NOTICE

This opportunity is being release to Deliverable Based IT Services (DBITS) Open Market Contractors pre-qualified as a result of Open Market RFP #0A1147.

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

This is a re-post SOW. Please review the documents carefully! Additions that should be noted. There will be a Pre-Qualified Vendor Conference and the total not-to-exceed fixed price must not exceed $800,000. SOW responses exceeding $800,000 will not be considered.

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

1	Accenture	21	PCM Sales, Inc.
2	Advocate Consulting Group	22	Peerless Technologies
3	Advocate Solutions LLC	23	Persistent Systems
4	Axia Consulting	24	Planet Technologies
5	CapTech Ventures	25	Pomeroy IT Solutions
6	Cardinal Solutions Group	26	Prelude System
7	CGI Technologies and Solutions, Inc.	27	Quantrum LLC
8	CMA Consulting Services	28	Quick Solutions
9	Computer Aid, Inc.	29	R. Dorsey & Company
10	Crowe Horwath LLP	30	Radiant Technology
11	ERP Analysts	31	Sense Corporation
12	HMB, Inc.	32	Sogeti USA, LLC
13	IBM	33	Sondhi Solutions
14	IIT Contacts	34	Systems Technology Group, Inc.
15	Information Control Company	35	Team Ray Technologies, LLC
16	Kunz, Leigh & Associates	36	Teranomic
17	MAXIMUS Human Services, Inc.	37	The Greentree Group
18	McGladrey LLP	38	UMT Consulting
19	MGT of America, Inc.	39	Unicon International. Inc.
20	Navigator Management Partners LLC		

Statement of Work Solicitation

State of Ohio Public Utilities Commission Rail Road Information System Project Statement of Work	DBITS Solicitation ID No.	Solicitation Release Date
	DBPUC-16-03-002	06-14-2016

Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide Public Utilities Commission (PUC) with information technology services in Technology Category Application 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*.

This is a re-post SOW. Please review the documents carefully! Additions that should be noted. There will be a Pre-Qualified Vendor Conference and the total not-to-exceed fixed price must not exceed $800,000. SOW responses exceeding $800,000 will not be considered.

Table of Contents

Timeline

Firm Dates:

SOW Solicitation Release to Pre-qualified Contractors:	Tuesday, June 14, 2016
Inquiry Period Begins:	Tuesday, June 14, 2016
Inquiry Period Ends:	Tuesday, July 5, 2016
Pre-Qualified Vendors Conference:	**Tuesday, June 21, 2016 2 p.m.** Public Utilities Commission of Ohio 180 East Broad Street, 11th Floor Columbus, OH 43215
Proposal Response Due Date:	Monday, July 11, 2016

2.1 Agency Information			
Agency Name	Public Utilities Commission		
Contact Name	Randall Schumacher	Contact Phone	614-644-1661
Bill to Address	Beverly Hoskinson, Fiscal Department, 180 E. Broad Street, 4th floor, Columbus, OH 43215		
2.2 Project Information			
Project Name	RRIS upgrade project		
Project Background & Objective	The Rail Road Information System (RRIS) is an antiquated software application in desperate need of an overhaul due to obsolete technology and federal regulation compliance. The RRIS was built in the late 1990s using Microsoft Access in such a way that there are no relationships between the components of the application. The data is kept in "silos," eliminating the ability to view and cross reference related data in a timely manner. The version of Microsoft Access is no longer supported by Microsoft; therefore, support must be obtained from the vendor who originally constructed the application. This costs the Rail Division roughly $25,000 per biennium. The State of Ohio is federally required to maintain a database of all railroad crossings in the state and to submit any changes of the characteristics of the crossings to the Federal Railroad Administration (FRA). There is currently no ability in the current RRIS database to conduct electronic data transfers, thus crossing inventory reports must be sent to FRA via regular mail. This is inefficient as FRA does not confirm the receipt of the reports or indicate if the reports are acceptable. In January 2015, the FRA significantly changed the crossing inventory form, rendering the current database obsolete in basic function. The new RRIS database should integrate GIS technology using visual map input/output interfaces for both in-house and field collector versions, which allows for the easy dissemination and input of required data. Rail Division staff inputs data to produce statistics and crossing rankings information that guides the annual expenditure of over 7 million dollars of federal and state funds on grade crossing warning device upgrade projects. This RRIS upgrade will allow for seamless and intuitive methods of input increasing the accuracy and integrity of data output. More accurate data ensures the PUCO spends taxpayer dollars responsibly, as all foreseeable margins of error are minimized.		
Expected Project Duration	The expectation is that it will take 8-12 months for the development of this application depending upon the number of resources assigned to the project by the pre-qualified Contractor.		
2.3 Project Schedule			

