Requirements

ODOC will provide limited workspace as needed at the State Fire Marshal's Office, 8895 East Main Street, Reynoldsburg, OH 43068; Licking County. ODOC expects the Contractor to be available through in person meetings and phone conferences. If the Contractor requires on site space during non-meeting times ODOC will provide a conference room location on temporary basis.

ODOC expects the Contractor will provide all of the necessary personnel and equipment to successfully complete the work specified in this Statement of Work Solicitation.

ODOC will maintain a test environment prior to the project start date and thereafter.

Contractor is required to work with ODOC and BUSTR staff. ODOC and BUSTR normal working hours are 8:00am to 5:00pm with a one-hour lunch period for a total of eight working hours per day. Contractor may have to work under unusual working conditions which may include operation of a computer terminal for long periods of time, working in excess of eight hours per day, working on Saturdays, Sundays.

Section 4: Deliverables Management

4.1 Submission/Format

PM Artifact/Project Work Product	Submission	Format
Project Plan	Email	Microsoft Project
Detailed Requirements Document	Email	Microsoft Word or PDF
Weekly Status Reports	Email	Microsoft Word or PDF
Completed Deliverable Code	FTP	MVC3, VB.NET, and SQL Server

4.2 Reports and Meetings

- The Contractor is required to provide the Agency contract manager with weekly written progress reports of this project. These are due to the Agency contract manager by the close of business on Monday each week throughout the life of the project.
- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
- The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- The Contractor will be responsible for conducting weekly status meetings with the Agency contract manager. The meetings will be held at a time and place so designated by the Agency contract manager – unless revised by the Agency contract manager. The meetings can be in person or over the phone at the discretion of the Agency contract manager.

4.3 Period of Performance

The period of performance will last from the date of executed contract thru June 30, 2016 or until all of the deliverables are completed, accepted, and delivered.

4.4 Performance Expectations

This section sets forth the performance specifications for the Service Level Agreements (SLA) to be established between the Contractor and State. Most individual service levels are linked to “Fee at Risk” due to the State to incent Contractor performance.

The Service Levels contained herein are Service Levels this SOW Solicitation. Both the State and the Contractor recognize and agree that Service Levels and performance specifications may be added or adjusted by mutual agreement during the term of the Contract as business, organizational objectives and technological changes permit or require.

The Contractor agrees that 10% of the not to exceed fixed price for the SOW will be at risk (“Fee at Risk”). The Fee at Risk will be calculated as follows:

Total Not to Exceed Fixed Price (NTEFP) of the SOW	x	10 %	=	Total Fee at Risk for the SOW

Furthermore, in order to apply the Fee at Risk, the following monthly calculation will be used:

Monthly Fee At Risk	=	Total Fee at Risk for the SOW
		Term of the SOW in months

The Contractor will be assessed for each SLA failure and the “Performance Credit” shall not exceed the monthly Fee at Risk for that period. The Performance Credit is the amount due to the State for the failure of SLAs. For SLAs measured on a quarterly basis, the monthly fee at risk applies and is cumulative.

On a quarterly basis, there will be a “true-up” at which time the total amount of the Performance Credit will be calculated (the “Net Amount”), and such Net Amount may be off set against any fees owed by the State to the Contractor, unless the State requests a payment in the amount of the Performance Credit.

The Contractor will not be liable for any failed SLA caused by circumstances beyond its control, and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the Contractor promptly, notifies the State in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the Services in accordance with the SLAs as soon as reasonably possible.

To further clarify, the Performance Credits available to the State will not constitute the State’s exclusive remedy to resolving issues related to the Contractor’s performance. In addition, if the Contractor fails multiple service levels during a reporting period or demonstrates a pattern of failing a specific service level throughout the SOW, then the Contractor may be required, at the State’s discretion, to implement a State-approved corrective action plan to address the failed performance.

SLAs will commence when the SOW is initiated.

Monthly Service Level Report. On a monthly basis, the Contractor must provide a written report (the “Monthly Service Level Report”) to the State which includes the following information:

- Identification and description of each failed SLA caused by circumstances beyond the Contractor's control and that could not be avoided or mitigated through the exercise of prudence and ordinary care during the applicable month;
- the Contractor's quantitative performance for each SLA;
- the amount of any monthly performance credit for each SLA;
- the year-to-date total performance credit balance for each SLA and all the SLAs;
- upon state request, a "Root-Cause Analysis" and corrective action plan with respect to any SLA where the Individual SLA was failed during the preceding month; and
- trend or statistical analysis with respect to each SLA as requested by the State.

The Monthly Service Level Report will be due no later than the tenth (10th) day of the following month.

SLA Name	Performance Evaluated	Non-Conformance Remedy	Frequency of Measurement
Delivery Date Service Level	The **Delivery Date Service Level** will measure the percentage of SOW tasks, activities, deliverables, milestones and events assigned specific completion dates in the applicable SOW and/or SOW project plan that are achieved on time. The State and the Contractor will agree to a project plan at the commencement of the SOW and the Contractor will maintain the project plan as agreed to throughout the life of the SOW. The parties may agree to re-baseline the project plan throughout the life of the SOW. Due to the overlapping nature of tasks, activities, deliverables, milestones and events a measurement period of one calendar month will be established to serve as the basis for the measurement window. The Contractor will count all tasks, activities, deliverables, milestones and events to be completed during the measurement window and their corresponding delivery dates in the applicable SOW and/or SOW project plan. This service level will commence upon SOW initiation and will prevail until SOW completion. **Compliance with delivery date is expected to be greater than 85%** This SLA is calculated as follows: "% Compliance with delivery dates" equals "(Total dates in period – Total dates missed)" divided by "Total dates in period"		
Deliverable Acceptance Service Level	The **Deliverable Acceptance Service Level** will measure the State's ability to accept Contractor deliverables based on submitted quality and in keeping with defined and approved content and criteria for Contractor deliverables in accordance		

	with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is a quarter of a year. The first quarterly measurement period will commence on the first day of the first full calendar month of the Contract, and successive quarterly measurement period will run continuously thereafter until the expiration of the applicable SOW. **Compliance with deliverable acceptance is expected to be greater than 85%** . This SLA is calculated as follows: "% Deliverable Acceptance" equals "# Deliverables accepted during period" divided by "# Deliverables submitted for review/acceptance by the State during the period"		
Scheduled Reports Service Level	The **<u>Scheduled Reports Service Level</u>** will measure the receipt of Reports within Project schedule or other established time frames. This SLA is calculated as follows: "Scheduled Reporting Performance" equals "(Total Number of Reports Required – Total Reports Missed/Missing)" divided by "Total Number of Reports Required"		
System Test Execution Exit Quality Rate	The **<u>System Test Execution Exit Quality Rate</u>** will, prior to UAT, be determined using the results of Contractor generated pre-test strategy, executed testing cases including functionality, performance, integration, interfaces, operational suitability and other test coverage items comprising a thorough Contractor executed system testing effort. Regression Testing must be performed as necessary. "System Test Execution Exit Quality Rate" means the inventory of all		

	test cases performed in conjunction with Contractor system testing, or testing otherwise preceding the State's User Acceptance Testing efforts, presentation of resultant test performance inclusive of identified errors or issues (by priority), impact areas and overall testing results to the State otherwise referred to as "Testing Results". This Service Level begins upon Contractor presentation of the aforementioned Testing Results to the State prior to the State conducting UAT. The initial service level shown for this SLA will be 90.0%, exclusive of Critical and High defects (which must be resolved prior to presentation to the State) and will be validated during an initial measurement period. The initial and subsequent measurement periods will be as mutually agreed by the Parties. Following the initial measurement period, and as a result of any production use the Service Level will be adjusted to 95%. **Compliance with the System Test Execution Exit Quality Rate is expected to be greater than or equal to 90% prior to UAT and greater than or equal to 95% in production** This SLA is calculated as follows: "System Test Quality/Exit Rate" equals "Total Test Cases Passing Contractor System Test Efforts" divided by "Total Executed during System Testing Effort"		
Mean Time to Repair/Resolve Critical Service Level	The **Mean Time to Repair/Resolve Critical Service Level** will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope Critical Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "Critical Defect Service Request" affects critical functionality or critical data. No work-around exists. * In lieu of any specifically stated SLA determined by the project sponsor, the default requirement shall apply. **Mean Time to Repair/Resolve pre-implementation Critical Defects is expected to be less than or equal to 24 hours***		

	Mean Time to Repair/Resolve post-implementation Critical Defects is expected to be less than or equal to 24 hours This SLA is calculated as follows: "Mean Time to Repair/Resolve (Critical Defects)"" equals "Total elapsed time it takes to repair Critical Defect Service Requests" divided by "Total Critical Defect Service Requests"		
Mean Time to Repair/Resolve High Service Level	The **Mean Time to Repair/Resolve High Service Level** will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope High Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "High Defect Service Request" affects critical functionality, but there is a temporary work-around however it is difficult to implement. **Mean Time to Repair/Resolve pre-implementation High Defects is expected to be less than or equal to 72 hours** **Mean Time to Repair/Resolve post-implementation High Defects is expected to be less than or equal to 72 hours** This SLA is calculated as follows: "Mean Time to Repair/Resolve (High Defects)"" equals "Total elapsed time it takes to repair High Defect Service Requests" divided by "Total High Defect Service Requests"		
Mean Time to Repair Medium Service Level	The **Mean Time to Repair Medium Service Level** will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope Medium Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "Medium Defect Service Request" affects minor functionality or non-critical data. There is an easy, temporary work-around. **Mean Time to Repair/Resolve pre-implementation Medium Defects is expected to be less than or equal to 7 calendar days** **Mean Time to Repair/Resolve post-implementation Medium Defects is expected to be less than or equal to 7 calendar days** This SLA is calculated as follows: "Mean Time to Repair/Resolve (Medium Defects)"" equals "Total elapsed		

	time it takes to repair medium Defect Service Requests" divided by "Total Medium Defect Service Requests"		

