

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1033
DATE ISSUED: July 3, 2008

The State of Ohio, through the Office of Information Technology, Investment and Governance Division, for the Ohio Department of Job and Family Services is requesting proposals for:

ODJFS Child Support Systems Applications RFP

INQUIRY PERIOD BEGINS: July 3, 2008
INQUIRY PERIOD ENDS: July 30, 2008
OPENING DATE: August 5, 2008
OPENING TIME: 11:00 A.M.
OPENING LOCATION: Office of Information Technology
Contract Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215

PRE-PROPOSAL CONFERENCE DATE: July 11, 2008

This RFP consists of five parts and nine attachments, totaling 115 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.



PART ONE: EXECUTIVE SUMMARY

Purpose. This is a Request for Competitive Sealed Proposals (“RFP”) under Sections 125.071 and 125.18 of the Ohio Revised Code (the “Revised Code”) and Section 123:5-1-8 of the Ohio Administrative Code (the “Administrative Code”). The Ohio Department of Job and Family Services (ODJFS) has asked the Office of Information Technology to solicit competitive sealed proposals (“Proposals”) to enhance and maintain its Child Support Systems Applications (the “Work”), and this RFP is the result of that request. The Work includes programming, analysis, configuration management, project management, database administration, production operations support, system testing, network support functions, installation, maintenance, and implementation activities (e.g., training, help desk support, design) for the Child Support Systems Applications consisting primarily of the Support Enforcement Tracking System (SETS) and associated components. The Work also includes technical assistance with all Child Support Systems Applications interfaces.

If a suitable offer is made in response to this RFP, the State of Ohio (the “State”), through the Office of Information Technology, may enter into a contract (the “Contract”) to have the selected offeror (the “Contractor”) perform all or part of the Work. This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

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

Once awarded, the term of the Contract will be from the award date until the Work is completed to the satisfaction of the State and the Contractor is paid or June 30, 2009, whichever is sooner. The State may renew this Contract for up to two additional biennium, subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of ODJFS.

The State may reject any Proposal if the offeror fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the Work or the terms and conditions in this RFP.

Background. ODJFS is responsible for program development and administrative support for the Child Support Enforcement Program to manage statewide child support tracking under Title IV-D of the Social Security Act. The Child Support Systems Applications is comprised of the following applications: SETS, Query Interstate Cases for Kids (QUICK) and the State Verification Exchange System (SVES). ODJFS developed SETS to meet the requirements mandated by the Family Support Act of 1988 and other mandated or revised requirements implemented since 1987. Ohio operates a county-administered, state-supervised social services system which is maintained and operated through 88 local Child Support Enforcement Agencies (CSEA). SETS is a fully integrated, centralized, on-line, real-time system servicing all eighty-eight county CSEAs in the delivery and administration of the Child Support Enforcement Program. SETS is designed to support front-line child support professionals and assist in the establishment, enforcement, tracking and reporting of child support cases. Additionally, Ohio’s automated system assists in the establishment of paternity and the location of absent parents.

Child Support Systems Applications is built on an integrated, statewide database structure that is updated via PC workstations attached to a Novell wide area network (WAN). The Child Support Systems Applications databases maintain information in one structure for the administration of the child support system’s functional components.

Some of the major functional system components of SETS are:

- **Case Intake** – the establishment of support cases.
- **Paternity** – legal establishment of parentage closely related to genetic testing.
- **Support Establishment** – the legal establishment court ordered support.
- **Enforcement** – the techniques exercised by county workers to solicit support payment.

- **Disbursements** – the processing and dispersion of collections.
- **Distributions** – the parsing of support payments for TANF related cases.
- **Allocations** – the application of payments to specified obligations.
- **Case Tracking** – the routine maintenance and timed notification of case status.
- **Interstate** – the interface between states to enforce out of state collections.
- **Financial History** – allows viewing of collections and disbursements for a case and order.
- **Individual Clearance** – the method of determining if a participant is known to the system.
- **Lien Inventory** – charges or encumbrances against the property of Debtors, Judgment liens arise from judicial orders that Debtors owe money to Creditors.
- **Locate** – the subsystem used to identify the physical whereabouts of an individual, the individual's employer, and/or other sources of income and assets associated with the individual.
- **New Hire** – the process of receiving W-4 information as a location source.
- **Notices/Forms** – the system generated documents that are sent to the parties involved in a Child Support Systems Applications case to inform the parties of: scheduled hearings, the results of hearings, an overpayment, or for some action the CSEA is preparing to take on a case. Notices are also sent to entities to verify employment, address information and assets.
- **Payment Receipt/Processing** – the process that allows the posting and tracking of payments.
- **Reporting** – the reports generated by the system to track, monitor, and document case, order and participation information. These reports can be in both the system and the web.
- **Third Party/Resource Directory** – uniquely identifies an entity that interfaces with the Child Support Enforcement Agency, such as employers, insurance companies, testing laboratories, courts, agencies, etc.

The Bureau of Services to Families Support (BSFS), one of five bureaus within ODJFS' Office of Management Information Services (MIS), and the Office of Child Support have joint responsibility for the planning, analysis, design, programming, testing, installation, maintenance, and periodic evaluation of all ODJFS automated application systems related to the delivery of child support services. The Office of Child Support translates Federal and State legal and regulatory requirements into system directives and identifies impact. ODJFS' responsibility for Child Support Systems Applications includes both application systems developed within MIS as well as those developed by outside contractors and purchased proprietary application software products.

SETS Design Philosophy

The SETS technical and functional design is patterned on the statewide, automated system that supports the Public Assistance Program in Ohio: Client Registry Information System - Enhanced (CRIS-E). While the systems have been developed to support different programmatic objectives, their architecture and designs are similar in nature.

SETS Functional Overview

SETS is designed in three primary functional areas: Case Establishment and Case Management (CM), Financial Management (FM), and Support Functions (SF). The CM and the FM functions are supported by the common administrative and maintenance infrastructure Support Functions. The Support Functions provide the basic navigation, database structure, and formatting standards common with CRIS-E. For individual processes within a program, such as screen layout and color, naming conventions, data formats, and subsystems such as reference tables, security, alert generation, and system help keys, CRIS-E provided a direct code transfer. For other functional subsystems, such as caseload management, notices, and report generation, CRIS-E provided the fundamental design philosophies upon which SETS is based.

SETS Data Management

The following describes the core database structures and processes as well as case management and case inquiry activities in SETS.

SETS Case Modes

An individual Title IV-D case in SETS progresses through five core functional areas: intake, locate, paternity establishment, support establishment, and enforcement ongoing. These core functional areas

are closely aligned with the life-cycle of a child support case. While a SETS case is active, it will reside in one of the five case mode types depending upon the event being processed.

SETS Caseload

A caseload is a grouping of individual SETS cases organized along county-defined parameters. Caseworkers are assigned to and assume primary responsibility for groups of cases. The SETS caseload structure is designed to be highly adaptable to the needs and structures of the county. A caseload can include cases of only one mode, cases of all modes, or any combination. The structure is designed in this manner to accommodate both generic and specialized county organizational structures. For example, in a county that specializes in functional areas, a caseload and corresponding caseworker may only have cases while they are assigned to the locate mode and processing locate events. Once the locate functions have been completed, the case may be reassigned to the caseload and caseworker specializing in the paternity establishment functionality. Typically, a generic county assigns cases to caseloads and single caseworkers for the entire life-cycle of the case rather than transferring cases between caseloads as the case moves between case modes. In this situation, the caseworker is trained to conduct activities in all five case modes.

SETS Financial Processing

SETS includes a comprehensive child support financial management system. SETS processes daily, weekly, and calendar month-end batches. These batch processes allow SETS to maintain daily account balances throughout the monthly cycle while accurately reflecting arrearage calculations for each period.

SETS Monthly Administration

An order may be created with a weekly or biweekly obligation. SETS converts all charging frequencies to a monthly basis. All obligations are assumed to cover the period from the first to the last day of a given month. A partial month's period is handled by pro-rating the amount due for that month to the actual number of days the order was in effect.

SETS Daily Processing

The daily processing cycle handles new case generation, including case type determination; payment processing; and Public Assistance assignment and disbursement for non-Aid to Families with Dependent Children (AFDC) cases.

SETS Weekly Processing

Public Assistance (PA) collections are disbursed to ODJFS during the weekly processing. These weekly disbursements are made to the State for all cases involving Public Assistance sub-accounts.

SETS Calendar Month-end Processing

On the last day of the month, after all daily and weekly processing is complete; calendar month-end (CME) batch processing begins. The CME handles PA termination and the processing of grant information as well as cumulative monthly reporting.

To terminate a PA case, the arrears are calculated and the distribution determined before a new SETS case type can be selected for the terminating case. Terminating PA cases are then evaluated to calculate the ratio of assigned arrears totals to un-reimbursed PA amount. New assigned and unassigned arrearage balances are effective on the first day of the next calendar month. Based on the arrearage balance, the CME assigns the proper case type classification and allocation for outstanding arrearage sub-account balances.

Calendar month end also calculates arrearage, and charges for the next period. Prior to arrears calculation for all orders, CME evaluates the default and delinquency status of each order and subsequently saves the information into the Enforcement database for those records which are in default or delinquent. After arrears are calculated, arrearage sub-account balances are brought forward as the new month's beginning balance. At this point, monies held in future payment sub-accounts are applied to the order as applicable. For active PA cases or those with arrearages remaining from prior PA, distribution is determined. Any funds found to be in excess of the calendar month's grant amount or un-reimbursed past PA are disbursed directly to the obligee.

SETS Activity Audit Trail

The Activity Audit Trail subsystem is used to record all activities conducted on a case by a caseworker or ODJFS worker on SETS, requiring a database update. It is a comprehensive tracking mechanism for all online transactions. The inquiry screens for the caseworker audit trail contain data from the last 30 days. The case audit trail inquiry screens hold data for the last 30 activities processed on the case.

SETS Event Log Running Record Comments

The event log provides a "bird's eye view" of the significant system and user generated events in a case. The log consists of system generated statements describing online and batch events such as the generation of a form or the closing of a case. The log also contains user generated statements in the form of Running Record Comments (RRC). The SETS user can enter free-form comments to further explain or add detail to the information captured on the screen. There is no system limitation to the number of RRCs that can be entered.

Query Interstate Cases for Kids (QUICK)

The QUICK system was developed by Federal and State partners to help states share one another's data quickly. QUICK allows caseworkers in states to access and view each other's selected case information in real-time through a standard and secure user interface.

State Verification Exchange System (SVES)

SVES allows system users to view information from Social Security Administration Title II benefits, Supplemental Security Income, and prison institutions.

System Overview. SETS is comprised of over 1100 computer programs (approximately 600 batch and 500 online or subroutines). These programs consist of approximately 4 million lines of code. Currently SETS processes approximately 1.7 million transactions per day. All programs are written in COBOL II, with the exception of some web-based reports that utilize SQL. All online programs are written using the TELON development tool. Child Support Systems Applications employs a standard system development life cycle process for the creation, testing and implementation of software modifications. Program specifications and documentation are maintained on a file server and in hard copy form. Batch JCL is written in JES3 and controlled by the scheduling package CONTROL-M, CONTROL-D, CONTROL-D PC and CONTROL-D WEB are utilized to electronically distribute reports to all counties. Child Support Systems Applications software migration is controlled by the IBM product SCLM for the mainframe and PVCS for client server. All programmer workstations are connected to the host via Novell WAN.

The SETS development platform consists of connected IBM mainframe and networked personal computer components. All program modifications, development, and unit and system testing is done on the personal computer network. After unit and system testing is completed, the software modifications are migrated, using SCLM, to the mainframe for additional unit and system acceptance testing and ultimate migration to the production environment.

The platforms and software utilized by Child Support Systems Applications include:

Hardware Platform	Application Server	<p>IBM OS/390 – SETS utilizes a PC network development platform to develop, modify and unit test system application software. This network development platform allows for system isolation, provides more flexible system accessibility, allows greater control over program modifications and system testing, increases utilization of debugging tools and facilitates the simultaneous software release concept.</p> <p>The QUICK System facilitates the exchange of interstate Child Support Enforcement case information between states. QUICK uses an IBM HTTP Server as Proxy Server that authenticates Title IV-D users through the eDirectory using LDAP. The OhioQUICK Web Service consists of a network manager server and two application servers. The web service opens a connection using the IMS Connector for JAVA (JCA) and passes the request thru IMS Connect to OTMA to the IMS Control region on the mainframe.</p> <p>SVES will utilize a similar configuration to read and display Title II, Title XVI, and prison records of child support participants.</p>
Software Platform	Operating System	ZOS (SETS) UNIX (QUICK and SVES)
	Database	IMS DB DB2
	Software	IBM JES 3 Finalist BMC Control-B BMC Control-D (PC and Web) BMC Control-M AFP StreamWeaver Compuware File-AID Tone Software Flasher CSF IBM TSO CA TELON PC IBM ISPF/PC Tivoli Novell Development Platform Micro Focus Mainframe Express Adobe Dreamweaver DB2 Client 8 CA ERWin Oracle Client Developer Adobe Writer Crystal Reports Rapid SQL IBM WebSphere Informatica COGNOS 7 COGNOS 8 Strobe Omegamon

	Software Configuration	IBM SCLM PVCS Serena Changeman Dimensions
	Security	RACF
Network Platform	TCP-IP Rumba Terminal Emulator	
Languages	COBOL	
Transaction Manager	IMS-TM	

For more detailed information, the ODJFS strategic Information Technology Plan can be viewed at the following web address: http://jfs.ohio.gov/omis/itplan/JFS_FY0809.pdf.

Objectives. The State has the following objectives that it wants the Work to fulfill, and it will be the Contractor's obligation to ensure that the Work meets these objectives:

Enhance and maintain the various Child Support Systems Applications throughout the life of the Contract.

Overview of the Work's Scope. The scope of the Work is provided in Attachment Two of this RFP. This section only gives a summary of the Work. If there is any inconsistency between this summary and the attachment's description of the Work, the attachment will govern.