Date	Task
June 2016	SOW Released
July 2016	Award a vendor the contract to build the RRIS application

2.4 Project Milestones

Date	Milestone
Within 5 business days of contract award	Initial kick off meeting with PUC and Contractor
Determined in Project Plan	Completion of the Specification Document
Determined in Project Plan	Critical design review
Determined in Project Plan	Code / functionality implementation
Determined in Project Plan	Test Plan
Determined in Project Plan	System Test
Determined in Project Plan	Training & Documentation
Determined in Project Plan	Application Deployment

2.5 Contractor's Work Effort Requirement

The Contractor's full-time regular employees must perform at least **30%** of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining **70%** of the effort.

2.6 Ohio Certified MBE Set-Aside Requirement

This SOW is being released to the open market. Responses that include Ohio-certified MBE contractors or subcontractors will receive extra consideration during the evaluating phase. Please see section 6.15 for further details.

Section 3: Scope of Work

3.1 Description of Scope of Work

The PUC needs a Railroad information system that meets the requirements stated in this document and the attachment. The state of Texas Transportation Department TxDOT has an application called TRIMS that resembles what would meet the PUC's needs. The listed user's guide has directions to request a TxDOT login to explore the web TRIMS application. Link to Texas DOT's user's guide for their TRIMS program:

https://ftp.dot.state.tx.us/pub/txdot-info/rail/trims/trims_users_guide.pdf

Section 3: Scope of Work

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 the progress, issues, and next steps for the project.

Completion of the Specification Document: A milestone/deliverable for this project is for the development of the specification document that will explicitly state what the PUC wants developed. The PUC believes that this document should be close to 80% complete already by reviewing the Texas application and the attached Excel spreadsheet containing the requirements for this application. This document should also contain the work breakdown structure & dictionary, project charter, scope statement and management plan. Use cases, initial wireframes, work flows, and system architecture will be spelled out and agree upon before moving forward. The Contractor must work with the PUC staff in reviewing the deliverables, business rules, and application needs that must be documented in this specification document.

Critical design review: The Contractor, using the specification document must begin to develop the UI(s) for the Rail application. The Contractor must develop the Microsoft SQL database during this phase. PUC SMEs and IT staff will assist, review and approve the design review before moving to the actual coding of the application.

Code / functionality implementation: The Contractor must develop the application using the technologies already utilized by the PUC.

- Graphical Information Services (GIS)
  - Use existing Department GIS assets to perform required development/upgrades for an internal facing Web based software application which will incorporate the Commission's spatial and business records with existing state enterprise GIS infrastructure, services and assets.
    - Server Application Development – Develop Desktop GIS application to leverage existing State geospatial base map and geoprocessing services.
    - Mobile GIS Applications – Developing mobile GIS application for field use that supports disconnected editing of data.
- Microsoft SQL Server 2012 R2 or higher
- Visual Studio 2015
- .NET framework 4.5
- Team Foundation Services (TFS) 2014
- SQL server replication or Windows Communication Foundations for synchronization of data
- N-unit unit testing framework
- Integration of PUC’s middleware systems with PUC’s lead developer’s assistance
  - Single Sign On
  - Application Logging
  - Application configuration
  - Company Registry

Section 3: Scope of Work

- SQL Server Reporting Services (SSRS)

Test Plan: The Contractor must develop a testing plan that ensures that all functionality specified in the specification document works and meets PUC's requirements. This test plan must contain plans for user testing, system testing, integration testing. The Contractor must use N-unit test libraries where appropriate.