4.5 State Staffing Plan

Staff/Stakeholder Name	**Project Role**	**Percent Allocated**
Amy White	IT Application Development Project Manager, project sponsor and SME	As Needed
Bill Hills	BUSTR Bureau Chief, project sponsor	As Needed
Vern Ord	BUSTR Assistant Chief, project sponsor and SME	As Needed
Lori Stevens	BUSTR Legal SME	As Needed
Steve Krichbaum	BUSTR Release Prevention SME	As Needed
Holly Hendricks	Testing & Registration SME	As Needed
Scott Sigler	BUSTR Corrective Action SME	As Needed
Lisa Caldwell	Fiscal Budget SME	As Needed
Lea Ann Lozier-Allen	Fiscal Accounting SME	As Needed

Section 5: SOW Response Submission Requirements

5.1 Response Format, Content Requirements

An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered.

Each Proposal must contain the following:

- Cover Letter
- Pre-Qualified Contractor Qualifications Summary
- Subcontractors Documentation
- Assumptions
- Payment Address
- Staffing plan, personnel resumes, time commitment, organizational chart
- Contingency Plan
- Project Plan
- Project Schedule (WBS using MS Project or compatible)
- Communication Plan
- Risk Management Plan
- Quality Management Plan
- Fee Structure including Estimated Work Effort for each Task/Deliverable
- Rate Card

1. Cover Letter:

   a. Must be in the form of a standard business letter;

   b. Must be signed by an individual authorized to legally bind the Contractor;

   c. Must include a statement regarding the Contractor's legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business; please list any Ohio locations or branches;

   d. Must include a list of the people who prepared the Proposal, including their titles; and

   e. Must include the name, address, e-mail, phone number, and fax number of a contact person who has the authority to answer questions regarding the Proposal.

2. Pre-Qualified Contractor Qualifications Summary:

   a. Must include an executive summary of the services the Contractor proposes to provide and three representative references of previously completed projects that demonstrate knowledge and execution of the required technologies and methodologies required in this project (e.g. description of similar projects completed utilizing Business Analysis, information technology application development integration with external APIs, MVC3, VB.NET, and SQL Server)

   b. Must describe the Contractor's experience, capability, and capacity to complete the application development services required. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW for each of the resources identified in Section 5.2.

   c. Must include an executive summary of the services the Contractor proposes to provide and three representative references of previously completed projects that demonstrate knowledge and execution of the required technologies and methodologies in application integration.

3. Subcontractor Documentation:

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

      i. The Subcontractor's legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address;

      ii. 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;

      iii. Must include a brief executive summary of the services the Subcontractor proposes to provide and three representative references of previously completed projects that demonstrate knowledge and execution of the required technologies and methodologies required in this project (e.g. description of similar projects completed utilizing Business Analysis, information technology application development integration with external APIs, MVC3, VB.NET, and SQL Server)

      iv. Must describe the Subcontractor's experience, capability, and capacity to complete the application development services required. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW from each of the resources identified in Section 5.2;

      v. Must include an executive summary of the services the Subcontractor proposes to provide and three representative references of previously completed projects that demonstrate knowledge and execution of the required technologies and methodologies in application integration.

      vi. A commitment to do the work if the Subcontractor is selected; and

      vii. A statement that the Subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

4. Assumptions: The Contractor must list all assumptions the Contractor made in preparing the Proposal. If any assumption is unacceptable to the State, the State may at its sole discretion request that the Contractor remove the assumption or choose to reject the Proposal. No assumptions may be

included regarding the outcomes of negotiation, terms and conditions, or requirements. Assumptions should be provided as part of the Contractor response as a stand-alone response section that is inclusive of all assumptions with reference(s) to the section(s) of the RFP that the assumption is applicable to. The Contractor should not include assumptions elsewhere in their response.

5. Payment Address: The Contractor must give the address to which the State should send payments under the Contract.

5.2 Staffing plan, personnel resumes, time commitment, organizational chart

Identify Contractor and sub-contractor staff and time commitment. Identify hourly rates for personnel, as applicable.

Include Contractor and sub-contractor resumes for each resource identified and organizational chart for entire team.

Staffing plan shows individual skills in SQL Development, 5 years project management, VB.NET, and MVC3.

Contractor Name	**Role**	**Contractor or Sub-contractor?**	**No. Hours**	**Hourly Rate**

5.3 Contingency Plan

Identify and provide a Contingency Plan should the Contractor and Sub-Contractor staff fail to meet the Project Schedule, Project Milestones or fail to complete the deliverables according to schedule. Include alternative strategies to be used to ensure project success if specified risk events occur.

5.4 Project Plan

Identify and describe the plan to produce effective documents and complete the deliverable requirements. Describe the primary tasks, how long each task will take, and when each task will be completed in order to meet the final deadline.

5.5 Project Schedule (WBS using MS Project or compatible)

Describe the Project Schedule including planning, defining goals, including milestones, and time for writing, editing and revising. Using MS Project or compatible, create a deliverable-oriented grouping of project elements that organizes and defines the total work scope of the project with each descending level representing an increasingly detailed definition of the project work.

5.6 Communication Plan

Strong listening skills, the ability to ask appropriate questions, and follow-up questions will be required to capture the information necessary to complete the deliverable requirements. Describe the methods to be used to gather and store various types of information and to disseminate the information, updates, and corrections to previously distributed material. Identify to whom the information will flow and what methods will be used for the distribution. Include format, content, level of detail, and conventions to be used. Provide methods for accessing information between scheduled communications.

5.7 Risk Management Plan

Describe the Risk Management Plan requirements including the risk factors, associated risks, and assessment of the likelihood of occurrence and the consequences for each risk. Describe your plan for managing selected risks and plan for keeping people informed about those risks throughout the project.

5.8 Quality Management Plan

Describe your quality policies, procedures, and standards relevant to the project for both project deliverables and project processes. Define who is responsible for the quality of the delivered application enhancements.
5.9 Fee Structure including Estimated Work Effort for each Task/Deliverable • The Contract award will be for a not to exceed fixed price. The fee schedule must include a firm fixed price per individual task detailed in section 3. • Payment will be scheduled upon approval & acceptance of each deliverable by the ODOC Information Technology Group (ITG) Project Manager within the usual payment terms of the State. A deliverable may consist of multiple tasks. For example, the Testing and Registration Deliverable includes ten (10) tasks. The Contractor is eligible for payment when all 10 tasks are completed and accepted. A 10% hold back will be applied to each deliverable until final acceptance is given on the last deliverable or at the end of the contract.

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Task	Not-to-Exceed Fixed Price for Deliverable
Project Plan			
Finalized System Requirements Document for OTTER			
TESTING & REGISTRATION TASKS (TOTAL OF TASKS BELOW)			
▪ Registration Maintenance Task			
▪ Special Facility Task			
▪ Ownership Task			
▪ Owner Portal Task			
▪ Registration Task			
▪ Transfer Ownership Task			
▪ Permit Task			
▪ Merge Facility Task			
▪ Permit – Tank Task			
▪ Integration with IntelliVUE for Testing and Registration Module Task			

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Task	Not-to-Exceed Fixed Price for Deliverable
Check Logging Task			
Inquiry Facility Task			
Fiscal Task			
CORRECTIVE ACTION TASKS (TOTAL OF TASKS BELOW)			
▪ Inquiry All Task			
▪ Corrective Actions Task			
▪ Facility Info Special Info Task			
▪ Dashboard Task			
▪ Facility Search Task			
▪ Enforcement Referral Task			
▪ Tank Details Task			
▪ Release Page 1 Task			
▪ Report of USTs Removed Task			
▪ Release Details Task			
▪ Release Page 3 Task			
▪ BUSTR Viewer Task			
▪ Integration of Release Module with IntelliVUE Task			

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Task	Not-to-Exceed Fixed Price for Deliverable
▪ Release Error Task			
▪ Responsible Party Task			
▪ Site Update Task			
▪ EPA Inspection Report Task			
RELEASE PREVENTION TASKS (TOTAL OF TASKS BELOW)			
▪ Integration of Compliance Inspection Report with IntelliVUE			
▪ Compliance Inspection Report Date Task			
▪ Compliance Inspection Report Full Export Task			
▪ Compliance Inspection Report Export Latest Task			
▪ Limit Access to Facility Info Task			
▪ Enter Key on Inquiry Task			
▪ Compliance Inspection Inquiry Task			
▪ Permit Inquiry Task			
▪ Permit Inspection Inquiry Task			
▪ Integration with Click Schedule Task			
ENFORCEMENT TASKS (TOTAL OF TASKS BELOW)			

Deliverable Name	Total Estimated Work Effort (Hours)	Not-to-Exceed Fixed Price for Task	Not-to-Exceed Fixed Price for Deliverable
▪ Dashboard – Reports that Need Reviewed Task			
▪ Enforcement Reports Task			
▪ Tank Inquiry Task			
▪ Enforcement AG Task			
▪ Enforcement AO Task			
Petro Board Task			
		Total Cost for all Deliverables	

5.10 Rate Card

Describe submission and format requirements for Pre-Qualified Contractors to submit a Rate Card, as applicable. The primary purpose of obtaining this Rate Card information is to establish baseline hourly rates in the event that change orders are necessary. The DBITS contract is not intended to be used for hourly based time and materials work. (NOTE – Section 5.2 collects rate information for named resources)

Pre-Qualified Contractors must submit a Rate Card that includes hourly rates for all services the Contractor offers, including but not limited to those listed in Section 5.2. Enter the Rate Card information in this section.