The Contractor must work with designated ODJFS staff as identified by the Work Representative in the development of deliverables for each defined interval for the duration of this Contract. The deliverables will be negotiated prior to the start of each interval in the format attached as Supplement 5, and will be monitored throughout the interval and the life of the Contract. The Work Representative and the Contractor will agree in writing, during the course of the Contract, to specific work assignments, sub-deliverables, due dates, Contractor staffing requirements (based on positions and descriptions provided in Supplement 2 and based on hourly rates quoted on the Cost Summary), ODJFS resources and the proposed deliverable agreement for the defined interval. A deliverable or sub-deliverable may be identified as a work product or hours toward completion of a work product. These documents, entitled Interval Deliverable Agreement (IDA), will be identified and agreed to at least 30 days in advance of the beginning of the interval. The IDA is not effective until the State (ODJFS and OIT) and Contractor have indicated agreement to the deliverable or work assignments by signing the document. The specific IDA specifications, including sub-deliverables and due dates agreed on by the State and the Contractor, will be attached hereto as an IDA and incorporated into the Contract. IDAs are expected to be a combination of distinct projects, tasks, or reports and activities that will be consultative and billed on the basis of time and materials or deliverable completion as agreed to by the State and the Contractor.

After award of the Contract the Contractor must provide staff to complete a 90-day transition period. In addition to the transition tasks, the Contractor must develop the first IDA. The award of this RFP may overlap the services of the current contract to address transition issues. The Contractor's first task will be, in conjunction with the State and the current contract vendor, to develop a transition plan of services and support. The main goal of this plan will be to ensure Child Support Systems Applications' availability during all transition activities. The transition should include, but is not limited to, assessment of current contract staff knowledge, skills and abilities; assessment of current activities (e.g., ongoing development, system enhancements, customer service requests, production support, database administration); identification of new staff knowledge, skills and abilities; and detailed project plans to transition current activities from the current contract vendor to the Contractor.

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at anytime. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the

Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	July 3, 2008
Inquiry Period Begins:	July 3, 2008
Pre-Proposal Conference Date:	July 11, 2008 at 2:00 pm
Inquiry Period Ends:	July 30, 2008 at 8:00 a.m.
Proposal Due Date:	August 5, 2008 at 11:00 a.m.

Estimated Dates

Award Date:	October 1, 2008
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Estimated Work Dates

Work Begins:	October 15, 2008
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five parts and has nine attachments. The parts and attachments are listed below. There also may be one or more supplements to this RFP listed below.

Parts:

- Part 1 Executive Summary
- Part 2 Structure of this RFP
- Part 3 General Instructions
- Part 4 Evaluation of Proposals
- Part 5 Award of the Contract

Attachments:

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|------------------|------------------------------------------|
| Attachment One | Evaluation Criteria |
| Attachment Two | Work Requirements and Special Provisions |
| Attachment Three | Requirements for Proposals |
| Attachment Four | General Terms and Conditions |
| Attachment Five | Sample Contract |
| Attachment Six | Offeror Certification Form |
| Attachment Seven | Offeror Profile Summary |
| Attachment Eight | Personnel Profile Summary |
| Attachment Nine | Cost Summary |

Supplements:

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|------------------|------------------------------------------------|
| Supplement One | W-9 Form |
| Supplement Two | Position Descriptions and Requirements |
| Supplement Three | MIS On-Call Procedures |
| Supplement Four | Weather Emergency - Essential Staff Guidelines |
| Supplement Five | IDA Sample |

PART THREE: GENERAL INSTRUCTIONS

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

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

Procurement Representative:

Roni Rowe
Acquisition Analyst
Office of Information Technology
Acquisition Management Office
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

During the performance of the Work, a State representative (the "Work Representative") will represent ODJFS and be the primary contact for the Work. The State will designate the Work Representative in writing after the Contract award.

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

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

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

Offerors may view inquiries and responses on the State's Procurement Website by using the "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.

Pre-Proposal Conference. The State will hold a Pre-Proposal Conference on July 11, 2008, at 2:00 pm, in the Lobby Hearing Room of the Rhodes State Office Tower, 30 E. Broad Street (lobby), Columbus, Ohio 43215. The purpose of this conference is to discuss the RFP and the Work with prospective offerors and to allow them to ask questions arising from their initial review of this RFP.

Attendance at the Pre-Proposal Conference is not a prerequisite to submitting a Proposal.

Amendments to the RFP. If the State revises this RFP before the Proposals are due, it will announce any amendments on the State Procurement Website.

Offerors may view amendments by using the "Find It Fast" function of the State's Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Website. The State may issue amendment announcements anytime before 5:00 p.m. on the day before Proposals are due, and it is each prospective offeror's responsibility to check for announcements and other current information regarding this RFP.

After the Proposal due date, the State will distribute amendments only to those offerors whose Proposals are under active consideration. When the State amends the RFP after the due date for Proposals, the State will permit offerors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror's Proposal is no longer in its interest. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the State allows offerors to modify their Proposals in response to an amendment, the State may limit the nature and scope of the modifications. Unless otherwise provided in the State's notice, offerors must make any modifications or withdrawals in writing and submit them to the State within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. If this RFP provides for a negotiation phase, this submission procedure will not apply to changes negotiated during that phase. The State may reject any modification that is broader in scope than the State has authorized in the announcement of the amendment and treat it as a withdrawal of the offeror's Proposal.

Proposal Submittal. Each offeror must submit a technical section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the technical section as a separate package from the cost section of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the technical section of the Proposal must be sealed and contain one originally signed technical section and six copies of the technical section, and the package with the cost section also must be sealed and contain two complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either "ODJFS Child Support Systems Applications RFP – Technical Proposal" or "ODJFS Child Support Systems Applications RFP – Cost Summary," as appropriate.

Included in each sealed package, the offeror also must provide an electronic copy of everything contained within the package on CD-ROM in Microsoft Office, Microsoft Project, and Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the State will base its evaluation of the offeror's Proposal on the hard copy.

Proposals are due no later than 11:00 a.m. on the Proposal due date. Proposals submitted by email, fax, or other electronic means are not acceptable, and the State may reject them. Offerors must submit their Proposals to:

Office of Information Technology
Contract Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215

The State may reject any Proposals or unsolicited modifications that it receives after the deadline. An offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. Offerors also must allow for potential delays due to increased security. The Ohio Building Authority has stationed x-ray equipment on the Rhodes Tower loading dock and uses it to x-ray in-coming deliveries and mail. Loading dock hours are from 7:00 am to 3:00 pm, Monday through Friday, excluding State holidays. No deliveries will be accepted before or after these hours without prior arrangements. Further, all deliveries to Rhodes Tower must be made through the loading dock, where they will be scanned and tagged. Any visitors attempting to bring packages through the Rhodes Tower lobby that cannot be opened for inspection will be redirected to the loading dock to have their packages scanned and tagged. Offerors must allow sufficient time for this additional security process, since the State may reject late Proposals regardless of the cause for the delay.

Each offeror must carefully review the requirements of this RFP and the contents of its Proposal. Once opened, Proposals cannot be altered or withdrawn, except as allowed by this RFP.

By submitting a Proposal, the offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source other than the inquiry process described in the RFP.

Revised Code Section 9.24 prohibits the State from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery (a "Finding"), if the Finding is unresolved at the time of the award. This also applies to renewals of contracts. By submitting a Proposal, the offeror warrants that it is not subject to an unresolved Finding under Section 9.24 at the time of its submission. Additionally, the offeror warrants that it will notify the Office of Information Technology in writing immediately upon becoming subject to such an unresolved Finding after submitting its Proposal and before the award of a Contract under this RFP. Should the State select the offeror's Proposal for award of a Contract, this warranty of immediate written notice will apply during the term of the Contract, including any renewals or extensions. Further, the State may treat any unresolved Finding against the Contractor that prevents a renewal of the Contract as a breach, in accordance with the provisions of Attachment Four, General Terms and Conditions.

The State may reject any Proposal if the offeror takes exception to the terms and conditions of this RFP, includes unacceptable assumptions or conditions in its Proposal, fails to comply with the procedure for participating in the RFP process, or fails to meet any requirement of this RFP. The State also may reject any Proposal that it believes is not in its interest to accept and may decide not to award a contract to any or all of the offerors responding to this RFP.

Offerors may not prepare or modify their Proposals on State premises.

All Proposals and other material that offerors submit will become the property of the State and may be returned only at the State's option. Offerors should not include any confidential information in a Proposal or other material submitted as part of the evaluation process. All Proposals will be open to the public after the State has awarded the Contract.

The State will retain all Proposals, or a copy of them, as part of the Contract file for at least three years. After the three-year retention period, the State may return, destroy, or otherwise dispose of the Proposals and any copies of them.

Waiver of Defects. The State may waive any defects in any Proposal or in the submission process followed by an offeror, but the State will only do so if it believes that it is in the State's interest and will not cause any material unfairness to other offerors.

Multiple or Alternate Proposals. The State will not accept multiple Proposals from a single offeror or any alternative solutions or options to the requirements of this RFP. Additionally, any offeror that disregards a requirement in this RFP simply by proposing an alternative to it will have submitted a defective Proposal that the State may reject. Further, any offeror that submits multiple Proposals may have all its Proposals rejected.

Changes to Proposals. The State will allow modifications or withdrawals of Proposals only if the State receives them before the Proposal due date. No modifications or withdrawals will be permitted after the due date, except as authorized by this RFP.

Proposal Instructions. Each Proposal must be organized in an indexed binder ordered in the same manner as the response items are ordered in the applicable attachments to this RFP. The requirements for a Proposal's contents and formatting are contained in the attachments to this RFP. The State wants clear and concise Proposals, but offerors must answer questions completely and meet all the RFP's requirements.

The State is not liable for any costs an offeror incurs in responding to this RFP or from participating in the evaluation process, regardless of whether the State awards the Contract through this process, decides not to go forward with the Work, cancels this RFP for any reason, or contracts for the Work through some other process or through another RFP.

Location of Data. Unless the State agrees otherwise in writing, the selected offeror and its subcontractors must do the Work and keep all State data at the location(s) disclosed in the offeror's Proposal. Additionally, if Attachment Two contains any restrictions on where the Work may be done or where any State data may be kept, the State may reject any Proposal that proposes to do any Work or make State data available outside of those geographic restrictions.

PART FOUR: EVALUATION OF PROPOSALS

Disclosure of Proposal Contents. The State will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the State will seek to keep the contents of all Proposals confidential until the Contract is awarded. But the State will prepare a registry of Proposals that contains the name of each offeror. The public may inspect that registry after the State opens the Proposals.

Rejection of Proposals. The State may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, objects to the terms or conditions of this RFP, or that the State determines is excessive in price or otherwise not in the State's interest to accept. In addition, the State may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or other means.

Evaluation of Proposals Generally. The evaluation process may consist of up to six distinct phases:

1. Initial review;
2. Technical evaluation;
3. Evaluation of costs;
4. Requests for more information;
5. Determination of responsibility; and
6. Contract Negotiations.

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

Clarifications and Corrections. During the evaluation process, in the State's sole discretion, it may request clarifications from any offeror under active consideration and may give any offeror the opportunity to correct defects in its Proposal, if the State believes doing so would not result in an unfair advantage for the offeror, and it is in the State's interest. The State may reject any clarification that is non-responsive or broader in scope than what the State requested. If the State does so, or if the offeror fails to respond to the request for clarification, the State then may request a corrected clarification, consider the offeror's Proposal without the clarification, or disqualify the offeror's Proposal.

Corrections and clarifications must be completed off State premises.

Initial Review. The State will review all Proposals for their format and completeness. The State normally rejects incomplete or incorrectly formatted Proposals, though it may waive any defects or allow an offeror to submit a correction, if the State believes doing so would not result in an unfair advantage for the offeror and

it is in the State's interest. Further, if the Auditor of State does not certify a Proposal due to lateness, the State will not open it. After the initial review, the State will forward all timely, complete, and properly formatted Proposals to an evaluation team, which the Procurement Representative will lead.

Technical Evaluation. The State will evaluate each Proposal that it has determined is timely, complete, and properly formatted. The evaluation will be scored according to the requirements identified in this RFP, including the requirements in Attachment One. Other attachments to this RFP may further refine these requirements, and the State has a right to break these requirements into components and weight any components of a requirement according to their perceived importance.

The State also may have the Proposals or portions of them reviewed and evaluated by independent third parties or various State personnel with experience that relates to the Work or to a criterion in the evaluation process. Additionally, the State may seek reviews from end users of the Work or the advice or evaluations of various State personnel that have subject matter expertise or an interest in the Work. The State may adopt or reject any recommendations it receives from such reviews and evaluations or give them such weight as the State believes is appropriate.

During the technical evaluation, the State will calculate a point total for each Proposal that it evaluates. At the sole discretion of the State, it may reject any Proposal receiving a significant number of zeros for sections in the technical portions of the evaluation. The State may select those offerors submitting the highest rated Proposals for the next phase. The number of Proposals that advance to the next phase will be within the State's discretion, but regardless of the number of Proposals selected, they always will be the highest rated Proposals from this phase.

At any time during this phase, in the State's sole discretion, it may ask an offeror to correct, revise, or clarify any portions of its Proposal.

The State will document all major decisions and make these a part of the Contract file, along with the evaluation results for each Proposal considered.

Requirements. Attachment One provides requirements the State will use to evaluate the Proposals, including any mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next phase of the evaluation, which will consider other requirements described in a table in Attachment One.

In the case of any requirements for a team of people the offeror is proposing, the offeror must submit a team to do the Work that collectively meets all the team requirements. But the experience of multiple candidates may not be combined to meet a single requirement. Further, previous experience of the candidate submitted for a Senior Project Manager position may not be used to meet any other team member requirements. Each candidate proposed for the Work team must meet at least one of the requirements.