System Test: The Contractor and PUC staff must complete multiple system tests without any (Critical, High, or Medium) issues and verify that all requirements from the specification document are validated. Once this has milestone has been completed to the satisfaction of the PUC SMEs, then the application is ready for deployment.

System Training & Documentation: The Contractor must provide PUC with user training, user documentation, system documentation and administrator training. The training should be role based and pertain to functionality and permissions the role has. The training will be held on the 11th floor PUC training room that can accommodate up to 15 individuals at a time. Contractor should expect to train 20 to 25 field staff employees on the field version and approximately 12 internal staff on the core in-house application.

Application Deployment to Production: The Contractor must deploy the application to the PUC's production environment with the assistance from the PUC's IT support staff.

3.2 Assumptions and Constraints

Assumptions	PUC will allocate resources to the project.
	PUC staff will participate in all project meetings
	PUC IT staff will assist and participate during the application development which the PUC estimates to last 10-12 months.
	Contractor has appropriate technical expertise in development of all the Technologies specified in the scope of work section 3.1
Constraints	Deliverables must be submitted in accordance with the project schedule

3.3 Detailed Description of Deliverables

- All deliverables must be submitted in a format approved by the Agency's contract manager.
- All deliverables must have established acceptance criteria and a period for testing or 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. 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 specified working days of the date of receipt. The PUC will have up to 5 business days for all Agency deliverable review except for 10 business days to review the Test Plan.
- 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**
Completion of the Specification Document.	The Contractor first requirement upon winning the solicitation is to work with PUC SMEs on the full system requirements and functionality for the application and create a Specification Document that will be the blueprint for what is to be developed. The PUC believes that the previously mentioned Texas website application (see Section 3, Scope of Work) and the attached Excel spreadsheet containing customer requirements identified by PUC Transportation Rail Staff should encompass 80% of the Specification Document.
Critical design review	Develop the UI and the database for the application. PUC SMEs will be available to review and critique the UIs.
Code / functionality implementation	Code and develop all functionality for the application drawing from the Specification Document.
Test Plan	Develop a test plan that verifies all customer requirements from the Specification Document are present and working correctly.
System Test	The actual test of the complete system to verify all functionality & requirements identified in the Specification Document exist and work correctly.
Training & Documentation	User training & documentation along with Technical documentation for PUC IT staff to assist in future system support.
Application Deployment	Deployment of the application to the production environment.
GIS implementation	The GIS interface is a very important upgrade to this application. All roles within this application need the ability to use the visual interaction to execute the following; see the map of Ohio, select a county, see it expand, identify a rail line, select the rail line and then view crossings, select a crossing, see any of the components tied to a crossing, and move on to the next crossing. The state of Texas program has this functionality from which the PUC will map