Section 6: SOW Evaluation Criteria

Mandatory Requirements; Accept/Reject

- Pre-qualified Contractor or Subcontractor cover letter(s) included in Section 5.1
- Pre-qualified Contractor or Subcontractor(s) attended mandatory Initial Webinar
- Pre-qualified Contractor or Subcontractor(s) submitted properly formatted proposal by submission deadline

Scored Criteria	Weight	Does not meet	Meet	Exceeds
6.1 Contractor or Subcontractor Summary show(s) company experience in information technology application development utilizing: • Microsoft VB.Net • Microsoft SQL Server • MVC3 architecture	6	0	5	7

6.2 Contractor or Subcontractor Documentation shows resource(s) identified in Section 5.2 experience in information technology application development utilizing: • Microsoft VB.Net • Microsoft SQL Server • MVC3 architecture	6	0	5	7
6.3 Contractor or Subcontractor Summary must describe how they meet the following skills through described implemented examples of work performed. • Business Analysis • Successful completion of VB.Net application coding • SQL Database development • Implementation of MVC3 architecture	6	0	5	7
6.4 Contractor must demonstrate understanding of the requirements detailed in the SOW and the ability to successfully complete and implement them.	5	0	5	7
6.5 Contractor or Subcontractor Letter(s) show(s) examples of experience in information technology application development integration with external APIs.	4	0	5	7
6.6 Pre-qualified Contractor(s) staffing plan shows 5 years project management experience with application development including application enhancement projects.	4	0	5	7
6.7 Pre-qualified Contractor(s) staffing plan shows individual application development and programming language skills in VB.Net.	4	0	5	7
6.8 Pre-qualified Contractor(s) staffing plan shows individual skills in SQL database development.	4	0	5	7
6.9 Pre-qualified Contractor(s) contingency plan	2	0	5	7
6.10 Contractor must demonstrate ability to complete the project in the available timeline based on the proposed project plan.	4	0	5	7
6.11 Pre-qualified Contractor(s) project schedule.	4	0	5	7
6.12 Pre-qualified Contractor(s) communication plan.	1	0	5	7
6.13 Pre-qualified Contractor(s) risk management plan	1	0	5	7
6.14 Pre-qualified Contractor(s) quality management plan	4	0	5	7

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory 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

The offeror with the lowest proposed total cost for evaluation purposes will receive 200 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

Cost Summary Points = (Lowest Total Cost for Evaluation Purposes/Offeror's Total Cost for Evaluation Purposes) x 200

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

Total Points = Technical Proposal Points + Cost Summary Points

Section 7: SOW Solicitation Calendar of Events

Firm Dates

SOW Solicitation Released to Pre-qualified Contractors	December 4, 2015
Inquiry Period Begins	December 4, 2015
Pre-Qualified Contractors must provide an email address to Amy White ***BY 5 p.m. ON DECEMBER 8TH*** *at amy.white@com.state.oh.us to register for the participation in the webinars only. All questions must be submitted to as instructed in Section 8: Inquiry Process.*	December 8, 2015
Mandatory Webinar 1 p.m. to 3:00 p.m.	December 9, 2015
Optional Webinar (if needed)	December 14, 2015
Inquiry Period Ends	December 16, 2015
Proposal Response Due Date	December 21, 2015 at 12:00 PM

Anticipated Dates

Estimated Date for Selection of Awarded Contractor	January 4, 2016
Estimated Commencement Date of Work	January 11, 2016

All times listed are Eastern Standard Time (EST).

Section 8: Inquiry Process

Pre-Qualified Contractors may make inquiries regarding this SOW Solicitation anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, Pre-Qualified Contractors must use the following process:

- Access the State's Procurement Website at http://procure.ohio.gov/;
- From the Quick Links bar on the right, select "Bid Opportunities Search";
- Enter the DBITS Solicitation ID number found on the first page of this SOW Solicitation;
- Click the "Search" button;
- In the Other section, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
  - First and last name of the Pre-Qualified Contractor's representative who is responsible for the inquiry,
  - Name of the Pre-Qualified Contractor,

- 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 SOW Solicitation,
  - The heading for the provision under question, and
  - The page number of the SOW Solicitation where the provision can be found; and
- Type the Security Number seen on the right into the Confirmation Number; and
- Click the "Submit" button.

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

Pre-Qualified Contractors may view inquiries and responses on the State's Procurement Website by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Section 9: Submission Instructions & Location

Each Pre-Qualified Contractor must submit 9 complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked "CONFIDENTIAL – ODOC SOW DBITS SOLICITATION ID NO. DBCOM – 16 – 01 - 001" on the outside of its package along with Pre-Qualified Contractor's name.

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

Each proposal must be organized in the same format as described in Section 5. Any material deviation from the format outlined in Section 5 may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal. Proposal Response should be good for a minimum of 60 days.

The State will not be liable for any costs incurred by any Pre-Qualified Contractor in responding to this SOW Solicitation, 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 submissions regardless of the cause for the delay. The State may also reject any submissions that it believes is not in its interest to accept and may decide not to do business with any of the Pre-Qualified Contractors responding to this SOW Solicitation.

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

Anna Cassady
Ohio Department of Commerce
Fiscal – IT Procurement
6606 Tussing Rd
Reynoldsburg, OH 43068

Deliveries will be accepted Monday through Friday 9:00AM and 3:00PM excluding holidays.

Proprietary information

All Proposal Responses 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 Proposal Response or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Pre-Qualified Contractor. Additionally, all Proposal Response submissions will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Pre-Qualified Contractor takes exception to the terms and conditions of the Contract.

Waiver of Defects

The State has the right to waive any defects in any quotation or in the submission process followed by a Pre-Qualified Contractor. 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 Pre-Qualified Contractors.

Rejection of Submissions

The State may reject any submissions that is not in the required format, does not address all the requirements of this SOW Solicitation, 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 responses from companies not pre-qualified in the Technology Category associated with this SOW Solicitation. In addition, the State may cancel this SOW Solicitation, reject all the submissions, and seek to do the work through a new SOW Solicitation or other means.

Section 10: Limitation of Liability

(Identification of Limitation of Liability applicable to the specific SOW Solicitation. Unless otherwise stated in this section of the SOW Solicitation, the Limitation of Liability will be as described in Attachment Four, Part Four of the Contract General Terms and Conditions.

SOW Solicitation Attachments

Attachment Number	Attachment Name/Title
1	OTTER Enhancements
2	OTTER Release Prevention Inquiry Tank
3	FITP Spreadsheet
4	EPA Inspection Report
5	OTTER Release Prevention Compliance Inspection
6	OTTER Release Prevention Inquiry Permit Inspection
7	OTTER Release Prevention Inquiry Compliance Inspection
8	OTTER Release Prevention Inquiry Permit
9	OTTER Release Prevention Comments Error
10	OTTER Release Prevention Enter Key
11	OTTER Release Prevention Customer Access
12	OTTER Release Prevention PAR Re-Inspection Tickets
13	Petro Board Data Export
14	OTTER Corrective Actions

1 - OTTER Enhancements

ITEM No.	SFM Section	OTTER Module or Section	Description	Mockup Screen Attachment (Attachments are numbered the same as ITEM No.
1	**T&R**	Registration Maintenance	Re-design the Registration Maintenance process to be streamlined and user friendly. User's do not want to delete and re-add registrations; would like to insert an owner change at the appropriate place and then automatically update later registrations with this information keeping the same invoices for all registrations. The inserted ownership change should display as highlighted on the facility info screen to point out the descrepency in registration flow. The deletion of a registration should not delete an invoice it should re-apply the invoice to the resulting registration for the same time period.	
2	**T&R**	Special Facility	When a special facility is added with no ownership for Corrective Actions they can not generate letters because there is no owner to populate the letters select recipient field. Add the Release Contacts to this drop down so letters can be generated for facilities with no owner.	
3	**T&R**	Ownership	When doing a transfer of ownership or adding a new owner the system should automatically mark the contact type as an owner as the user clicked add owner to initiate the action. This will prevent contacts being added and no owner number being assigned.	