This RFP asks for responses and submissions from offerors, most of which represent components of the requirements in Attachment One. While each requirement represents only a part of the total basis for a decision to award the Contract to an offeror, a failure by an offeror to make a required submission or meet a mandatory requirement normally will result in a rejection of that offeror's Proposal. The value assigned above to each requirement is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that the State received. It is not a basis for determining the importance of meeting that requirement.

If the State does not receive any Proposal that meets all the mandatory requirements, the State may cancel this RFP. Alternatively, if the State believes it is in its interest, the State may continue to consider the highest-ranking Proposals despite their failure to meet all the mandatory requirements. In doing this, the State may consider one or more of the highest-ranking Proposals. But the State may not consider any lower-ranking Proposals unless all Proposals ranked above it are also considered, except as provided below.

In any case where no Proposal meets all the mandatory requirements, it may be that an upper ranking Proposal contains a failure to meet a mandatory requirement that the State believes is critical to the success of the RFP's objectives. When this is so, the State may reject that Proposal and consider lower ranking

Proposals. Before doing so, the State may notify the offeror of the situation and allow the offeror an opportunity to cure its failure to meet that mandatory requirement.

If the offeror cures its failure to meet a mandatory requirement that the State has deemed critical to the success of the RFP's objectives, the State may continue to consider the offeror's Proposal. But if the offeror is unwilling or unable to cure the failure, its Proposal may be rejected. The State then may continue to consider the other remaining Proposals, including, if the State so chooses, Proposals that ranked lower than the rejected Proposal.

Cost Evaluation. Once the technical merits of the Proposals are considered, the State may consider the costs of one or more of the highest-ranking Proposals. But it is within the State's discretion to wait until after any interviews, presentations, and demonstrations to evaluate costs. Also, before evaluating the technical merits of the Proposals, the State may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. And the State may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

The State may select one or more of the Proposals for further consideration in the next phase of the evaluation process based on the price performance formula contained in Attachment One. The Proposal(s) selected for consideration in the next phase always will be the highest-ranking Proposal(s) based on this analysis. That is, the State may not move a lower-ranking Proposal to the next phase unless all Proposals that rank above it also are moved to the next phase, excluding any Proposals that the State disqualifies because of excessive cost or other irregularities.

If the State finds that it should give one or more of the highest-ranking Proposals further consideration, the State may move the selected Proposals to the next phase. The State alternatively may choose to bypass any or all subsequent phases and make an award based solely on its scoring of the preceding phases, subject only to its review of the highest-ranking offeror's responsibility, as described below.

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

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

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

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

The proposed candidates, from offerors that rank the highest in the evaluation process, may be invited to interview for the following positions: Senior Project Manager, Technical Project Leader, Business Project Leader, and the Senior Business Intelligence Programmer Analyst. The interviews will be conducted at a

State facility in Columbus, Ohio. All costs associated with the interviews are the sole responsibility of the offeror.

The interviews will be structured around standard sets of oral and written questions. The same sets of questions will be used for all proposed candidates for each designated position. The interviews will be scheduled at the discretion of the evaluation committee. At its own expense, the offeror must make all candidates available on-site within five business days following the State's notification.

Failure to provide the proposed candidates at the scheduled interview time may result in an offeror's proposal being rejected. The State may require phone interviews for the other named candidates.

Determination of Responsibility. The State may review the background of one or more of the highest-ranking offerors and its or their key team members and subcontractors to ensure their responsibility. For purposes of this RFP, a key team member is a person that an offeror identifies by name in its Proposal as a member of its proposed team. The State will not award the Contract to an offeror that it determines is not responsible or that has proposed candidates or subcontractors to do the Work that are not responsible. The State's determination of an offeror's responsibility may include the following factors: experience of the offeror and its key team members and subcontractors, its and their past conduct on previous contracts, past performance on previous contracts, ability to execute this Contract properly, and management skill. The State may make this determination of responsibility based on the offeror's Proposal, reference evaluations, a review of the offeror's financial ability, and any other information the State requests or determines is relevant.

Some of the factors used in determining an offeror's responsibility, such as reference checks, may also be used in the technical evaluation of Proposals in phase two of the evaluation process. In evaluating those factors in phase two, the weight the State assigns to them, if any, for purposes of the technical evaluation will not preclude the State from rejecting a Proposal based on a determination that an offeror is not responsible. For example, if the offeror's financial ability is adequate, the value, if any, assigned to the offeror's relative financial ability in relation to other offerors in the technical evaluation phase may or may not be significant, depending on the nature of the Work. If the State believes the offeror's financial ability is inadequate, the State may reject the offeror's Proposal despite its other merits.

The State may make a responsibility determination at any time during the evaluation process, but it typically will do so only once it has evaluated the technical merits and costs of the Proposals. The State always will review the responsibility of an offeror selected for an award before making the award, if it has not already done so earlier in the evaluation process. If the State determines that the offeror selected for award is not responsible, the State then may go down the line of remaining offerors, according to rank, and determine responsibility with the next highest-ranking offeror.

Reference Checks. As part of the State's determination of an offeror's responsibility, the State may conduct reference checks to verify and validate the offeror's and its proposed candidates' and subcontractors' past performance. Reference checks that indicate poor or failed performance by the offeror or a proposed candidate or subcontractor may be cause for rejection of the offeror's Proposal. Additionally, the State may reject an offeror's Proposal as non-responsive if the offeror fails to provide requested reference contact information.

The State may consider the quality of an offeror's and its candidates' and subcontractors' references as part of the technical evaluation phase, as well as in the State's determination of the offeror's responsibility. The State also may consider the information it receives from the references in weighing any requirement contained in the technical evaluation phase, if that information is relevant to the requirement. In checking an offeror's or any of its proposed candidates' or subcontractors' references, the State will seek information that relates to the offeror's previous contract performance. This may include performance with other governmental entities, as well as any other information the State deems important for the successful operation and management of the Work and a positive working relationship between the State and the offeror. In doing this, the State may check references other than those provided in the offeror's Proposal. The State also may use information from other sources, such as third-party reporting agencies.

Financial Ability. Part of State's determination of an offeror's responsibility may include the offeror's financial ability to perform the Contract. This RFP may expressly require the submission of audited financial

statements from all offerors in their Proposals, but if this RFP does not make this an express requirement, the State still may insist that an offeror submit audited financial statements for up to the past three years, if the State is concerned that an offeror may not have the financial ability to carry out the Contract. Also, the State may consider financial information other than the information that this RFP requires as part of the offeror's Proposal, such as credit reports from third-party reporting agencies.

Contract Negotiations. The final phase of the evaluation process may be contract negotiations. It is entirely within the discretion of the State whether to permit negotiations. An offeror must not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal, and any Proposal that is contingent on the State negotiating with the offeror may be rejected. The State is free to limit negotiations to particular aspects of any Proposal or the RFP, to limit the offerors with whom the State negotiates, and to dispense with negotiations entirely. If negotiations are held, they will be scheduled at the convenience of the State, and the selected offeror or offerors must negotiate in good faith.

The State may limit negotiations to specific aspects of the RFP or the offeror's Proposal. Should the evaluation result in a top-ranked Proposal, the State may limit negotiations to only that offeror and not hold negotiations with any lower-ranking offeror. If negotiations are unsuccessful with the top-ranked offeror, the State then may go down the line of remaining offerors, according to rank, and negotiate with the next highest-ranking offeror. Lower-ranking offerors do not have a right to participate in negotiations conducted in such a manner.

If the State decides to negotiate simultaneously with more than one offeror, or decides that negotiations with the top-ranked offeror are not satisfactory and therefore negotiates with one or more of the lower-ranking offerors, the State then will determine if an adjustment in the ranking of the offerors with which it held negotiations is appropriate based on the negotiations. The Contract award, if any, then will be based on the final ranking of offerors, as adjusted.

Auction techniques that reveal one offeror's price to another or disclose any other material information derived from competing Proposals are prohibited. Any oral modification of a Proposal will be reduced to writing by the offeror as described below.

Following negotiations, the State may set a date and time for the offeror(s) with which the State conducted negotiations to submit a best and final Proposal. If negotiations were limited and all changes were reduced to signed writings during negotiations, the State need not require a best and final Proposal.

If best and final Proposals are required, they may be submitted only once, unless the State determines that it is in the State's interest to conduct additional negotiations. In such cases, the State may require another submission of best and final Proposals. Otherwise, discussion of or changes in the best and final Proposals will not be allowed. If an offeror does not submit a best and final Proposal, the State will treat that offeror's previous Proposal as its best and final Proposal.

The State usually will not rank negotiations and normally will hold them only to correct deficiencies in or enhance the value of the highest-ranked offeror's Proposal.

From the opening of the Proposals to the award of the Contract, everyone evaluating Proposals on behalf of the State will seek to limit access to information contained in the Proposals solely to those people with a need to know the information. The State also will seek to keep this information away from other offerors, and the State may not tell one offeror about the contents of another offeror's Proposal in order to gain a negotiating advantage.

Before the award of the Contract or cancellation of the RFP, any offeror that seeks to gain access to the contents of another offeror's Proposal may be disqualified from further consideration.

Negotiated changes will be reduced to writing and become a part of the Contract file, which will be available for public inspection after award of the Contract or cancellation of the RFP, provided the State does not plan to reissue the RFP. If the State plans to reissue the RFP, the Contract file will not be available until the subsequent RFP process is completed. Unless the State agrees otherwise in writing, the offeror must draft and sign the written changes and submit them to the State within five business days. If the State accepts the

changes, the State will give the offeror written notice of the State's acceptance, and the negotiated changes to the successful offer will become a part of the Contract.

Failure to Negotiate. If an offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations with that offeror, remove the offeror's Proposal from further consideration, and seek such other remedies as may be available in law or in equity.

PART FIVE: AWARD OF THE CONTRACT

Contract Award. The State plans to award the Contract based on the schedule in the RFP, if the State decides the Work is in its best interest and has not changed the award date.

Under Ohio's anti-terrorism legislation, effective April 14, 2006, the selected offeror must complete a Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization to certify that the offeror has not provided material assistance to any terrorist organization listed on the Terrorist Exclusion List. The form and the Terrorist Exclusion List are available on the Ohio Homeland Security Website. The form must be submitted with the offeror's Proposal. If an offeror answers yes or fails to answer any question on the form, the State may not award the Contract to that offeror. The offeror may request the Department of Public Safety to review such a denial of an award. More information concerning this law is available at: <http://www.homelandsecurity.ohio.gov>.

Included with this RFP, as Attachment Five, is a sample of the Contract for the RFP. The State will issue two originals of the Contract to the Contractor proposed for award. The offeror must sign and return the two originals to the Procurement Representative. The Contract will bind the State only when the State's duly authorized representative signs all copies and returns one to the Contractor with an award letter, the State issues a purchase order, and all other prerequisites identified in the Contract have occurred.

The Contractor must begin work within 15 business days after the State issues a purchase order under the Contract. If the State awards a Contract pursuant to this RFP, and the Contractor is unable or unwilling to begin the Work within the time specified above, the State may cancel the Contract, effective immediately on notice to the Contractor. The State then may return to the evaluation process under this RFP and resume the process without giving further consideration to the originally selected Proposal. Additionally, the State may seek such other remedies as may be available to the State in law or in equity for the selected offeror's failure to perform under the Contract.

Contract. If this RFP results in a Contract award, the Contract will consist of this RFP, including all attachments, written amendments to this RFP, the Contractor's accepted Proposal, and written, authorized amendments to the Contractor's Proposal. It also will include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is included as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in Attachment Four to this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract (Attachment Five) in its final form;
2. This RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, change orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract. To be binding on the State, a duly authorized representative of the Office of Information Technology must sign any change order under or amendment to the Contract.

ATTACHMENT ONE: EVALUATION CRITERIA

Mandatory Requirements. The first table lists this RFP's mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next part of the technical evaluation phase described in the second table.

For the purpose of this RFP, a system of 'similar size and scope' is defined as a large IBM mainframe IMS transaction processing system with an on-line data entry interface.

The offeror must provide at least one reference that is not an ODJFS project.