Deliverable Name	Deliverable Description
	our needs. Additionally, users should have the ability to open the state of Ohio map, select a railroad company, see all the rail lines for that company on the map, select a rail line, and drill down to select a crossing and see all the components of that crossing (projects, inspections, pictures, etc.) and initiate workflows.
Connection to Federal Rail Association (FRA)	This PUC railroad database application needs to submit crossing inventory data directly to FRA via a secure Application Programming Interface (API). FRA has selected Open Data (OData) as the API protocol to be used to retrieve FRA data. OData uses the Representational State Transfer (REST) model for all data requests as guided by the FRA's publication "FRA Instructions for Electronic Submission of the U.S. DOT Crossing Inventory Data Grade Crossing Inventory System (GCIS) v2.0" DOT/FRA/RRS-23 Published: Jan 6, 2015.
Distributed application functionality for Field Staff	The field staff use a device/process that allows them to capture crossing longitude/latitude readings, pictures of crossings that would be part of the crossing inventory audit, modify/add any or all crossing data in the record for that crossing.
USDOT crossing inventory form generation	The PUC has structured reports that need to be maintained and users need the ability to generate these reports from a crossing. See the attachments to this statement of work for examples of the reports. The USDOT crossing inventory form is another static report on crossings. Users must have the ability to generate on demand the federal and state crossing forms, Form FRA F 6180.71and the PUC version with added state fields. The record structure in the current PUC rail database application contains the necessary federal & state fields.
Data migration from existing application	Need to migrate data from the current Rail database application into the newly developed database. The database is relatively small in size, with just over 19K structures, 5,500 incidents (accident) records, 5,500 complaint records, 23K inspections records and just over 67K photos for the crossings. They currently reside in a file share organized by county with the USDOT# as its filename. Some crossings have historical photos that need to be migrated for historical purposes.

Deliverable Name	Deliverable Description
Ability to interface and share data with the state agency GIS applications and databases	Integration of mapping services from OIT/OGRIP, and API's with ODOT TRIMMS

Deliverable Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Completion of the Specification Document.		Yes	Sign-off by PUC
Critical design review		Yes	Sign-off by PUC
Code / functionality implementation		Yes	Sign-off by PUC
Test Plan		Yes	Sign-off by PUC
Training & Documentation		Yes	Sign-off by PUC
Application Deployment		Yes	Sign-off by PUC

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 Solicitation.		X
Provide the deliverables specified in the Statement of Work Solicitation.	X	
Provide appropriate access.		X
PUC will maintain a test environment prior to the project start date and thereafter.		X
PUC 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 PUC IT environment. A contact person will be named who will be PUC's principal agent with respect to all technical issues involved in the project. PUC 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 weekly status reports to PUC.	X	
Report all issues that may impact the project timeline in writing to PUC.	X	
Contractor must provide personnel to be on-site as needed.	X	

3.6 Restrictions on Data Location and Work

- The Contractor and any Subcontractor 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. The PUC is requiring the Contractor to be on site for the development of this application.

3.7 Resource Requirements

- PUC will provide workspace as needed at the PUC offices located at 180 East Broad Street, 4th floor, Columbus, OH 43215. PUC expects the Contractor to be available through in person meetings and phone conferences. The PUC is requiring the Contractor to be on site for the development of this application.

- PUC expects the Contractor or Subcontractor will provide all of the necessary personnel and equipment to successfully complete the work specified in this Statement of Work Solicitation. If the Contractor or Subcontractor requires the use of PUC equipment, it will abide by PUC policy governing such equipment. The Contractor or Subcontractor must provide the necessary software development licenses need for this project for their staff.

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
Weekly Status Report	Email	Microsoft Word or PDF

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 an agreed upon day 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 on an agreed upon day 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 the duration of the project. The expectation is that the project should take 8-12 months to complete; however, until all deliverables have been met to the PUC's satisfaction, the performance period will continue.

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 **Scheduled Reports Service Level** will measure the receipt of Reports within ***IDA*** 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 **System Test Execution Exit Quality Rate** 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
Milan Orbovich	Project Sponsor	<5%
Randall Schumacher	Project Leader	As Needed
Jill Henry	PUC Rail Division - Subject Matter Expert	As Needed
Edward Carr	IT CIO	As Needed
Brian Barringer	IT project leader	As Needed
Jeremy Rohrer	IT Development support team	50%
Stephanie Allen	IT Development tester	As Needed
Transportation field staff	Subject Matter Expert	20%
Brenda Jones	PUC Rail Division - Subject Matter Expert	As Needed
George Martin	PUC Rail Division - Subject Matter Expert	As Needed
Jim Dickson	IT DBA	20%
Jeff Smith	DAS – GIS Subject Matter Expert	As Needed
Tim Burgener	PUC – GIS Subject Matter Expert	As Needed
Tim Brown	ORDC – Subject Matter Expert	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 preprinted 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 at least 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, MVC, VB.NET/C#.NET, SQL Server, and GIS technology)

b. Must describe the Contractor's experience, capability, and capacity to complete the application development services required including project management experience on projects similar to this type of work and project size. 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 at least 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, 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 at least 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, MVC, VB.NET, SQL Server, and GIS technology)

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 at least 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 SOW and will comply with the requirements of the SOW.