4	**T&R**	Owner Portal	When facilities owners log in there should be a quick, easy way for them to print all of their current facility certificates. Possibly a print all button or the ability to select all and print verses having to click on each facility to print. This only needs to be available for the accepted current year registrations.	
5	**T&R**	Registration	Add ability to save in progress	
6	**T&R**	Transfer Ownership	Add ability to save in progress	
7	**T&R**	Permits	Add ability to save in progress	
8	**T&R/CA**	Merge Facilities	Need a wizard created to merge duplicate facilities. The wizard should walk the user through all data points of the two facilities allowing the user to select which data to keep on the resulting facility record. The data points include but aren't limited to registrations, tanks, permits, enforcements, compliance inspections, and releases.	
9	**T&R**	Permits – Tank	If user selects an existing tank within the permit info section the existing tank data should pre-populate.	

10	**T&R**	Integration with IntelliVUE	Create an interface between OTTER and IntelliVUE to pass documents generated by OTTER into IntelliVUE. The specific documents to pass include but aren't limited to: Permits, Annual Renewals, Owner Changes, Registrations, Modifications, Field Inspection Reports, Items a customer uploads online or processes online (modifications, registration, etc.)	
11	**Fiscal**	Check Logging	Need to create a process that will allow for fiscal to post payment to an account. The system should separate out payments from the actual approval of an item (aka permit, registration, etc).	CheckLoggingProcessFlow.vsdx
12	**CA**	Inquiry - Facility Tab	Need the results set changed to the following columns: Facility #, Name, Owner Business Name, Address, City, State, Zip, County, Tank Status (active/inactive), CA Status (active/inactive), Creation Date, Enforcement Status, Legacy Facility ID, Facility Type, LFD, Owner ID. Put all results per single facility into a single row. Example: Facility 1 should have a single line even if it has 5 releases, the 5 releases should be listed in a comma delimited field. Also, if the facility does not have one of the items (aka a release) it should still pull up in the results set with that data field being blank. Modify the first 4 columns to be wider and more readable.	OTTER Corrective Actions
13	**CA**	Inquiry - Facility Tab	What Date field is the Record Date querying against?	OTTER Corrective Actions
14	**CA**	Inquiry - Facility Tab	Enforcement Status is not working properly; 12000178 is in CA enforcement but does not appear when you search CA enforcement. It only displays when you search for both. It seems the search criteria is not working properly.	OTTER Corrective Actions

17	**CA**	Inquiry - CA Activity	Make LFT Code, County, Class, and Status mulit-select	OTTER Corrective Actions
18	**CA**	Inquiry - CA Activity	Add "active"/"non-active" to status drop down menu; Active/Non-active will be tied to a number of statuses. Return results even if there is no release at the facility. If there is no release then the release data columns will be blank. Active statuses include all statuses except NFA, NFC, NFD, DIS, CAN & CSN; Not-Active statuses include NFA, NFC, NFD, DIS, CAN, & CSN.	OTTER Corrective Actions
19	**CA**	Inquiry - CA Activity	Replace Priority with Rules and have the drop downs be 1992, 1999, 2005, 2012	OTTER Corrective Actions
20	**CA**	Inquiry - CA Activity	Replace "PUSTRCB#" with SubStatus and have the drop down options be Approved, Deficient, Implemented, Required, and Submitted	OTTER Corrective Actions
21	**CA**	Inquiry - CA Activity	What populated the Resp Party Name, Resp OwnerID, and Owner Business Name	OTTER Corrective Actions
22	**CA**	Inquiry - CA Activity	Have the following columns in the result set: Facility #\ Name Owner Business Name – This is to be added Address – This is to be added City – This is to be added Zip – This is to be added County Name Release # CA Status – This is to be added Sub Status – This is to be added LTF Code – This is to be added Date Reported – Revised title Old Incident # - Revised title Rules – This is to be added Class Date of Last Review – Revised title Owner Business Name* (May be changed – need to discuss with A. White) Responsible Party Name* (May be changed – need to discuss with A. White)	OTTER Corrective Actions

			Responsible Owner ID* (May be changed – need to discuss with A. White) Soil Contamination Water Contamination Soil above ALs – Revised title GW above ALs – Revised title	
23	**CA**	Inquiry - CA Activity	Deleted releases appear in search results and should not; example: 01009880 N0003 and N0004	OTTER Corrective Actions
24	**CA**	Inquiry - all tabs	Ability to use enter key to search; when hitting the enter key it will trigger the search key	OTTER Corrective Actions
25	**CA**	CA	Release Details Screen - would like different data to be displayed (Add LTF and Class) delete Due Date and Enforcement Referral	OTTER Corrective Actions
26	**CA**	Facility Info	"Special Info" only details one release and has been misleading to individuals who have viewed this page on the website. Would like to have a row for each release, similar to each registration, each permit, etc. (The column headings will be Reported Date, LTF, Status and Rules).	OTTER Corrective Actions
27	**CA**	Dashboard	On Site Locator add the following columns: Facility #, Release No, LTF, Class, Status, Date of Last Review	OTTER Corrective Actions
28	**CA**	Facility Search	Make the enter key trigger the search button	OTTER Corrective Actions
29	**CA**	Enforcement Referral	Once an Enforcement Referral is completed, the enforcement coordinator will review the request. The "Release Date" on the referral always changes to the current date when the enforcement coordinator opens the referral.	OTTER Corrective Actions
30	**CA**	Tank Details	Other Status must be Status (what is Other Status)	OTTER Corrective Actions

31	**CA**	Release Page 1	If a zip code is not entered into the Release Location and you hit save, you lose all information. Make it so you get an error message and don't lose the data that was entered.	OTTER Corrective Actions
32	**CA**	Reports	Report of USTs removed with no CA release	OTTER Corrective Actions
33	**CA**	Release Details	Doesn't consistently identify more than 10 releases are present. It will initially indicated 1 of 2 pages, but after you click into a specific release, the 1 of 2 turns into a 1 of 1 page.	OTTER Corrective Actions
34	**CA**	Release Page 3	Sometimes after you save your entry and want to add detail to the correspondence or communication, you can't get the cursor on the screen until you hit the "date" box and then the cursor appears.	OTTER Corrective Actions
35	**CA**	BUSTR Viewer	Add a link to BUSTR Viewer and Google Maps. There is a link to Google Maps on the Facility Info page.	OTTER Corrective Actions
36	**CA**	IntelliVUE Integration – Release module	We have the ability to allow consultants to upload (reports) onto the Site Listing Update Page of OTTER instead of mailing them in. Once documents are uploaded onto Page 3 we need the ability to have them converted into IntelliVUE so they can become part of the public record. (Release prevention also needs this ability. Program needed that will export the word or PDF document from OTTER to IntelliVUE)	OTTER Corrective Actions
37	**CA**	Release Error	Pages 1, 2 and Site Listing Update. When you enter data on a page by typing or selecting a drop down box, you can leave the page without saving the data. On the Time & Activity screen, if you enter some data and try to leave without saving, you get a message box. We would like this message box to appear on the Corrective Action module, Pages 1, 2 and the Site Listing Update page.	OTTER Corrective Actions

39	**CA**	Responsible Party	Corrective Action – Page 1 – We would like a section inserted on Page 1 that would identify the responsible party. The section would be between “Person Reporting the Release” and “Release Location”. The new section would be titled “Responsible Party” and would look as follows: (We will need to be able to search this also on the “Inquiry” – “CA Activity” page.) (This may be able to be linked to the “Contacts” so we don’t have to enter each one individually and can choose from data already entered into the database).	OTTER Corrective Actions
40	**CA**	Site Update	In the version of OTTER that we used prior to 4/28/12, there was a “Site Update” button that we could click on for each release that would detail the CA Status, LTF and Class code changes. We would like to have this in the current version of OTTER.	OTTER Corrective Actions
41	**RP**	EPA Inspection Report	EPA Inspection Report	EPA Inspection Report
42	**RP**	RP Activity Request	Error when saving comments field in RP Activity Request and Permit Review and Acceptance Screen. See OTTER Release Prevention Comments Error_08_24_2015.docx	Release Prevention Comments Error
43	**RP**	Compliance Inspection Report	Add button to top of screen called ‘Archive’. This button should cause the full report to be sent to IntelliVUE. If the archive button is clicked more than once, then a pop-up should appear asking if you wish to replace the prior report with the latest report in IntelliVUE. Overall, the decision to send a compliance report to IntelliVUE will be made by the Inspector by clicking the button.	OTTER Release Prevention Compliance Inspection
44	**RP**	Compliance Inspection Report	Add date field to top of screen showing date when report was sent to IntelliVUE.	OTTER Release Prevention Compliance Inspection

45	**RP**	Compliance Inspection Report Full Export	Add button to top of screen called ‘Export Full Report to Word’.	OTTER Release Prevention Compliance Inspection
46	**RP**	Compliance Inspection Report Latest Export	Adjust existing button at top of screen to say ‘Export Latest Updates to Word’. Notice how the most current update is repeated in the history area of each section. If you wanted to export the full report to Word, then all you need to do is export the top of the screen (all the way down to D4) followed by the history, and then followed by the comments. Notice that the USTs are not listed in sequential order in the history section. This needs to be corrected. It would be helpful if a pop-up would appear any time you opened an existing section (by clicking on the blue hyperlink for the tank number). The pop-up would ask if you really want to overwrite the information. In many case, the Inspector should be clicking the ‘add’ button so they do not accidentally overwrite previous information.	OTTER Release Prevention Compliance Inspection
47	**RP**	Facility Info	Outside customers have the ability (using their user/pass) to change operator training and other similar fields from the registration screen. Need to limit access to these fields to just BUSTR personnel.	OTTER Release Prevention Customer Access
48	**RP**	Inquiry	Change various OTTER screens in the Inquiry Module so the ‘enter’ key is bound to the ‘search’ button.	OTTER Release Prevention Enter Key