Mandatory Requirements	Reject	Accept
<p>1. Application experience as a contractor providing a minimum of 35 IT Professionals, for a large, complex legacy systems or the development of new systems on projects similar in size and scope. The experience referenced must be for an operational production system. The experience must have lasted a minimum of two years. All IT Professions must be provided for the same project.</p> <p>To demonstrate that the proposal meets this mandatory requirement, the offeror must propose its project experience or a combination of its project experience with the proposed subcontractor(s) project experience on one project to satisfy the requirement. The offeror must demonstrate they provided at least 50% of the staff for the referenced project. The offeror may use its proposed subcontractor(s) to meet the remaining 50% of the staff on the same project.</p>		
<p>2. Experience providing a minimum of 75 IT professionals simultaneously for a period of six or more consecutive months within the past five years. The Proposal may contain as many references as necessary to meet the requirement. If a proposal provides several references to meet this requirement, all references provided must overlap for a period of six or more consecutive months.</p> <p>To demonstrate that the proposal meets this mandatory requirement, the offeror must propose its project experience or a combination of its project experience with the proposed subcontractor(s) project experience to satisfy the requirement. The offeror must meet at least 50% of the requirement. The offeror may use its proposed subcontractor(s) to meet the remaining 50%.</p>		

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

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Offeror Requirements					
Offeror Past Performance – Mandatory Requirement 1	100	n/a	5	7	9
Offeror Past Performance – Mandatory Requirement 2	70	n/a	5	7	9
Offeror Description	25	0	5	7	9
Work Plan Approach	25	0	5	7	9
Contingency Plan	50	0	5	7	9
Escalation Plan	25	0	5	7	9

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Personnel Requirements					
Senior Project Manager – Must be an employee of the offeror.					
Experience as the Project Manager on two projects of similar size and scope during the past ten years with a minimum of one being from initiation to completion. In addition, a minimum of one project must have been within the last five years.	14	0	5	7	9
Experience on two or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.	9	0	5	7	9
Experience with two or more structured development methodologies in managing projects of similar size and scope over the past ten years.	9	0	5	7	
Senior Project Manager – Desirable Requirements.					
Minimum of 60 months programming experience.	1	0	5		
Experience on one major system development project that required the application of network infrastructure, software utilities and applications for IBM mainframes, Novell, Windows NT or Unix.	1	0	5		
Minimum of 24 months experience in analysis, design and implementation of a large-scale hardware rollout.	1	0	5		
Minimum of 24 months experience in Joint Application Design (JAD) or Systems Requirements Definitions (SRD) facilitation in a development environment.	1	0	5		
Bachelor's Degree (or higher) or 36 months training post secondary education.	1	0	5		
Project Management Institute (PMP) Certification.	1	0	5		
Minimum of 40 hours of formal project management training.	1	0	5		
Twelve (12) months experience in Ohio ODJFS mainframe IMS COBOL applications.	1	0	5		
Technical Project Leader					
Experience as a Technical Project Leader on one or more projects of similar size and scope from initiation to completion within the past five years with demonstrated experience leading a technical team with a minimum of 15 people.	8	0	5	7	9
Experience with one or more structured development methodologies in system development projects in the past five years.	6	0	5	7	9
Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines as a technical lead.	6	0	5	7	9
Minimum of 36 months experience in	6	0	5	7	9

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
managing one or more engagements involving systems development.					
Technical Project Leader – Desirable Requirements					
Minimum of 36 months experience data analysis in one or more engagement in same or similar system as defined in RFP.	1	0	5		
Twenty-four (24) months experience in Ohio ODJFS mainframe IMS COBOL applications.	1	0	5		
Business Project Leader					
Experience as a Business Lead on one project of similar size and scope from initiation to completion within the past five years.	6	0	5	7	9
Experience in defining and documenting business requirements on one or more large project in the past five years.	4	0	5	7	9
Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.	4	0	5	7	9
Minimum of 24 months experience in managing eight or more business analysts.	4	0	5	7	9
Minimum of 36 months experience as a functional user, interpreting and implementing policies for a same or similar system as defined in the RFP.	4	0	5	7	9
Business Project Leader – Desirable Requirements					
Experience designing, testing, and implementing large mainframe computer systems on one or more large project in the past five years.	1	0	5		
Bachelor's degree or higher.	1	0	5		
Mainframe Programmer Analyst 3					
Experience as a COBOL Programmer on one project of similar size and scope within the past five years.	3	0	5	7	9
Minimum of 60 months experience in COBOL programming	4	0	5	7	9
Minimum of 36 months experience in IMS database programming.	3	0	5	7	9
Minimum of 36 months experience IMS DC on-line programming.	3	0	5	7	9
Minimum of 12 months experience using Micro Focus Mainframe Express.	3	0	5	7	9
Mainframe Programmer Analyst 3 – Desirable Requirements					
Minimum of 12 months experience using Compuware FileAid.	1	0	5		
Minimum 12 months experience using Strobe or Omegamon	1	0	5		
Minimum of 12 months experience using a project management tool (i.e. Project Workbench, Microsoft Project).	1	0	5		

Minimum of 12 months experience using TELON.	1	0	5		
Associates Degree or higher.	1	0	5		
Senior Business Intelligence Programmer/Analyst					
Experience as a COGNOS 8 programmer/analyst on one or more large projects within the past three years.	6	0	5	7	9
Experience as a COGNOS Series 7 programmer/analyst on one or more projects within the past five years.	6	0	5	7	9
Experience programming and using Informatica on one or more large projects within the past five years.	4	0	5	7	9
Minimum of 36 months DB2 programming experience.	4	0	5	7	9
Minimum of 36 months of COGNOS ReportNet programming experience	4	0	5	7	9
Minimum of 24 months experience using Erwin data modeling tools.	2	0	5	7	9
Senior Business Intelligence Programmer/Analyst – Desirable Requirements					
Minimum of 12 months experience using SAS.	1	0	5		
Minimum of 12 months experience using a project management tool (i.e., Microsoft Project).	1	0	5		
Associates Degree or higher.	1	0	5		
Testing Analyst 3					
Experience as a lead tester on a minimum of one project of similar size and scope from testing initiation to final system implementation within the past five years.	4	0	5	7	9
Minimum of 48 months experience developing or overseeing the development of test scenarios.	4	0	5	7	9
Minimum of 48 months experience defining and documenting business requirements.	3	0	5	7	9
Minimum 36 months experience using the Mercury suite of testing tools	4	0	5	7	9
Testing Analyst 3 – Desirable Requirements					
Minimum 12 months experience testing Ohio Child Support Systems applications.	1	0	5		
Associates Degree of higher.	1	0	5		
Business Analyst 2					
Experience as a Business Analyst on a minimum of one project of similar size and scope from initiation to completion within the past five years. This project must demonstrate experience with documenting requirements, designing screens and other interfaces, testing system components, and implementing systems.	8	0	5	7	9
Minimum of 24 months experience as a functional user, interpreting and implementing policies for a same or similar automated system as defined in the RFP.	5	0	5	7	9
Business Analyst 2 – Desirable Requirements					

Minimum of 36 months experience as a Business Analyst in a same or similar system as defined in the RFP.	1	0	5		
Minimum of 12 months business analysis experience in a Child Support Enforcement system.	1	0	5		
Bachelor's Degree or higher.	1	0	5		

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:

$$\text{Technical Proposal Points} = (\text{Offeror's Technical Proposal Points} / \text{Highest Number of Technical Proposal Points Obtained}) \times 700$$

The offeror with the lowest proposed Total Cost Summary for Evaluation will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

$$\text{Cost Summary Points} = (\text{Lowest Total Cost Summary for Evaluation} / \text{Offeror's Total Cost Summary for Evaluation}) \times 300$$

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

$$\text{Total Points} = \text{Technical Proposal Points} + \text{Cost Summary Points}$$

**ATTACHMENT TWO: WORK REQUIREMENTS AND SPECIAL PROVISIONS
PART ONE: WORK REQUIREMENTS**

This attachment describes the Work and what the Contractor must do to get the job done.

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

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

Upon receipt of a valid purchase order, the Contractor must hold a kick-off meeting with the State, within five business days, to discuss and plan: the 90-day transition period, development of the first IDA, and the schedule. The purpose of the kick-off meeting is to establish the working relationship between the Contractor and the State. The State will also update the Contractor with the current status of the project including any current issues and risks. The meeting will also provide a forum to answer and clarify Contractor questions. At a minimum, the following Contractor staff must attend the kick-off meeting: Senior Project Manager, Technical Project Leader and Business Project Leader.

As mutually agreed upon by the Contractor and State in the kick-off meeting, the Contractor must be prepared to provide the following staff for the 90-day transition period. The agreed upon staff will be paid on a time and material basis as the Contract is transitioned from the existing vendor to the new Contractor. The 90-day transition period will allow the Contractor time to integrate and familiarize its staff with the existing ODJFS Child Support Systems Applications, staff and processes. In addition, the Contractor must develop the first IDA for the interval following the 90-day transition period. The State will only be responsible for and reimburse the Contractor for actual hours worked.

Contractor Staff Positions	Number of Staff Per Title	Maximum Number of Hours Per Staff Member	Total Hours
Key Personnel Positions			
Senior Project Manager	1	650	650
Technical Project Leader	1	650	650
Business Project Leader	1	650	650
Mainframe Programmer Analyst 3	7	584	4,088
Senior Business Intelligence Programmer Analyst	1	584	584
Testing Analyst 3	12	584	7,008
Business Analyst 2	1	584	584
Non-Key Personnel Positions			
Testing Analyst 2	1	584	584
Systems Architect 2	1	584	584
Web Based Programmer Analyst 3	1	584	584
Project Administrative Assistant	1	584	584
Totals	28		16,550

The Contractor will be required to provide one or more of the following services in each IDA. The following list of services is not all inclusive; additional services, support or subject matter expertise for Child Support Systems Applications may be required and will be determined as part of the IDA process.

1. On-site technical support of Child Support Systems Applications batch production (operations).
2. On-site technical support of Child Support Systems Applications on-line production (operations).
3. On-site technical resolution of both batch and on-line problems that have been referred from daily operations through the Help Desk or via a written modification request for Child Support Systems Applications.
4. On-site technical support of system development for new Child Support Systems Applications functions or enhancements to existing Child Support Systems Applications functions.
5. On-site technical support of all interfaces with Child Support Systems Applications.
6. On-site technical support in the migration control and standard enforcement quality control functions for Child Support Systems Applications.
7. On-site documentation and library support for Child Support Systems Applications.
8. On-call technical support as needed at all times, in line with the current MIS, Contractor On-Call policy that are in place at the time the technical support is needed for Child Support Systems Applications.
9. On-site production support, 24X7X365 for Child Support Systems Applications.
10. Attend meetings with users and customers of Child Support Systems Applications.
11. Travel to county locations to support Child Support Systems Applications.
12. Support the Child Support Systems Applications Help Desk.
13. On-site technical support of disaster data recovery of Child Support Systems Applications, both simulated and real situations.
14. On-site technical support of all architectural upgrades which include both version and hardware upgrades requiring application software modifications.
15. On-site support in the testing of all Child Support Systems Applications. This includes, but is not limited to, unit, system, integration, and User Acceptance testing.
16. Enhancements or modifications to the existing Child Support Systems Applications.
17. Development of new functionality for the Child Support Systems Applications.

The Contractor must work with designated State staff to develop the deliverables and identify all Work for each IDA. Deliverables or sub-deliverables will be defined prior to the start of each designated interval, and monitored throughout the designated interval and the life of the Contract. The IDAs will be identified and agreed to at least 30 days in advance of the beginning of the interval. For each IDA, the State and the Contractor will agree, in writing, to specific deliverables, work assignments, sub-deliverables, services to be provided using time and materials, the length of the interval, due dates, and Contractor staffing requirements based on positions and not-to-exceed hourly rates quoted on the Cost Summary. The IDA is not effective until the State and Contractor have signed the agreement and a purchase order is issued to the Contractor. The agreed-upon IDA will be incorporated into the Contract.

The IDA (i.e., specifications, deliverables, work assignments, and due dates) may be amended based upon changing circumstances during a particular interval. An amendment to an IDA must be in writing and signed by both the State and the Contractor prior to performing the work specified in the amendment.

Specific application of standards of performance and acceptance may be defined in an IDA. The information below sets a guide and general rule of thumb for these standards.

If the IDA so indicates, there will be a period for performance testing of specific deliverables identified in the IDA. During the performance period, the State, with the assistance of the Contractor, will perform acceptance testing. The performance period may last up to 90 consecutive calendar days, during which time the Deliverable must meet the standard of performance required by the IDA and the Contract for 30 consecutive calendar days. The performance criteria in the IDA will be supplemented with the relevant user manuals, technical materials and related writings, to the extent that the specifications in those writings supplement and refine rather than contradict the performance criteria in the IDA. Acceptance of the Deliverable depends on a successful completion of the performance period defined in this section and the IDA. This section applies to the Deliverables defined in the IDA, and any part of it, as well as replacements or substitutes for the Deliverable after completion of a successful performance period.

If the Deliverable does not meet the standard of performance during the performance period, the State will give the Contractor details about the problems in a timely manner and in a useful and relevant form. Until the Contractor has demonstrably corrected all outstanding problems, the performance period will not restart and the Deliverable (or part thereof) will not be accepted. The performance test will continue on a day-by-day basis until the standard of performance is met for a total of 30 consecutive calendar days. The Contractor will not be compensated until the Deliverable is accepted and any additional cost associated with the iterations required to obtain acceptance are the responsibility of the Contractor.

If the Work fails to meet the standard of performance after 90 consecutive calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the IDA.

The Work may have components that can be tested for acceptance individually. If so, there may be acceptance criteria listed in the IDA for each Deliverable that will be independently tested and accepted. But, unless the IDA expressly provides otherwise, the failure of any independently tested component to meet its acceptance criteria will give the State the right to reject the entire Deliverable. Alternatively, if the State determines that it is in the State's interest to reject only the part of the Deliverable that was independently and unsuccessfully tested, it may do so. If the State chooses this option, the State will be entitled to a refund or credit toward the Contractor's Fee.

Application of this section of the RFP will be specifically addressed in the IDA.

- The anticipated number of positions identified in Attachment Nine Cost Summary Table 2 is a best guess estimate of Child Support Systems Applications needs and may change over the life of the Contract.

The offeror must complete the cost summary form to indicate an hourly rate for each position for the life of the Contract.

Billable rates established in the Contract are valid and will not be modified during the first Contract period (through June 30, 2009).

After the first Contract period and at the discretion of the State, billable rates by position may be adjusted; rates may be increased or decreased to more closely match economic conditions.

The Contractor may request adjustments to the basic hourly wage rates by the percentage change in the Employment Cost Index for private industry workers, wages and salaries (not seasonally adjusted), from March of the prior year to March of the current year. That is, an increase request to go into effect on July 1, 2009 will be based on the increase in the ECI series between March 2008 and March 2009.

Any Contractor request for an increase may not exceed a maximum of 3% per state fiscal year and may not to exceed a total of 6% for the biennium. The Contractor must submit a written request to the State (ODJFS Project Manager and OIT) at least 60 days prior to the end of the current State fiscal year to be considered for a change in billing rates effective at the beginning of the next State biennium.