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 SOW 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 must show individual skills in SQL development, VB.NET/C#.NET, ASP.NET, MVC & geographic information system (GIS).

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 the 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)

Provide the Project Schedule including planning, defining goals, including milestones, and time for writing, editing and revising. Identify roles and responsibilities for the milestones. 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 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 PUC Project Manager within the usual payment terms of the State. 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 Deliverable
Completion of the Specification Document.		
Critical design review		
Code / functionality implementation		
Test Plan		
System Test		
Training & Documentation		
Application Deployment		
	Total Cost for all Deliverables	

5.10 Rate Card

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 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) submitted properly formatted proposal by submission deadline
- Pre-qualified Contractor or Subcontractor(s) demonstrates 24 months experience with Desktop and Mobile GIS application development.
- The Contractor and any Subcontractor 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.

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/C#.NET & ASP.NET • Microsoft SQL Server 2012 R2 • MVC architecture Meets: Pre-Qualified Contractor provides three references of previously completed projects that demonstrate knowledge and execution of the required technologies and methodologies required in this project.	**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/C#.NET & ASP.net • Microsoft SQL Server 2012 R2 • MVC architecture Meets: Pre-Qualified Contractor provides two references of resources that demonstrate knowledge and execution of the required technologies and methodologies required in this project.	**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 • Project Management Meets: Pre-Qualified Contractor provides 2 examples of projects where Business Analysis & Project Management skills were performed.	**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. Meets: Pre Qualified Contractor's response demonstrates two examples of Specification Documents, training material, testing plans completed in previous applications of the size and scope of this project.	**5**	**0**	**5**	**7**
6.5 Contractor or Subcontractor Letter(s) show(s) examples of experience in information technology application development integration with customer's internal applications. (ex: Single Sign on SSO, Application log)	**4**	**0**	**5**	**7**

Meets: Pre Qualified Contractor's response demonstrates two examples of integrating applications being developed with Customer's existing application(s).				
6.6 Pre-qualified Contractor(s) staffing plan shows 60 months 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/C#.NET, ASP.NET, and SQL database development.	**4**	**0**	**5**	**7**
6.8 Pre-qualified Contractor(s) must describe their experience with creating/implementing a distributed application process	**6**	**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	**2**	**0**	**5**	**7**
6.15 Pre-qualified Contractor responses that contain Ohio-certified MBE pre-qualified contractors or subcontractors will be graded as follows: 0 for no MBE participation, 5 for 30% MBE participation & 7 for > 30% MBE participation	**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	70%
Cost Summary	30%

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 700 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 700

The offeror with the lowest proposed total cost for evaluation purposes will receive 300 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	*June 14, 2016*
Inquiry Period Begins	*June 14, 2016*
Inquiry Period Ends	*July 5, 2016*
Pre-Qualified Vendors Conference	*June 20, 2016 2 p.m.*
Proposal Response Due Date	*July 11, 2016 1:00 PM*

Anticipated Dates

Estimated Date for Selection of Awarded Contractor	*Week of July 25, 2016*
Estimated Commencement Date of Work	*August 1, 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 six (6) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked "PUC Rail Road Information System" 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:

Beverly Hoskinson
Public Utilities Commission
180 E. Broad Street, 4th floor
Columbus, OH 43215

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	Railroad Information System (RRIS) Resources and Requirements Document

Attachment Number - Attachment Name/Title