49	**RP**	Compliance Inspection Inquiry	Change the compliance inspection inquiry search as follows: Search Fields Facility # Facility Name Facility City Facility County Owner Name Initial Inspection Date (From/To) Name of Inspector during latest update date Output Fields (in order of appearance) Facility # Facility Name Facility City Facility County Owner Name Compliance Inspection Report Number ('CM' Number) RP Enforcement File # ('V' Number) Initial Inspection Date (From/To) Latest Update Date 'Deficiency Found' status during latest update date 'In Compliance' status during latest update date Name of Inspector during latest update date	OTTER Release Prevention Inquiry Compliance Inspection

50	**RP**	Permit Inquiry	Change the Permit Inquiry as follows: Search Fields Facility # Facility Name Facility City Facility County Owner Name Substance Stored Work to be Performed Components Undergoing Work Permit Application Received Date (From/To) (new field of when permit screen was created) Permit Issue Date (From/To) (should be date certificate was created) Permit Review Date (From/To) (should be last date the permit status was updated) Permit Status Fire Department Delegated Status Contractor Company Name Certified UST Installer Name Certified UST Installer Number Submitted By Output Fields (in order of appearance) Facility # Facility Name Facility City Facility County Owner Name Permit Number UST 'T' Number Capacity Substance Stored (may result in multiple outputs) Work to be Performed (may result in multiple outputs) Components Undergoing Work (may result in multiple outputs) Permit Application Received Date Permit Issue Date Permit Review Date Permit Status Fire Department	OTTER Release Prevention Inquiry Permit Inspection

			Delegated Status Contractor Company Name Certified UST Installer Name Certified UST Installer Number Submitted By	

51	**RP**	Permit Inspection Inquiry	Change the Permit Inspection Inquiry as follows: Search Fields Facility # Facility Name Facility City Facility County Owner Name Permit Issue Date (From/To) (should be date certificate was created) Permit Status Work Type Fire Department Delegated Status Contractor Company Name Certified UST Installer Name Certified UST Installer Number Inspector Name Inspector Number Output Fields (in order of appearance) Facility # Facility Name Facility City Facility County Owner Name Permit Number UST ‘T’ Number Capacity Substance Stored Permit Issue Date Permit Status Work Type Fire Department Delegated Status Contractor Company Name Certified UST Installer Name Certified UST Installer Number UST Inspector Name UST Inspector Number	OTTER Release Prevention Inquiry Permit Inspection

52	**RP**	Integration with Click Schedule	On the OTTER Compliance Inspection Report Screen, change the functionality of the screen that causes the creation of tickets in Click Schedule. Make changes so PAR re-inspection tickets automatically schedule on the gantt in Click Schedule. Currently, the Schedulers must manually schedule these PAR tickets. We would like the tickets to automatically schedule on the gantt in a manner similar to how it is done with PAR tickets generated through the Release Prevention Activity Request screen.	OTTER Release Prevention PAR Re-Inspection Tickets
53	**CA**	Dashboard	Reports That Need Reviewed Statistic - remove the reminder if the report was reviewed based on Page 3 having a correspondence with a date in the Date Reviewed field.	
54	**CA**	Enforcement Reports	Recreate a report to match the FITP Spreadsheet.	FITP spreadsheet.xls
55	**CA**	Enforcement Reports	Create a report that will display the following results based on a date range: Facility ID, Violation #, Release #, Facility Name, Enf Coordinator, RP Name, Referral Date, Release LTF, Release Date, COSA Date, NOV Sent Date, NOV Resolved Date, Notes, AO Sent Date, ERAC Decision Date, ERAC Appealed Date, AO Compliance Date, AG Referral Date, Amount Owed, Amount Paid, Date of Payment, AG	

			Referral Closure Date, Enforcement File Closure Date	
56	**Petro Board**	Petro Board	Create a scheduled data export for the Petro Board. The export should include the following data fields: BUSTR Number, Facility Name, Address, City, Zip, Owner Name, Address, City, State, Zip, and Last Year Registered.	Petro Board Data Export
58	**RP**	Tank Inquiry	Modify the tank inquiry screen.	OTTER Release Prevention Inquiry Tank
59	**Enforcement**	Enforcement AG	In the AG Referral submodule, there is a box for a penalty amount. If any number is entered in it, OTTER will not let the user leave the screen unless an invoice is generated. CA Enforcement does not utilize invoices at the AG level because any penalty will be part of either a judicial decision or a Consent Order. A penalty amount should be able to be entered without requiring generation of an invoice in the AG submodule.	
60	**Enforcement**	Enforcement AO	In the Create AO submodule, information cannot be saved unless an invoice is generated. As a result of a recent ERAC decision, there may be times where BUSTR would find it useful to issue an AO without a penalty amount. Add a standalone "Save" button that does not require generation of an invoice for an AO.	

2 - OTTER Release Prevention Inquiry Tank

OTTER Tank Inquiry Screen

Search Fields
Facility Name
Facility Address
Facility City
Facility Zip
County (make each county multi-select or ‘all’ counties)

Owner #
Business Name
Owner First Name
Owner Last Name
Owner Address
Owner City
Owner State
Owner Zip

Tank Capacity (From/To)
Tank Contents (make each contents multi-select or ‘all’ contents)
Installation Date (From/To)
Removal Date (From/To)
Date Last Used (From/To)
Tank Status (make each tank status multi-select or ‘all’ or ‘Active’ or ‘Inactive’)
--Need to make a combined status term called ‘Active’ that includes: ABN, CIU, OS1, OS2, OS3, OS4, and TCL
--Need to make a combined status term called ‘Inactive’ that includes: CIP, CIS, CLO, EMP, and REM

Output Fields (in order of appearance)
Facility ID
Facility Name

Tank #
Tank Capacity
Tank Contents
Tank Status
Tank Comments
Installation Date
Removal Date
Date Last Used

Facility Address
Facility City
Facility Zip
County
Owner #
Business Name
Owner First Name
Owner Last Name
Owner Address
Owner City
Owner State
Owner Zip
Facility Type
Owner Type

<Download Results In Excel> <Search> <Save Inquiry & Search> <Clear>
(‘Enter’ key is bound to the ‘search’ button)

3 - FITP Spreadsheet

FITP Spreadsheet

Facility ID #	Date of Analysis	Outcome	Date Submitted to Legal	"Letter of Determin-ation" Date Sent	Next REQ'D DATE of Finan. INFO (1, 3, 5 yrs)	Notes	In Enf?
111111111-V00001	6/5/2009	UNABLE	6/5/2009	7/28/2009	7/27/2014		rp

Facility ID #	Owner	Company Name	Type of FITP Claim	Date of submittal	Coordinator	Date Letter sent reqst ADDTL INFO	DUE DATE of INFO	DATE Info Submitted	Notes
111111111-N00001	John Doe	Gas Station	Individual	9/17/2004		3/2/2009	4/15/09		

4 - EPA Inspection Report

EPA Inspection Report

******* This spreadsheet was too wide to fit in a single screen shot; therefore there are multiple parts that would equate to a single row.

Part 1

FacilityNumber	ComplianceIns	FacilityName	Address1	City	StateCode	Zip	CountyNam	InitialInspectionDate	LastInitialCompInspDate
111111111	CM00008	Gas Station	111 Main St	COLUMBUS	OH	45660	Adams	7/16/2013	12/17/2010

Part 2

ComplianceInspecti	MostCurrentDeficiencyFound	MostCurrentCompliance	MostCurrentIns	MostCurrentInspDate	NextInspectionDate	NextInspLocation	RefClickScheduleType	MostCurrentInspec
New Federal	NO	YES	On-site	7/16/2013	NULL	NULL	NULL	Smith

5 – OTTER Release Prevention Compliance Inspection

OTTER Release Prevention Compliance Inspection

1-Add button to top of screen called ‘Archive’. This button should cause the full report to be sent to IntelliVUE. If the archive button is clicked more than once, then a pop-up should appear asking if you wish to replace the prior report with the latest report in IntelliVUE. Overall, the decision to send a compliance report to IntelliVUE will be made by the Inspector by clicking the button.

2-Add date field to top of screen showing date when report was sent to IntelliVUE.