Interval Deliverable Agreement. All IDAs must contain the following information, at a minimum:

1. The designated interval length for each IDA.
2. Goals and Objectives for the interval.
3. Deliverables to be completed or partially completed during the interval. This will include but not be limited to:
 - a. Deliverable Name;
 - b. Description of Deliverable including tasks or milestones to be completed;
 - c. Detailed acceptance criteria and standards of performance;
 - d. State dependencies identified by the Contractor for successful completion of the Deliverable;
 - e. Deliverable Due Date;

- f. Risks associated with delays and incomplete Deliverables; and
 - g. Fixed pricing for each Deliverable based on staffing requirements (services to be performed, identification of Contractor staff resource by name and position, number of hours allocated to the task for each assigned position, individual hourly rate for each Contractor resource assigned to a task, etc.).
 - h.
4. Major tasks and services required to maintain and support the Child Support Systems Applications that will be billed on a time and material basis. This will include but not be limited to:
 - i. Name, title, identification of the employer (prime or subcontractor) and number of staff;
 - j. Staff work hours with any known exceptions noted;
 - k. Description of the work to be performed by the Contractor;
 - l. Specific Contractor resources assigned;
 - m. Individual rate for each Contractor resource assigned;
 - n. Projected number of Contractor hours allocated (per resource);
 - o. Dates covered in the work;
 - p. Dependencies;
 - q. Management or staffing issues; and
 - r. Standards of performance
 5. Work Breakdown Schedule (WBS) for all Deliverables and Work in the IDA.

In addition the following information may also be required:

6. Staffing Issues
7. Required work related travel and training.

It is the Contractor's responsibility to provide qualified professionals, as defined in the Position Descriptions and Requirements (Supplement 2), to meet the goals, tasks, and objectives of each IDA.

The State's intent is for all IDAs to be developed and negotiated in partnership between the State and the Contractor, with each having a vested interest in its success. In the event that the Work Representative and the Contractor are unable to negotiate an IDA, the Work Representative, at the discretion of ODJFS Executive Management may request mediation by OIT.

Project Management. The Contractor is required to enter all Contract related data into the automated project management tool utilized within ODJFS MIS. This will ensure that ODJFS and the Contractor can effectively manage the Contract.

Contractor Responsibilities and Deliverables. The Contractor must meet all requirements in the RFP and all approved IDAs for the Work and complete all Work satisfactorily.

Maintain Work Plan. The Work Plan for each IDA must allow sufficient time for the State's staff to review all Work. The State will determine the number of business days it needs for such reviews and provide that information to the Contractor during the development of each IDA. (See Attachment Three for components of the Work Plan.)

Meeting Attendance and Reporting Requirements. The Contractor's management approach to the Work must adhere to the following meeting and reporting requirements:

- Immediate Reporting - The Senior Project Manager or a designee must immediately report any staffing changes for the Work to the Work Representative (see: Attachment Four: Part Two: Replacement Personnel).
- Attend Status Meetings - The Senior Project Manager and other Work team members must attend status meetings with the Work Representative and other people deemed necessary to discuss Work issues. The Work Representative will schedule these meetings, which will follow an agreed upon agenda and allow the Contractor and the State to discuss any issues that concern them.

- Provide Status Reports - The Contractor must provide written status reports to the Work Representative at least one full business day before each status meeting.
 - The Contractor's proposed format and level of detail for the status report is subject to the State's approval.
- Prepare Monthly Status Reports - During the Work, the Contractor must submit a written monthly status report to the Work Representative by the fifth business day following the end of each month. At a minimum, monthly status reports must contain the following:
 - A description of the overall completion status of the Work in terms of the approved Work Plan (schedule and cost);
 - Updated Work schedule;
 - The plans for activities scheduled for the next month;
 - The status of any Deliverables;
 - Time ahead or behind schedule for applicable tasks;
 - A risk analysis of actual and perceived problems; and
 - Strategic changes to the Work Plan, if any.

Work Hours and Conditions.

1. Contractors must submit time sheets for all time and material contract staff to the Work Representative or designee for review and approval once a month. In addition all hours worked must be entered into the ODJFS designated automated project management tool.
2. ODJFS' normal core business hours are 8:00 A.M. to 5:00 P.M. Monday through Friday, except for State holidays. It is the Contractor's responsibility to ensure staff is working within these parameters and to communicate to the Work Representative when exceptions, such as requested time off, personal illness or emergencies arise, to ensure these situations will not impact the IDA.

Exceptions to these work hours may be negotiated in the IDA, when identified subject matter expertise or skill sets are not required on a full time basis, in order to meet the IDA requirements.

3. The Contractor work location will be identified in each IDA. If it is not necessary for Contractor staff to be onsite at ODJFS, the Contractor will be responsible for providing an offsite work location. For Work that requires the Contractor to work onsite, ODJFS will provide each staff assigned by the Contractor to the Contract with workspace, workstation, telephone, and needed office supplies. For all onsite work performed, the Contractor must assist ODJFS with the staffing administrative costs (i.e., the costs associated with workspace, workstation, telephone, and needed office supplies) at the rate of \$4 per effort hour and will be specifically identified in the IDA. The \$4 per hour administrative cost should not be included in the quoted hourly rate in the Cost Summary. The Contractor, at the discretion of the Work Representative and as negotiated in the IDA, must provide staff assigned to the Contract with a pager, cellular phone and laptop computer, as needed. This \$4 per hour administrative cost will not be included for any work, designated in an IDA, to be performed at the Contractor's Project site.

At the beginning of each biennium, at the sole discretion of ODJFS, the \$4 per effort hour rate may be reviewed and amended per ODJFS' current mandated standard for these costs.

4. Unusual working conditions may include, but are not limited to, operation of a computer terminal for long periods of time, working in excess of eight hours per day, working on Saturdays, Sundays and State holidays, and being on call 24 hours a day seven days a week.
5. The Contractor will ensure that staff assigned to the Contract, who are deemed on-call or essential through the IDA process, will follow the MIS On-Call Procedures and Weather Emergency Essential Staff Guidelines as defined in the attached Supplement Three and Four. The Contractor must notify the Work Representative when these guidelines cannot be followed and the reason why, as they may impact the ability to successfully complete an IDA.

Off Site Development Location. The Contractor may be requested to establish a Project site within a 15 mile radius of Columbus, Ohio where external development/maintenance functions will be performed when JFS requests offsite development. The State requires that the majority of the work during the contract be

performed at the ODJFS Aircenter location. This work performed at the Aircenter location will primarily be mainframe IMS/COBOL work. ODJFS reserves the option to require non-IBM mainframe Child Support System development, such as web based and other stand-alone systems, be conducted at the Contractor's location.

The following development/maintenance functions may be performed at the Contractor's Project site:

- Joint application design (JAD) sessions (for web based and stand alone non-COBOL mainframe applications);
- Demonstrations of design prototypes;
- Deliverable walkthroughs;
- Conversion mapping;
- System testing task walkthroughs;
- User acceptance test support;
- Implementation planning; and
- Transition management support and training.

The Contractor will be responsible for all costs related to securing and maintaining their Project site for development/maintenance, including, but not limited to, hardware and software acquisition and maintenance, leasehold improvements, utilities, telephone service, office equipment, supplies, janitorial services, security, travel of Contractor personnel, storage, transportation, the shredding of confidential documents, and insurance. If any development/maintenance activities are approved by ODJFS to be performed at a location other than at the primary project site, the Contractor must provide toll-free communications with ODJFS staff to conduct development/maintenance work. The Contractor must supply all hardware, software, and services for the Contractor's development LAN up to the point of connection to the ODJFS LAN/WAN. All network hardware and software specifications must be compliant with ODJFS supported standards. The Contractor also must provide the following at the Contractor's Project site during development/maintenance activities:

- Conference room(s) and/or meeting facilities with AV equipment and flexible table and chair configurations for JAD sessions, project management status meetings, and training sessions.

The Contractor will be responsible for installing and maintaining data lines for any required access to the ODJFS network from the Contractor's Project site when JFS requests off site work. These lines will terminate at the point of demarcation on the ODJFS network, to be determined by the ODJFS network services staff. ODJFS will provide and maintain data lines from the point of demarcation into the ODJFS network. ODJFS will provide and maintain the router hardware at the point of demarcation for access to the ODJFS network. The Contractor's Project site must be configured with site-to-site VPN service. All Web-based traffic across this VPN must support a minimum of 128-bit encryption using Secure Sockets Layer (SSL). All other traffic across this VPN must support a minimum of 168-bit Data Encryption Standard (DES), also known as 3DES or Triple DES.

All Project documentation must be maintained on a secured website that is accessible by both ODJFS and the Contractor.

PART TWO: SPECIAL PROVISIONS

Submittal of Deliverables. The Contractor must perform its tasks in a timely and professional manner that produces Deliverables that fully meet the Contract's requirements. And the Contractor must provide the Deliverables no later than the due dates required by the IDA. At the time of delivery of a written Deliverable, the Contractor must submit an original and one copy of each Deliverable, plus an electronic copy. The Contractor must provide the electronic copy in a file format acceptable to the State.

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

The Contractor's Fee Structure. The Contract will be payable in accordance with the table below:

Payment Time Frame	Payment
Monthly	100% for time and material work performed
Upon acceptance	100% of accepted Deliverable

Reimbursable Expenses. None.

Source of Funding: Third-Party Funding. Compensation for this Contract will include both federal and state funds. Therefore, Generally Accepted Accounting Principles, auditing and reporting standards as dictated by the funding source will be followed by ODJFS and the Contractor.

Work Related Travel and Training. When it is deemed necessary by the Work Representative and the Contractor, that staff assigned to the Contract must travel or that additional training (i.e. training for skill sets above and beyond the RFP requirements or reflecting new technology or changes in project direction as determined by ODJFS) is in order to ensure the success of the Project, the expenses will be identified and agreed upon in the IDA. This travel and training will be detailed in the IDA and it will be the responsibility of the Contractor to manage all these expenses as described in the IDA. ODJFS will not directly reimburse for Contract staff travel or training, it will be the Contractor's responsibility to reimburse Contract staff.

Bill to Address. Ohio Department of Job and Family Services
Office of Fiscal Services
Bureau of Accounting
30 East Broad Street, 38th Floor
Columbus, Ohio 43215.

Location of Data. All data must reside onsite at the State of Ohio. The Contractor must not remove any State data or use any State data offsite

ATTACHMENT THREE: REQUIREMENTS FOR PROPOSALS

Proposal Format. Each Proposal must include sufficient data to allow the State to verify the total cost for the Work and all of the offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment, whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply may be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The offeror may include any additional information it believes is relevant. 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. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following:

- Vendor Information Form (OBM-3456)
- Subcontractor Letters
- Offeror Certification Form
- Offeror Description
- Offeror Profile Summary
- Personnel Profile Summary
- Time Commitment
- Assumptions
- Work Plan Approach
- Contingency Plan
- Escalation Plan
- Support Requirements
- Proof of Insurance
- Payment Address
- Legal Notice Address
- W-9 Form
- Declaration Regarding Terrorist Organizations
- Cost Summary (must be separately sealed)

Vendor Information Form. The offeror must submit a signed and completed Vendor Information Form (OBM-3456) for itself and for each subcontractor the offeror plans to use under the Contract. The form is available at <http://obm.ohio.gov/forms/OAKS.asp>.

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

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

Offeror Certification Form. The offeror must complete Attachment 6, Offeror Certification Form.

Offeror Description. Each Proposal must include a description of the offeror's capability, capacity, and experience in the industry. The description should include the date the offeror was established, its leadership, number of employees, number of employees the offeror will engage in tasks directly related to

the Project, and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.

In addition, the narrative must address the following items:

1. The priority of the Child Support Systems Applications Project in relation to other offeror current projects and proposals being submitted;
2. The priority of this type of work within the overall corporate structure in terms of resource support, oversight, control and organizational reporting;
3. The depth of personnel available to the offeror to perform on the Child Support Systems Applications Project, as well as concurrent offeror projects;
4. Current assignments and time commitment of staff that are proposed by name in this proposal;
5. Commitment not to divert Contractor staff to other projects;
6. If the offeror proposes to use a subcontractor(s) to complete this effort, the offeror must describe its approach to effectively manage the subcontractor(s); and
7. Current contractual obligations which might influence the ability of the offeror or its personnel to perform the conditions of the RFP.

The offeror must also provide a complete and detailed description of the way it will manage the Contract that addresses the areas of concern identified below:

1. Client relationship management, to include experience working with multiple levels of customers, representing multiple levels of government;
2. Managing in partnership with ODJFS, including shared ownership and accountability for success of the program goals and objectives;
3. Offeror's general approach to Project Management, to include management tools used to facilitate timely delivery of services and financial accountability;
4. Offeror's Systems Development Life Cycle methodology use and success;
5. Offeror's internal processes and procedures to interview and select candidates to ensure the hiring of quality staff;
6. Offeror's approach to career development for staff to ensure staff stay abreast of current and emerging technologies and possess the related skills;
7. Offeror's experience and success in providing enterprise-wide solutions in a legacy system;
8. The methodologies, processes and procedures the offeror's proposed organization(s) will approach to develop the IDA;
9. The milestone review processes (e.g. critical design review), including how communication and status review will be conducted between all parties; and
10. Offeror's approach to software quality assurance and software configuration management to include best practices and key principles.

Additionally, the offeror must provide a complete and detailed response to the following:

Child Support Systems Applications is the state of Ohio's automated system responsible for obtaining and maintaining child support information related to establishing paternity, locating absent parents, establishing withholding orders, collection of payments and efficiently distributing payments to Ohio custodial families. Child Support Systems Applications is built on an IBM 3090 platform housed at the Ohio Data Network, utilizing COBOL programming, supported by an IMS database, hierarchical structure. Child Support Systems Applications is accessible by all 88 Ohio counties via a Novell network processing an average of 1.1 million transactions per day.

Although the rules and regulations for child support entitlement (e.g., case adjudication, case management) are set at the Federal level, delivery of these services (e.g., distribution of funds) can be left to the individual states to determine. As the state identifies better ways of doing business and chooses to change the functionality of Child Support Systems Applications where it can, it does not want this change to impact those programs that are clearly mandated by the Federal Government.

1. Describe your experience in maintaining and making changes or enhancements to a comparable legacy production system (reference Part One: Executive Summary System Overview for assistance.)
2. Describe your experience or approach to implementing and managing change to one part of a system without impacting the others, ensuring no potential or existing loss in service or unnecessary downtime.
3. Describe the quality assurance or project management techniques you would employ to ensure successful delivery of the system changes, to include communication with the end-user.

Offeror Profile Summary. This RFP includes an Offeror Profile Summary Form as an attachment. The offeror must use this form and fill it out completely to provide the required information.

The Offeror Profile Summary Form contained in this document has been customized for the applicable offeror requirements. (Refer to Attachment Seven.) Each page of the form may contain minor variations. If an offeror elects to duplicate the form electronically, the offeror must carefully review each page of the form to ensure that it has been copied accurately. Failure to duplicate the form exactly may lead to the rejection of the offeror's Proposal.

Each offeror must meet all the mandatory requirements in the RFP. If an offeror does not meet all the mandatory requirements, the State may reject the offeror's Proposal as non-responsive.

The various sections of the Offeror Profile Summary Forms are described below:

Mandatory Experience and Qualifications. The offeror must complete this section to demonstrate that it has the experience needed to meet the RFP's mandatory requirements. (Refer to Attachment Seven.) For each reference, the offeror must provide the following information:

- Contact Information. The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- Work Name. The offeror must provide the name or title for the work, such as a project name, from which it obtained the mandatory experience.
- Dates of Experience. The offeror must complete this area with a beginning month and year and an ending month and year to show the length of time the offeror performed the work, not just the length of time the offeror was engaged by the reference.
- Description of the Related Service Provided. The State will not assume that, since the experience requirement is provided at the top of the page, all descriptions on that page relate to that requirement. The offeror must reiterate the experience being described, including the capacity in which the work was performed and the role of the offeror on the Work. It is the offeror's responsibility to customize the description to clearly substantiate the qualification.
- Description of how the related service shows the offeror's experience, capability, and capacity to develop the Deliverables and do the Work.

The offeror must list each work experience separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Required Experience and Qualifications. The offeror must complete this section to demonstrate that it meets the requirements for experience. For each reference, the offeror must provide the

information in the same manner as described under Mandatory Experience and Qualifications above.

THE OFFEROR MAY NOT USE THE EXPERIENCE OR QUALIFICATIONS OF A SUBCONTRACTOR TO MEET ANY OF THE ABOVE MANDATORY QUALIFICATIONS OR EXPERIENCE. THESE MUST BE FULFILLED EXCLUSIVELY THROUGH THE QUALIFICATIONS AND EXPERIENCE OF THE OFFEROR. If the offeror seeks to meet any of the other qualifications and experience through a subcontractor, the offeror must identify the subcontractor by name in the appropriate part of the Offeror Profile Summary Form, in Attachment Seven to this RFP, for each reference.

Personnel Profile Summary. Each Proposal must include one profile for each key personnel position of the proposed work team. If the State has designated multiple numbers of staff for a key personnel position (Number of Staff Per Title), the offeror must only submit one named candidate for evaluation. If more than one candidate is submitted with the offeror's response, only the first named candidate will be used for scoring. This RFP includes Personnel Profile Summary Forms as Attachment Eight, and the offeror must use these forms and fill them out completely for each reference.

The Personnel Profile Summary Forms contained in this RFP have been customized for the applicable candidate requirements. Each page of the forms may contain minor variations. If an offeror elects to duplicate the forms electronically, the offeror must carefully review each form to ensure that it has been copied accurately. Failure to duplicate the forms exactly may lead to the rejection of the offeror's Proposal.

The offeror must propose a Work team that collectively meets all the requirements in this RFP, as demonstrated through the Personnel Profile Summary Forms. Additionally, each team member may have mandatory requirements listed in this RFP that the team member must individually meet. The offeror must name all key personnel position candidates proposed, and each must meet the technical experience for the candidate's position.

The State will not consider a candidate's overlapping months of experience toward meeting the experience requirements in this RFP. Therefore, for each requirement for a key position, the Personnel Profile Summary Forms for the candidate must demonstrate that the candidate meets the requirement through a work experience that does not overlap in time with any other work experience used to meet the same requirement for the position.

The offeror must demonstrate that all candidate requirements have been met by using the Personnel Profile Summary Forms. The various sections of the forms are described below:

- a) **Candidate References.** If the offeror provides less than three work experiences, the offeror must explain why. The State may reject the Proposal if less than three work experiences are given for a candidate.
- b) **Education and Training.** The offeror must use this section to list the education and training of the proposed candidate and demonstrate, in detail, the proposed candidate's ability to properly perform under the Contract. The offeror must show how the candidate's education and training relates to the requirements of the RFP.
- c) **Mandatory Experience and Qualifications.**
The offeror must complete this section to show how a candidate meets the mandatory experience requirements, if any are applicable to that candidate. If any candidate does not meet the mandatory requirements for the position the candidate is proposed to fill, the offeror's Proposal may be rejected as non-responsive.
- d) **Required Experience and Qualifications.** The offeror must complete this section to show how its candidate meets the experience requirements. (Refer to Attachment Eight.)

For each reference, the offeror must provide the following information:

- Candidate's Name.

- **Contact Information.** The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- **Dates of Experience.** The offeror must complete this section with a beginning month and year and an ending month and year to show the length of time the candidate performed the technical experience being described, not just the length of time the candidate worked for the company.
- **Description of the Related Service Provided.** The State does not assume that, since the technical requirement is provided at the top of the page, all descriptions on that page relate to that requirement. Offerors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the work as it relates to the Work covered by this RFP. It is the Offeror's responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's work experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Time Commitment. The offeror must submit a statement and a chart that clearly indicate the time commitment of the proposed Senior Project Manager and the offeror's proposed team members for the Work. The offeror also must include a statement indicating to what extent, if any, the Senior Project Manager may work on other tasks or assignments unrelated to the Work during the term of the Contract. The State may reject any Proposal that commits the proposed Senior Project Manager or any proposed personnel to other assignments during the term of the Work, if the State believes that any such commitment may be detrimental to the offeror's performance.

Assumptions. The offeror must list all the assumptions the offeror made in preparing the Proposal. If any assumption is unacceptable to the State, the State may reject the Proposal. No assumptions may be included regarding negotiation, terms and conditions, or requirements.

Work Plan Approach. The State encourages responses that demonstrate a thorough understanding of the nature of the Work and what the Contractor must do to get the Work done properly. To this end, the offeror must submit a Work Plan approach that the offeror will use to create a consistent and coherent management plan for the Work. The Work Plan approach must include detail sufficient to give the State an understanding of how the offeror's knowledge and approach will:

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

Contingency Plan. The offeror must fully describe its process for tracking successful completion of the deliverables outlined in the IDA. The offeror must also indicate how it will flag any problems foreseen or anticipated in the delivery of services or deliverables. The offeror must also provide a contingency plan that describes the process that will be used to rectify or alleviate the problems.

Escalation Plan. The offeror must provide an escalation procedure for ODJFS' use in the event state personnel have not received a satisfactory response to problems or missed deadlines. The escalation procedure must include specific Contractor names, titles and phone numbers ODJFS staff may contact within the Contractor's organization to obtain a satisfactory resolution to problems. After Contract award and for the duration of the Contract, the Contractor must update or confirm the accuracy of the escalation contact listing each quarter.

The Escalation Plan must be as complete as possible at the time of submission. It must describe the offeror's proposed organization(s) and management structure responsible for fulfilling the Contract's requirements.

The offeror must also describe the reporting procedures proposed for the successful resolution of the problems. And the offeror must address potential problem areas, recommended solutions to the problem areas and any assumptions used in developing those solutions.

Support Requirements. The offeror must describe the support it wants from the State other than what the State has offered in this RFP. Specifically, the offeror must address the following:

- Nature and extent of State support required in terms of staff roles, percentage of time available, and so on;
- Assistance from State staff and the experience and qualification levels required; and
- Other support requirements.

The State may not be able or willing to provide the additional support the offeror lists in this part of its Proposal. The offeror therefore must indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the State may reject the offeror's Proposal, if the State is unable or unwilling to meet the requirements.

Proof of Insurance. The offeror must provide the certificate of insurance required by Attachment Four. The policy may be written on an occurrence or claims made basis.

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

Legal Notice Address. The offeror must give the name, title, and address to which the State should send legal notices under the Contract.

W-9 Form. The offeror must complete the attached W-9 form in its entirety. The offeror must submit at least one originally signed W-9. All other copies of a Proposal may contain copies of the W-9. The offeror must indicate on the outside of the binder which Proposal contains the originally signed W-9.

Declaration Regarding Terrorist Organizations. The offeror must complete a Declaration Regarding Material Assistance/Non-assistance to Terrorist Organizations in its entirety. The offeror must submit at least one originally signed copy of this form, which should be included with the offeror's originally signed Proposal. All other copies of the offeror's Proposal may contain copies of this form. The form is available at: <http://www.homelandsecurity.ohio.gov>.

Cost Summary. This RFP includes a Cost Summary Form provided as an attachment. Offerors may not reformat this form. Each offeror must complete the Cost Summary Form in the exact format provided, since the State may reject any Proposal with a reformatted Cost Summary Form or that is not separately sealed. (See: Part Three: General Instructions, Proposal Submittal.)

The Cost Summary Form must not include exceptions, additional terms and conditions, or assumptions.

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

ATTACHMENT FOUR: GENERAL TERMS AND CONDITIONS

PART ONE: PERFORMANCE AND PAYMENT

Statement of Work. The selected offeror's proposal (the "Proposal") and the State's Request for Proposals (the "RFP"), which are collectively referred to as the "RFP Documents", are a part of this contract (the "Contract") and describe the work (the "Work") the selected offeror (the "Contractor") must do and any materials the Contractor must deliver (the "Deliverables") under this Contract. The Contractor must do the Work in a professional, timely, and efficient manner and must provide the Deliverables in a proper fashion. The Contractor also must furnish its own support staff necessary for the satisfactory performance of the Work.

The Contractor must consult with the appropriate State representatives and others necessary to ensure a thorough understanding of the Work and satisfactory performance. The State may give instructions to or make requests of the Contractor relating to the Work, and the Contractor must comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory completion of the Work and will not amend or alter the scope of the Work.

Term. Unless this Contract is terminated or expires without renewal, it will remain in effect until the Work is completed to the satisfaction of the State and the Contractor is paid. But the current General Assembly cannot commit a future General Assembly to an expenditure. Therefore, this Contract will automatically expire at the end of each biennium, the first of which is June 30, 2009. The State may renew this Contract in the next biennium by issuing written notice to the Contractor of the decision to do so. This expiration and renewal procedure also will apply to the end of any subsequent biennium during which the Work continues, subject to the State's approval. Termination or expiration of this Contract will not limit the Contractor's continuing obligations with respect to Deliverables that the State pays for before or after termination or limit the State's rights in such.

The State's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails to continue funding for the payments and other obligations due as part of this Contract, the State's obligations under this Contract will terminate as of the date that the funding expires without further obligation of the State.

The Work has a completion date that is identified in the RFP Documents. The RFP Documents also may have several dates for the delivery of Deliverables or reaching certain milestones in the Work. The Contractor must make those deliveries, meet those milestones, and complete the Work within the times the RFP Documents require. If the Contractor does not meet those dates, the Contractor will be in default, and the State may terminate this Contract under the Suspension and Termination Section contained in Part II of this Attachment Four.

But the State also may have certain obligations to meet. Those obligations, if any, also are listed in the RFP Documents. If the State agrees that the Contractor's failure to meet the delivery, milestone, or completion dates in the RFP Documents is due to the State's failure to meet its own obligations in a timely fashion, then the Contractor will not be in default, and the delivery, milestone, and completion dates affected by the State's failure to perform will be extended by the same amount of time as the State's delay. The Contractor may not rely on this provision unless the Contractor has in good faith exerted reasonable management skill to avoid an extension and has given the State meaningful written notice of the State's failure to meet its obligations within five business days of the Contractor's realization that the State's delay may impact the Work. The Contractor must deliver any such notice to both the Work Representative and Procurement Representative and title the notice as a "Notice of State Delay." The notice must identify any delay in detail, as well as the impact the delay has or will have on the Work. Unless the State decides, in its sole and exclusive judgment, that an equitable adjustment in the Contractor's Fee is warranted in the case of an extended delay, an extension of the Contractor's time to perform will be the Contractor's exclusive remedy for the State's delay. Should the State determine that an equitable adjustment in the Contractor's Fee is warranted, the equitable adjustment will be handled as a Change Order under the Changes Section of this Contract, and the extension of time and equitable adjustment will be the exclusive remedies of the Contractor for the State's delay.

The State seeks a complete solution to what the Work is intended to accomplish, and the Contractor must provide any incidental items omitted in the RFP Documents as part of the Contractor's not-to-exceed fixed price. All required components and processes for the Work to be complete and useful to the State are included in the Work and the not-to-exceed fixed price, unless the RFP expressly provides otherwise.

Compensation. In consideration of the Contractor's promises and satisfactory performance, the State will pay the Contractor the amount(s) identified in the RFP Documents (the "Fee"), plus any other expenses identified as reimbursable in the RFP Documents. In no event, however, will payments under this Contract exceed the "not-to-exceed" amount in the RFP Documents without the prior, written approval of the State and, when required, the Ohio Controlling Board and any other source of funding. The Contractor's right to the Fee is contingent on the complete and satisfactory performance of the Work or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the Work tied to the applicable milestone or period. Payment of the Fee also is contingent on the Contractor delivering a proper invoice and any other documents the RFP Documents require. An invoice must comply with the State's then current policies regarding invoices and their submission. The State will notify the Contractor in writing within 15 business days after it receives a defective invoice of any defect and provide the information necessary to correct the defect.

The Contractor must send all invoices under this Contract to the "bill to" address in the RFP Documents or in the applicable purchase order.