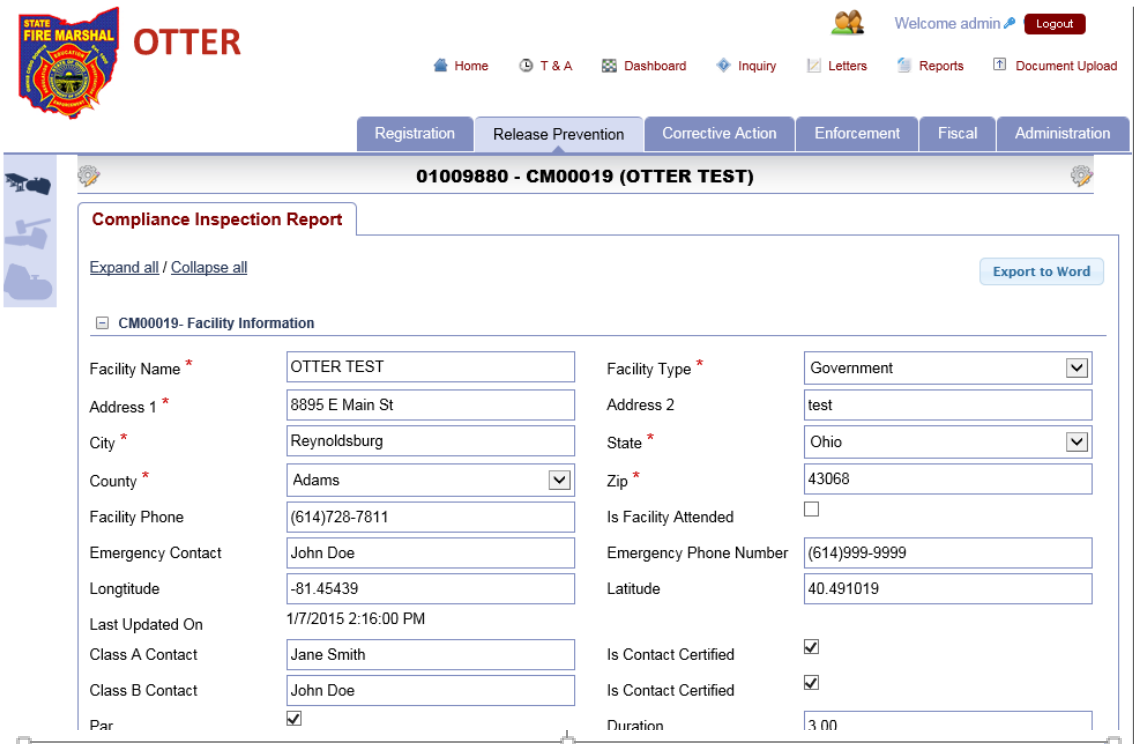
3-Add button to top of screen called ‘Export Full Report to Word’.

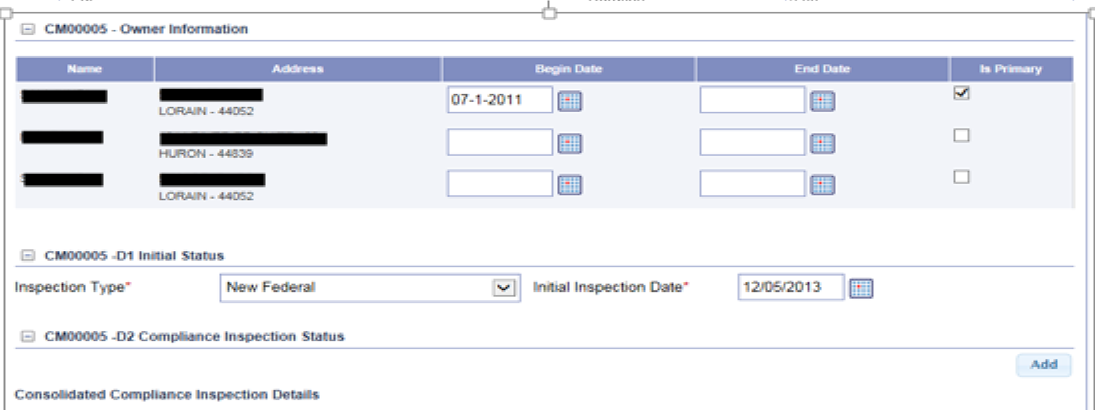
4-Adjust existing button at top of screen to say ‘Export Latest Updates to Word’.

The most current update is repeated in the history area of each section. If you wanted to export the full report to Word, then all you need to do is export the top of the screen (all the way down to D4) followed by the history, and then followed by the comments.

Notice that the USTs are not listed in sequential order in the history section. This needs to be corrected.

It would be helpful if a pop-up would appear any time you opened an existing section (by clicking on the blue hyperlink for the tank number). The pop-up would ask if you really want to overwrite the information. In many case, the Inspector should be clicking the ‘add’ button so they do not accidentally overwrite previous information.





Particulars			
Deficiency Found	Yes	Yes	Yes
In Compliance	No	No	No
Inspection Date	06/09/2015	05/21/2015	12/05/2013
Next Inspection Date	07/22/2015	07/21/2015	01/06/2014
Inspection Location	On-site	On-site	On-site
Next Inspection Location	On-site	On-site	
Click Schedule Type	ReInspection	ReInspection	
Duration (In Hours)	2.00	2.50	1.00
Begin Time	10:00		
Task Type			

Task Type			
Task Create Date			
Task Completion Date			
Updated By	[redacted]	[redacted]	[redacted]
Last Updated On	6/9/2015 2:39:55 PM	5/21/2015 12:18:58 PM	12/5/2013 2:38:08 PM

CM00005-D4 Paperwork Status

UST Registration*	Noncompliant	PUSTRCB Certificate*	Compliant
Deductible*	Noncompliant	Permits*	Not Applicable

CM00005-F5 UST Details

Click here to view Tank Details

Add

Consolidated Compliance Inspection UST Details

Tank	T00001	T00002	T00003	T00004
Capacity	6000	6000	6000	6000
Contents	Gasoline	Gasoline	Gasoline	Diesel
Equipment	Compliant	Compliant	Compliant	Compliant
Operation	Noncompliant	Noncompliant	Noncompliant	Noncompliant
Release Detection Compliance	NonCompliant	NonCompliant	NonCompliant	NonCompliant
Cathodic Protection Compliance	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	I observed a Red jacket ATG and received a copy of a "continuous Leak Test" completed on July 21 2015			

UST Comments	however No Results are reported and No other Release Detection records were available to review. I was unable to review an annual inspection or calibration of the Automatic Tank Gauge(ATG) and No documentation of completion of Class A,B and C Operator Training was available to review.	same as tank 1	same as tank 1	same as tank 1
Inspected Date	07/23/2015	07/23/2015	07/23/2015	07/23/2015
Updated By	[redacted]	[redacted]	[redacted]	[redacted]
Last Updated On	7/23/2015 11:36:22 AM	7/23/2015 11:36:44 AM	7/23/2015 11:37:02 AM	7/23/2015 11:37:23 AM

History For Compliance Inspection UST Details

Update By: Mayer James

Last Updated On: 7/23/2015 11:37:23 AM

Tank	T00004	T00003	T00002	T00001
Capacity	6000	6000	6000	6000
Contents	Diesel	Gasoline	Gasoline	Gasoline
Equipment	Compliant	Compliant	Compliant	Compliant
Operation	Noncompliant	Noncompliant	Noncompliant	Noncompliant
Release Detection Compliance	NonCompliant	NonCompliant	NonCompliant	NonCompliant
Cathodic Protection Compliance	Not Applicable	Not Applicable	Not Applicable	Not Applicable
				I observed a Red jacket ATG and received a copy of a "continuous Leak Test" completed on July 21 2015

6 – OTTER Release Prevention Inquiry Permit

OTTER Inspection Inquiry Screen (Permit Inspections)

<u>Search Fields</u>
Facility #
Facility Name
Facility City
Facility County
Owner Name

Permit Issue Date (From/To) (should be date certificate was created)
Permit Status
Work Type

Fire Department
Delegated Status
Contractor Company Name
Certified UST Installer Name
Certified UST Installer Number
Inspector Name
Inspector Number

<u>Output Fields (in order of appearance)</u>
Facility #
Facility Name
Facility City
Facility County
Owner Name

Permit Number
UST 'T' Number
Capacity
Substance Stored
Permit Issue Date
Permit Status
Work Type

Fire Department
Delegated Status
Contractor Company Name
Certified UST Installer Name
Certified UST Installer Number
UST Inspector Name
UST Inspector Number

<Download Results in Excel> <Search> <Save Inquiry & Search> <Clear>
('Enter' key is bound to the 'search' button)

7 – OTTER Release Prevention Inquiry Compliance Inspection

OTTER Inspection Inquiry Screen (Compliance Inspections

Search Fields
Facility #
Facility Name
Facility City
Facility County
Owner Name

Initial Inspection Date (From/To)
Name of Inspector during latest update date

Output Fields (in order of appearance)
Facility #
Facility Name
Facility City
Facility County
Owner Name

Compliance Inspection Report Number (‘CM’ Number)
RP Enforcement File # (‘V’ Number)
Initial Inspection Date (From/To)
Latest Update Date
‘Deficiency Found’ status during latest update date
‘In Compliance’ status during latest update date
Name of Inspector during latest update date

<Download Results in Excel> <Search> <Save Inquiry & Search> <Clear>
(‘Enter’ key is bound to the ‘search’ button)

8 – OTTER Release Prevention Inquiry Permit

OTTER Permit Inquiry Screen

Search Fields
Facility #
Facility Name
Facility City
Facility County
Owner Name

Substance Stored
Work to be performed
Components Undergoing Work

Permit Application Received Date (From/To) (new field of when permit screen was created)
Permit Issue Date (From/To) (should be date certificate was created)
Permit Review Date (From/To) (should be last date the permit status was updated)
Permit Status

Fire Department
Delegated Status
Contractor Company Name
Certified UST Installer Name
Certified UST Installer Number
Submitted By

Output Fields (in order of appearance)
Facility #
Facility Name
Facility City
Facility County
Owner Name