The State will pay the Contractor interest on any late payment, as provided in Section 126.30 of the Ohio Revised Code (the "Revised Code"). If the State disputes a payment for anything covered by an invoice, within 15 business days after receipt of that invoice, the State will notify the Contractor, in writing, stating the grounds for the dispute. The State then may deduct the disputed amount from its payment as a nonexclusive remedy. If the Contractor has committed a material breach, in the sole opinion of the State, the State also may withhold payment otherwise due to the Contractor. Both parties will attempt to resolve any claims of material breach or payment disputes through discussions among the Senior Project Manager, the Contractor's executive responsible for the Work, the Work Representative, and the State Contract Management Administrator. The State will consult with the Contractor as early as reasonably possible about the nature of the claim or dispute and the amount of payment affected. When the Contractor has resolved the matter to the State's satisfaction, the State will pay the disputed amount within 30 business days after the matter is resolved. The State has no obligation to make any disputed payments until the matter is resolved, and the Contractor must continue its performance under this Contract pending resolution of the dispute or claim.

If the State has already paid the Contractor on an invoice but later disputes the amount covered by the invoice, and if the Contractor fails to correct the problem within 30 calendar days after written notice, the Contractor must reimburse the State for that amount at the end of the 30 calendar days as a nonexclusive remedy for the State. On written request from the Contractor, the State will provide reasonable assistance in determining the nature of the problem by giving the Contractor reasonable access to the State's facilities and any information the State has regarding the problem.

If the RFP Documents provide for any retainage, the State will withhold from each invoice paid the percentage specified in the RFP Documents as retainage. The State will pay the retainage only after the State has accepted all the Work and then only in accordance with the payment schedule specified in the RFP Documents. The State will withhold all amounts under this section arising from claims or disputes in addition to any retainage specified in the RFP Documents.

Reimbursable Expenses. The State will pay all reimbursable expenses identified in the RFP Documents, if any, in accordance with the terms in the RFP Documents and, where applicable, Section 126.31 of the Revised Code. The Contractor must assume all expenses that it incurs in the performance of this Contract that are not identified as reimbursable in the RFP Documents.

In making any reimbursable expenditure, the Contractor always must comply with the more restrictive of its own, then current internal policies for making such expenditures or the State's then current policies. All reimbursable travel will require the advance written approval of the State's Work Representative. The

Contractor must bill all reimbursable expenses monthly, and the State will reimburse the Contractor for them within 30 business days of receiving the Contractor's invoice.

Right of Offset. The State may set off the amount of any Ohio tax liability or other obligation of the Contractor or its subsidiaries to the State, including any amounts the Contractor owes to the State under this or other contracts, against any payments due from the State to the Contractor under this or any other contracts with the State.

Certification of Funds. None of the rights, duties, or obligations in this Contract will be binding on the State, and the Contractor will not begin its performance, until all the following conditions have been met:

- (a) All statutory provisions under the Revised Code, including Section 126.07, have been met;
- (b) All necessary funds are made available by the appropriate State entities;
- (c) If required, the Controlling Board of Ohio approves this Contract; and
- (d) If the State is relying on federal or third-party funds for this Contract, the State gives the Contractor written notice that such funds are available.

Employment Taxes. All people furnished by the Contractor (the "Contractor Personnel") are employees or subcontractors of the Contractor, and none are or will be deemed employees or contractors of the State. No Contractor Personnel will be entitled to participate in, claim benefits under, or become an "eligible employee" for purposes of any employee benefit plan of the State by reason of any work done under this Contract. The Contractor will pay all federal, state, local, and other applicable payroll taxes and make the required contributions, withholdings, and deductions imposed or assessed under any provision of any law and measured by wages, salaries, or other remuneration paid by or which may be due from the Contractor to the Contractor Personnel. The Contractor will indemnify, defend (with the consent and approval of the Ohio Attorney General), and hold the State harmless from and against all claims, losses, liability, demands, fines, and expense (including court costs, defense costs, and redeemable attorney fees) arising out of or relating to such taxes, withholdings, deductions, and contributions with respect to the Contractor Personnel. The Contractor's indemnity and defense obligations also apply to any claim or assertion of tax liability made by or on behalf of any Contractor Personnel or governmental agency on the basis that any Contractor Personnel are employees or contractors of the State, that the State is the "joint employer" or "co-employer" of any Contractor Personnel, or that any Contractor Personnel are entitled to any employee benefit offered only to eligible regular fulltime or regular part-time employees of the State.

Sales, Use, Excise, and Property Taxes. The State is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the Work, such will be the sole and exclusive responsibility of the Contractor. And the Contractor will pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or a later time.

PART TWO: WORK AND CONTRACT ADMINISTRATION

Related Contracts. The Contractor warrants that the Contractor has not and will not enter into any contracts without written approval of the State to perform substantially identical services for the State, such that the Work under this Contract duplicates the work done or to be done under the other State contracts.

Other Contractors. The State may hold other contracts for additional or related work, including among others independent verification and validation (IV&V) efforts for the Work. The Contractor must fully cooperate with all other contractors and State employees and coordinate its Work with such other contractors and State employees as may be required for the smooth and efficient operation of all related or additional work. The Contractor may not act in any way that may unreasonably interfere with the work of any other contractors or the State's employees. Further, the Contractor must fully cooperate with any IV&V contractor assigned to the Work. Such cooperation includes expeditiously providing the IV&V contractor with full and complete access to all Work product, records, materials, personnel, meetings, and correspondence as the IV&V contractor may request. If the State assigns an IV&V contractor to the Work, the State will obligate the IV&V contractor to a confidentiality provision similar to the Confidentiality Section contained in this Contract. The Contractor must include the obligations of this provision in all its contracts with its subcontractors for the Work.

Subcontracting. The Contractor may not enter into subcontracts related to the Work after award without written approval from the State. But the Contractor will not need the State's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the RFP Documents.

The State's approval of the use of subcontractors does not mean that the State will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Work in a timely and professional manner. The Contractor must hold the State harmless for and must indemnify the State against any such claims.

The Contractor assumes responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, the Contractor will be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the Contract. And the Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement also must pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record keeping obligations, and audit rights. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. But this exception is applicable only to sections that expressly provide an exclusion for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages the State in any way, the Contractor must indemnify the State for the damage.

Record Keeping. The Contractor must keep all financial records in accordance with generally accepted accounting principles consistently applied. The Contractor also must file documentation to support each action under this Contract in a manner allowing the documentation to be readily located. And the Contractor must keep all Work-related records and documents at its principal place of business or at its office where the work was performed.

Audits. During the term of this Contract and for three years after the payment of the Contractor's Fee, on reasonable notice and during customary business hours, the State may audit the Contractor's records and other materials that relate to the Work. This audit right also applies to the State's duly authorized representatives and any person or organization providing financial support for the Work.

Insurance. The Contractor must provide the following insurance coverage at its own expense throughout the term of this Contract:

- (a) Workers' compensation insurance, as required by Ohio law, and if some of the Work will be done outside Ohio, the laws of the appropriate state(s) where any portion of the Work will be done. The Contractor also must maintain employer's liability insurance with at least a \$1,000,000.00 limit.
- (b) Commercial General Liability insurance coverage for bodily injury, personal injury, wrongful death, and property damage. The defense cost must be outside of the policy limits. Such policy must designate the State of Ohio as an additional insured, as its interest may appear. The policy also must be endorsed to include a blanket waiver of subrogation. At a minimum, the limits of the insurance must be:

- \$ 2,000,000 General Aggregate
- \$ 2,000,000 Products/Completed Operations Aggregate
- \$ 1,000,000 Per Occurrence Limit

\$ 1,000,000 Personal and Advertising Injury Limit
\$ 100,000 Fire Legal Liability
\$ 10,000 Medical Payments

The policy must be endorsed to provide the State with 30-days prior written notice of cancellation or material change to the policy. And the Contractor's Commercial General Liability must be primary over any other insurance coverage.

- (c) Commercial Automobile Liability insurance with a combined single limit of \$500,000.
- (d) Professional Liability insurance covering all staff with a minimum limit of \$1,000,000 per incident and \$3,000,000 aggregate. If the Contractor's policy is written on a "claims made" basis, the Contractor must provide the State with proof of continuous coverage at the time the policy is renewed. If for any reason the policy expires, or coverage is terminated, the Contractor must purchase and maintain "tail" coverage through the applicable statute of limitations.

The certificate(s) must be in a form that is reasonably satisfactory to the State as to the contents of the policies and the quality of the insurance carriers. All carriers must have at least an "A-" rating by A.M. Best.

Replacement Personnel. If the RFP Documents contain the names of specific people who will do the Work, then the quality and professional credentials of those people were material factors in the State's decision to enter into this Contract. Therefore, the Contractor must use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor may not remove those people from the Work without the prior, written consent of the State, except as provided below.

The Contractor may remove a person listed in the RFP Documents from the Work, if doing so is necessary for legal or disciplinary reasons. But the Contractor must make a reasonable effort to give the State 30 calendar days' prior, written notice of the removal.

If the Contractor removes a person listed in the RFP Documents from the Work for any reason other than those specified above, the State may assess liquidated damages in the amount of \$1,500.00 for every day between the date on which the individual was removed and the date that this Contract is terminated or the individual's qualified replacement, selected in accordance with the process identified in this section, starts performing on the Work. The State also may provide the Contractor with written notice of its default under this section, which the Contractor must cure within 30 days. Should the Contractor fail to cure its default within the 30 day cure period, this Contract will terminate immediately for cause, and the State will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The Contractor must have qualified replacement people available to replace any people listed in the RFP Documents by name or identified as a key individual on the Work. When the removal of a listed person is permitted under this Section, or if a person becomes unavailable, the Contractor must submit the resumes for two replacement people to the State for each person removed or who otherwise becomes unavailable. The Contractor must submit the two resumes, along with such other information as the State may reasonably request, within five business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

The State will select one of the two proposed replacements or will reject both of them within ten business days after the Contractor has submitted the proposed replacements to the State. The State may reject the proposed replacements for any legal reason. Should the State reject both replacement candidates due to their failure to meet the minimum qualifications identified in the RFP Documents, or should the Contractor fail to provide the notice required under this Section or fail to provide two qualified replacement candidates for each removed or unavailable person, the Contractor will be in default and the cure period for default specified elsewhere in this Contract will not apply. In any such case, the State will have the following options:

- (a) The State may assess liquidated damages in the amount of \$1,500.00 for every day between the date on which the Contractor failed to provide the applicable notice, failed to provide the two replacement candidates, or the date the State rejected all candidates for cause and the date on which the Contractor effects a cure or the Contract expires without renewal or is terminated.
- (b) The State may terminate this Contract immediately for cause and without any cure period.

Should the State exercise its option under item (a) above, it nevertheless will be entitled anytime thereafter to exercise its option under item (b) above. Additionally, should the State terminate this Contract under this provision, it will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The State may determine that the proposed replacement candidates meet the minimum qualifications of this Contract and still substantially reduce the value the State perceived it would receive through the effort of the original individual(s) the Contractor proposed and on whose credentials the State decided to enter into this Contract. Therefore, the State will have the right to reject any candidate that the State determines may provide it with diminished value.

Should the State reject both proposed candidates for any legal reason other than their failure to meet the minimum qualifications identified in the RFP Documents, the State may terminate this Contract for its convenience.

The State has an interest in providing a healthy and safe environment for its employees and guests at its facilities. The State also has an interest in ensuring that its operations are carried out in an efficient, professional, legal, and secure manner. Therefore, the State will have the right to require the Contractor to remove any individual involved in the Work, if the State determines that any such individual has or may interfere with the State's interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under this Contract has become unavailable, and the Contractor must follow the procedures identified above for replacing unavailable people. This provision also applies to people that the Contractor's subcontractors engage, if they are listed by name or as a key person in the RFP Documents.

Suspension and Termination. The State may terminate this Contract if the Contractor defaults in meeting its obligations under this Contract and fails to cure its default within the time allowed by this Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. The State also may terminate this Contract if the Contractor violates any law or regulation in doing the Work, or if it appears to the State that the Contractor's performance is substantially endangered through no fault of the State. In any such case, the termination will be for cause, and the State's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have 30 calendar days to cure any breach of its obligations under this Contract, provided the breach is curable. If the Contractor fails to cure the breach within 30 calendar days after written notice, or if the breach is not one that is curable, the State will have the right to terminate this Contract immediately on notice to the Contractor. The State also may terminate this Contract in the case of breaches that are cured within 30 calendar days but are persistent. "Persistent" in this context means that the State has notified the Contractor in writing of the Contractor's failure to meet any of its obligations three times. After the third notice, the State may terminate this Contract on written notice to the Contractor without a cure period if the Contractor again fails to meet any obligation. The three notices do not have to relate to the same obligation or type of failure. Some provisions of this Contract may provide for a shorter cure period than 30 calendar days or for no cure period at all, and those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

Moreover, the State may terminate this Contract for its convenience and without cause or if the Ohio General Assembly fails to appropriate funds for any part of the Work. If a third party is providing funding for the Work, the State also may terminate this Contract should that third party fail to release any funds for the Work. The RFP Documents normally identify any third party source of funds for the Work, but an absence of such in the RFP Documents will not diminish the State's rights under this section.

The notice of termination, whether for cause or without cause, will be effective as soon as the Contractor receives it. Upon receipt of the notice of termination, the Contractor must immediately cease all activity on the Work and take all steps necessary to minimize any costs the Contractor will incur related to this Contract. The Contractor also must immediately prepare a report and deliver it to the State. The report must be all-inclusive and must detail the Work completed at the date of termination, the percentage of the Work's completion, any costs incurred in doing the Work to that date, and any Deliverables completed or partially completed but not delivered to the State at the time of termination. The Contractor also must deliver all the completed and partially completed Deliverables to the State with its report. But if the State determines that delivery in that manner would not be in its interest, then the State may designate a suitable alternative form of delivery, which the Contractor must honor.

If the State terminates this Contract for cause, the State will be entitled to cover for the Work by using another Contractor on such commercially reasonable terms as the State and the covering contractor may agree. The Contractor will be liable to the State for all costs related to covering for the Work to the extent that such costs, when combined with payments already made to the Contractor for the Work before termination, exceed the costs that the State would have incurred under this Contract. The Contractor also will be liable for any other direct damages resulting from its breach of this Contract or other action leading to termination for cause.