Permit Number
UST 'T' Number
Capacity
Substance Stored (may result in multiple outputs)
Work to be performed (may result in multiple outputs)
Components Undergoing Work (may result in multiple outputs)

Permit Application Received Date
Permit Issue Date
Permit Review Date
Permit Status

Fire Department
Delegated Status
Contractor Company Name
Certified UST Installer Name
Certified UST Installer Number
Submitted By

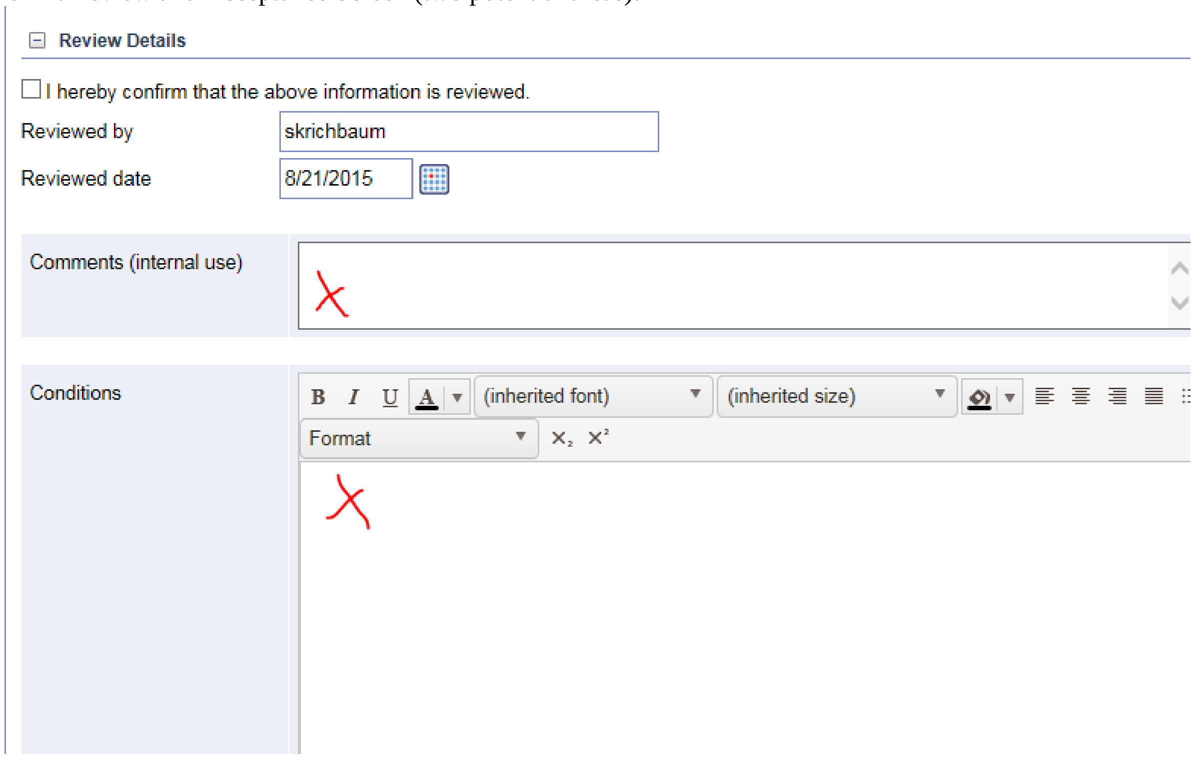
<Download Results in Excel> <Search> <Save Inquiry & Search> <Clear>
('Enter' key is bound to the 'search' button)

9 – OTTER Release Prevention Comment Error

OTTER Comments Field

Issue: Error messages when saving various screens in OTTER. The problem appears to be linked to the type or number of characters used in comments fields.

Permit Review and Acceptance Screen (two potential areas):



Release Prevention Activity Request Screen (upper description field)

Release Prevention Activity Request

Release Prevention Activity Request

Requested Date	08/24/2015		
Facility Number		Facility County	-- Select --
Facility Name		Facility Address	
Facility City		Facility Zip	
Request Originator Name		Request Originator Agency	

Description of Request

Detailed description (be specific) of requested activity including any contact names, phone numbers, ema pertinent information. Attach additional documents at bottom if they will help clarify the request.

Release Prevention Activity Request Screen (lower comments field)

Release Prevention Section

Date Reviewed by Release Prevention Supervisor

Comment

B I U A (inherited font) (inherited size)

Format

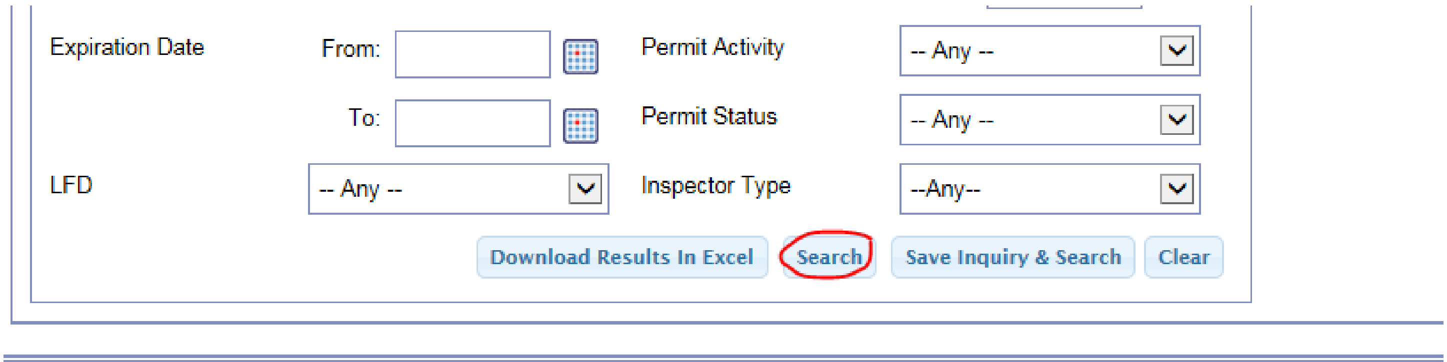
7/13/2015 - Assigned to Mayer for August 2015

10 – OTTER Release Prevention Enter Key

OTTER Enter Key, S. Krichbaum 08/24/2015

Issue: Change various OTTER screens in the Inquiry Module so the ‘enter’ key is bound to the ‘search’ button.

For all tabs in the Inquiry Module. Bind the ‘enter’ key to the ‘search’ button.

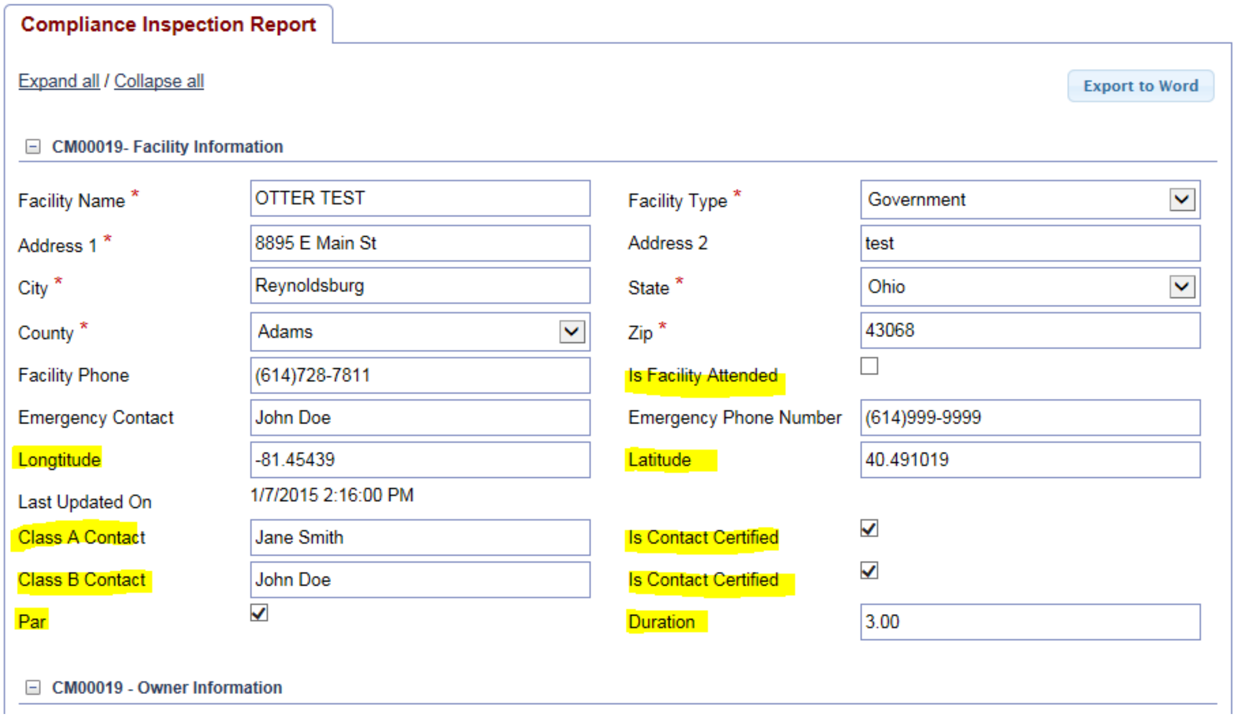


11- OTTER Release Prevention Customer Access

OTTER Customer Access

Issue: Outside customers have the ability (using their user/pass) to change operator training and other similar fields from the registration screen. Need to limit access to these fields to just BUSTR personnel.

Example taken from Compliance Inspection screen. Need to limit access to the circled fields. Need to compare to the corresponding registration screen that customers can view/edit.



Compliance Inspection Report

Expand all / Collapse all — Export to Word

CM00019- Facility Information

Facility Name *	OTTER TEST	Facility Type *	Government
Address 1 *	8895 E Main St	Address 2	test
City *	Reynoldsburg	State *	Ohio
County *	Adams	Zip *	43068
Facility Phone	(614)728-7811	Is Facility Attended	☐
Emergency Contact	John Doe	Emergency Phone Number	(614)999-9999
Longtitude	-81.45439	Latitude	40.491019
Last Updated On	1/7/2015 2:16:00 PM		
Class A Contact	Jane Smith	Is Contact Certified	☑
Class B Contact	John Doe	Is Contact Certified	☑
Par	☑	Duration	3.00

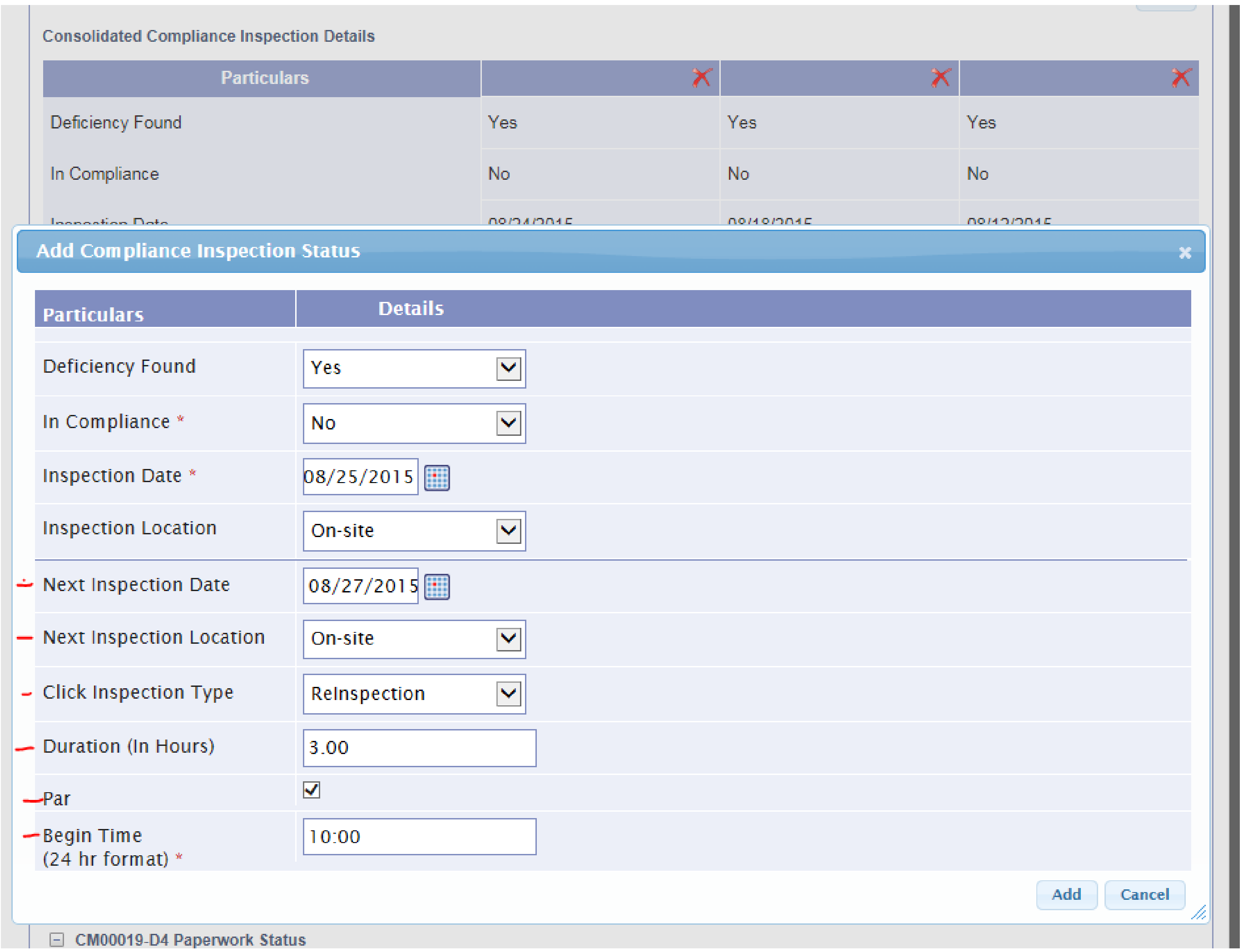
CM00019 - Owner Information

12 – OTTER Release Prevention PAR Re-Inspection Tickets

OTTER PAR Re-inspections

Issue: On the OTTER Compliance Inspection Report Screen, change the functionality of the screen that causes the creation of tickets in Click Schedule. Make changes so PAR re-inspection tickets automatically schedule on the gantt in Click Schedule. Currently, the Schedulers must manually schedule these PAR tickets. We would like the tickets to automatically schedule on the gantt in a manner similar to how it is done with PAR tickets generated through the Release Prevention Activity Request screen.

Screenshot of pop-up box on Compliance Inspection Report Screen that allows for the creation of re-inspection tickets.



13 – OTTER Corrective Actions

OTTER Corrective Actions Enhancements

Inquiry – Facility Tab

- The “Record Date” search field does not appear to be working correctly. It is unclear if this is supposed to be the creation date of the facility or date reported of the release. Once this is determined, we can revise.
- The “Enforcement Status” search is not working properly. Facilities that are in CA Enforcement are not appearing when you search CA Enforcement. It will only appear when you search “Both”.
- The search fields for “Latitude” and “Longitude” will seldom be used. We would like to replace these two fields with “Release” that has a drop down box with active, non-active & Both. The second one will be replaced with “UST” and a drop down box with active, non-active & Both. The default selection for both boxes would be “–any– “ as is currently listed in the LFD and TYPE search boxes. Active release (all statuses except NFA, NFC, NFD, DIS, CAN & CSN). Non-Active release = NFA, NFC, NFD, DIS, CAN, & CSN. You already have the definition of active or non-active UST.
- The county field should be multi-select.
- The data displayed following the search must be as follows:

Facility #\ Name
Owner Business Name
Address
City
Zip
County
Tank Status
Release #
CA Status – This is to be added
LTF Code – This is to be added
Date Reported
Old Incident #
Creation Date
Enforcement Status
Legacy Facility ID
Facility Type
LFD
User Name – Should be called “Owner ID#”

Inquiry – CA Activity Tab

- The LTF Code, County, Class, and Status fields should be multi-select.
- There should be the ability to search by Active and Non-Active along with the specific status.

- Replace the Priority search field with a Rules search field.
- Replace the PUSTRCB# search field with Sub-Status. The drop down fields should be Approved, Deficient, Implemented, Required, and Submitted.
- The search results should not include deleted records.
- The search results should be as follows:
  Facility #\ Name
  Owner Business Name – This is to be added
  Address – This is to be added
  City – This is to be added
  Zip – This is to be added
  County Name
  Release #
  CA Status – This is to be added
  Sub Status – This is to be added
  LTF Code – This is to be added
  Date Reported – Revised title
  Old Incident # - Revised title
  Rules – This is to be added
  Class
  Date of Last Review – Revised title
  Owner Business Name*
  Responsible Party Name*
  Responsible Owner ID*
  Soil Contamination
  Water Contamination
  Soil above ALs – Revised title
  GW above ALs – Revised title

Inquiry – all tabs
Hitting the enter key should result in triggering the search button.

Release Details Screen
The data displayed needs to be modified; LTF and Class need added and Due Date and Enforcement Referral need removed.

Facility Info Screen – Special Info
Currently this section only details the latest release information. A row for each release needs to be added in a similar fashion to the registration listing. The column headings should be Report Date, LTF, Status, and Rules.

Dashboard – Site Locator
Need to add additional columns: Facility, Release Number, LTF, Class, Status, and Date of Last Review.

Facility Search Box
Hitting the enter key should trigger the search key.

Enforcement Referral
The Release Date in the enforcement referral screen is automatically changing to current date on update; this should not occur.

Tank Details Screen
Re-name Other Status to Status and remove Status field if no data is present.

Corrective Actions Module
- Properly edit on the zip code field so data is not lost.
- Intermittent issue with saving on page 3; this needs researched and corrected.
- Add a link to the BUSTR Viewer and Google Maps on page 1.
- Need to better detail out the Responsible Party section. This should connect to the existing contacts listing in the database.

Reports
Need a new report of USTs removed with no CA Release.

Corrective Action – Release Details
If greater than 10 releases are present the details screen is only displaying the first 10; need this corrected to display all releases for the facility.

Report Upload
Need the ability to allow consultants to upload reports and have notification sent to BUSTR staff. The reports need to be converted into IntelliVUE.