If the termination is for the convenience of the State, the Contractor will be entitled to compensation for any Work that the Contractor has performed before the termination. Such compensation will be the Contractor's exclusive remedy in the case of termination for convenience and will be available to the Contractor only once the Contractor has submitted a proper invoice for such, with the invoice reflecting the amount that the State determines it owes to the Contractor. The State will make that determination based on the lesser of the percentage of the Work completed or the hours of work performed in relation to the estimated total hours required to perform all the Work.

The State will have the option of suspending rather than terminating the Work, if the State believes that doing so would better serve its interests. In the event of a suspension for the convenience of the State, the Contractor will be entitled to receive payment for the work performed before the suspension. In the case of suspension of the Work rather than termination for cause, the Contractor will not be entitled to any compensation for any work performed. If the State reinstates the Work after suspension for cause, rather than terminating this Contract after the suspension, the Contractor may be entitled to compensation for work performed before the suspension, less any damage to the State resulting from the Contractor's breach of this Contract or other fault. Any amount due for work before or after the suspension for cause will be offset by any damage to the State from the default or other event giving rise to the suspension.

In the case of a suspension for the State's convenience, the State will calculate the amount of compensation due to the Contractor for work performed before the suspension in the same manner as provided in this section for termination for the State's convenience. The Contractor will not be entitled to compensation for any other costs associated with a suspension for the State's convenience, and the State will make no payment under this provision to the Contractor until the Contractor submits a proper invoice. If the State decides to allow the Work to continue rather than terminating this Contract after the suspension, the State will not be required to make any payment to the Contractor other than those payments specified in this Contract and in accordance with the payment schedule specified in this Contract for properly completed Work.

Any notice of suspension, whether with or without cause, will be effective immediately on the Contractor's receipt of the notice. The Contractor will prepare a report concerning the Work just as is required by this Section in the case of termination. After suspension of the Work, the Contractor may not perform any Work without the consent of the State and may resume the Work only on written notice from the State to do so. In any case of suspension, the State retains its right to terminate this Contract rather than to continue the suspension or resume the Work. If the suspension is for the convenience of the State, then termination of the Contract will be a termination for convenience. If the suspension is with cause, the termination will also be for cause.

The State may not suspend the Work for its convenience more than twice during the term of this Contract, and any suspension for the State's convenience may not continue for more than 30 calendar days. If the

Contractor does not receive notice to resume or terminate the Work within the 30-day suspension, then this Contract will terminate automatically for the State's convenience at the end of the 30 calendar day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor will be solely responsible for satisfying any claims of its subcontractors for any suspension or termination and must indemnify the State for any liability to them. Notwithstanding the foregoing, each subcontractor must hold the State harmless for any damage caused to them from a suspension or termination. They must look solely to the Contractor for any compensation to which they may be entitled.

Representatives. The State's representative under this Contract will be the person identified in the RFP Documents or in a subsequent notice to the Contractor as the "Work Representative." The Work Representative will review all reports the Contractor makes in the performance of the Work, will conduct all liaison with the Contractor, and will accept or reject the Deliverables and the completed Work. The Work Representative may delegate his or her responsibilities for individual aspects of the Work to one or more managers, who may act as the Work Representative for those individual portions of the Work.

The Contractor's Senior Project Manager under this Contract will be the person identified on the RFP Documents as the "Senior Project Manager." The Senior Project Manager will be the Contractor's liaison with the State under this Contract. Additionally, the Senior Project Manager will conduct all Work meetings and prepare and submit to the Work Representative all reports, plans, and other materials that the RFP Documents require from the Contractor.

Either party, upon written notice to the other party, may designate another representative. However, the Contractor may not replace the Senior Project Manager without the approval of the State if that person is identified in the RFP Documents by name or as a key individual on the Work.

Work Responsibilities. The State will be responsible for providing only those things, if any, expressly identified in the RFP Documents. If the State has agreed to provide facilities or equipment, the Contractor, by signing this Contract, warrants that the Contractor has either inspected the facilities and equipment or has voluntarily waived an inspection and will use the equipment and facilities on an "as is" basis.

The Contractor must assume the lead in the areas of management, design, and development of the Work. The Contractor must coordinate the successful execution of the Work and direct all Work activities on a day-to-day basis, with the advice and consent of the Work Representative. The Contractor will be responsible for all communications regarding the progress of the Work and will discuss with the Work Representative any issues, recommendations, and decisions related to the Work.

If any part of the Work requires installation on the State's property, the State will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed. After the installation is complete, the Contractor must complete an installation letter and secure the signature of the Work Representative certifying that installation is complete and the Work, or applicable portion of it, is operational. The letter must describe the nature, date, and location of the installation, as well as the date the Work Representative certified the installation as complete and operational.

Unless otherwise provided in the RFP Documents, the Contractor is solely responsible for obtaining all official permits, approvals, licenses, certifications, and similar authorizations required by any local, state, or federal agency for the Work and maintaining them throughout the duration of this Contract.

Changes. The State may make reasonable changes within the general scope of the Work. The State will do so by issuing a written order under this Contract describing the nature of the change ("Change Order"). Additionally, if the State provides directions or makes requests of the Contractor without a change order, and the Contractor reasonably believes the directions or requests are outside the specifications for the Work, the Contractor may request a Change Order from the State. The parties will handle such changes as follows: The Contractor will provide pricing to the State. The State will execute a Change Order once it and the Contractor have agreed on the description of and specifications for the change, as well as any equitable adjustments that need to be made in the Contractor's Fee or the performance schedule for the work. Then

within five business days after receiving the Change Order, the Contractor must sign it to signify agreement with it.

If a change causes an increase in the cost of, or the time required for, the performance of the Work, the Contractor must notify the State in writing and request an equitable adjustment in its Fee, the delivery schedule, or both before the Contractor signs the Change Order. If the Contractor claims an adjustment under this section in connection with a change to the Work not described in a written Change Order, the Contractor must notify the State in writing of the claim within five business days after the Contractor is notified of the change and before work on the change begins. Otherwise, the Contractor will have waived the claim. In no event will the State be responsible for any increase in the Fee or revision in any delivery schedule unless the State expressly ordered the relevant change in writing and the Contractor has complied with the requirements of this section. Provided the State has complied with the procedure for Change Orders in this section, nothing in this clause will excuse the Contractor from proceeding with performance of the Work, as changed.

Where an equitable adjustment to the Contractor's Fee is appropriate, the State and the Contractor may agree upon such an adjustment. If the State and the Contractor are unable to agree, either party may submit the dispute to the senior management of the Contractor and the senior management of the State's Office of Information Technology for resolution. If within 30 calendar days following referral to senior management, the claim or dispute has not been resolved, the Contractor must submit its actual costs for materials needed for the change (or estimated amount if the precise amount of materials cannot be determined) and an estimate of the hours of labor required to do the work under the Change Order. The Contractor must break down the hours of labor by employee position, and provide the actual hourly pay rate for each employee involved in the change. The total amount of the equitable adjustment for the Change Order then will be made based on the actual cost of materials (or estimated materials) and actual rate for each person doing the labor (based on the estimated hours of work required to do the change). Labor rates will be increased by 25% to cover benefits and taxes. The equitable adjustment for the Change Order then will be set based on this amount, plus 15% to cover overhead and profit. This amount will be the not-to-exceed amount of the Change Order. If the change involves removing a requirement from the Work or replacing one part of the Work with the change, the State will get a credit for the work no longer required under the original scope of the Work. The credit will be calculated in the same manner as the Contractor's Fee for the change, and the not-to-exceed amount will be reduced by this credit.

The Contractor is responsible for coordinating changes with its subcontractors and adjusting their compensation and performance schedule. The State will not pay any subcontractor for the Change Order. If a subcontractor will perform any work under a Change Order, that work must be included in the Contractor's not-to-exceed amount and calculated in the same manner as the Contractor's equitable adjustment for the portion of the work the Contractor will perform. The Contractor will not receive an overhead percentage for any work a subcontractor will do under a Change Order.

If the RFP Documents provide for the retainage of a portion of the Contractor's Fee, all equitable adjustments for Change Orders also will be subject to the same retainage, which the State will pay only on completion and acceptance of the Work, as provided in the RFP Documents.

Excusable Delay. Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party must notify the other promptly of any material delay in performance and must specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay. The delayed party also must describe the cause of the delay and what steps it is taking to remove the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors will be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and over whom the Contractor has no legal control.

Independent Status of the Contractor. The parties are independent of one another, and the Contractor's Personnel may act only in the capacity of representatives of the Contractor and not as representatives of the State. Further, the Contractor's Personnel will not be deemed for any purpose to be employees,

representatives, or agents of the State. The Contractor assumes full responsibility for the actions of the Contractor's Personnel while they are performing under this Contract and will be solely responsible for paying the Contractor's Personnel (including withholding, and paying income taxes and social security, workers' compensation, disability benefits and the like). The Contractor may not commit, and is not authorized to commit, the State in any manner. The Contractor's subcontractors will be considered the agents of the Contractor for purposes of this Contract.

Publicity. The Contractor may not advertise or publicize that it is doing business with the State or use this Contract or the Contractor's relationship with the State as a marketing or sales tool, unless the State agrees otherwise in writing.

PART THREE: OWNERSHIP AND HANDLING OF INTELLECTUAL PROPERTY AND CONFIDENTIAL INFORMATION

Confidentiality. The State may disclose to the Contractor written material or oral or other information that the State treats as confidential ("Confidential Information"). Title to the Confidential Information and all related materials and documentation the State delivers to the Contractor will remain with the State. The Contractor must treat such Confidential Information as secret, if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interest of the public, other contractors, potential contractors with the State, or individuals or organizations about whom the State keeps information. By way of example, information must be treated as confidential if it includes any proprietary documentation, materials, flow charts, codes, software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. By way of further example, the Contractor also must treat as confidential materials such as police and investigative records, files containing personal information about individuals or employees of the State, such as personnel records, tax records, and so on, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records excluded by Ohio law from public records disclosure requirements.

The Contractor may not disclose any Confidential Information to third parties and must use it solely to do the Work. The Contractor must restrict circulation of Confidential Information within its organization and then only to people in the Contractor's organization that have a need to know the Confidential Information to do the Work. The Contractor will be liable for the disclosure of such information, whether the disclosure is intentional, negligent, or accidental, unless otherwise provided below.

The Contractor will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Contractor must cause all of its Personnel who have access to any Confidential Information to execute a confidentiality agreement incorporating the obligations in this section.

The Contractor's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (1) was already in the Contractor's possession before disclosure by the State, and such was received by the Contractor without obligation of confidence; (2) is independently developed by the Contractor; (3) except as provided in the next paragraph, is or becomes publicly available without breach of this Contract; (4) is rightfully received by the Contractor from a third party without an obligation of confidence; (5) is disclosed by the Contractor with the written consent of the State; or (6) is released in accordance with a valid order of a court or governmental agency, provided that the Contractor (a) notifies the State of such order immediately upon receipt of the order and (b) makes a reasonable effort to obtain a protective order from the issuing court or agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production. The Contractor must return all originals of any Confidential Information and destroy any copies it has made on termination or expiration of this Contract.

Information that may be available publicly through other sources about people that is personal in nature, such as medical records, addresses, phone numbers, social security numbers, and similar things are nevertheless sensitive in nature and may not be disclosed or used in any manner except as expressly authorized in this Contract. Therefore, item (3) in the preceding paragraph does not apply, and the Contractor must treat such information as Confidential Information whether it is available elsewhere or not.

The Contractor may disclose Confidential Information to its subcontractors on a need-to-know basis, but the Contractor first must obligate them to the requirements of this section.

Ownership of Deliverables. The State and Federal government owns all Deliverables that the Contractor produces under this Contract, with all rights, title, and interest in all intellectual property that come into existence through the Contractor's custom work being assigned to the State. Additionally, the Contractor waives any author rights and similar retained interests in custom-developed material. The Contractor must provide the State with all assistance reasonably needed to vest such rights of ownership in the State. The Contractor will retain ownership of all tools, methods, techniques, standards, and other development procedures, as well as generic and preexisting shells, subroutines, and similar material incorporated into any custom Deliverable ("Pre-existing Materials"), if the Contractor provides the non-exclusive license described in the next paragraph.

The Contractor must grant the State a worldwide, non-exclusive, royalty-free, perpetual license to use, modify, and distribute all Pre-existing Materials that are incorporated into any custom-developed Deliverable rather than grant the State ownership of the Pre-existing Materials. The State may distribute such Pre-existing materials to third parties only to the extent required by governmental funding mandates. The Contractor may not include in any custom Deliverable any intellectual property unless such has been created under this Contract or qualifies as Pre-existing Material. If the Contractor wants to incorporate any Pre-existing Materials into a custom Deliverable, the Contractor must first disclose that desire to the State in writing and seek the State's approval for doing so in advance. The State will not be obligated to provide that approval, unless the Contractor disclosed its intention to do so in the RFP Documents. On the Contractor's request, the State will incorporate into any copies of a custom Deliverable any proprietary notice that the Contractor included with the original copy, if that notice is reasonably necessary to protect the Contractor's interest in any Pre-existing Materials contained in the custom Deliverable.

Subject to the limitations and obligations of the State with respect to Pre-existing Materials, the State may make all custom Deliverables available to the general public without any proprietary notices of any kind.

License in Commercial Material. As used in this section, "Commercial Material" means anything that the Contractor or a third party has developed at private expense, is commercially available in the marketplace, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Any Commercial Material that the Contractor intends to deliver as a Deliverable must have the scope of the license granted in such material disclosed in the RFP Documents or as an attachment referenced in the RFP Documents, if that scope of license is different from the scope of license contained in this section for Commercial Materials.

Except for Commercial Material that is software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the State will have the rights permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material is patented, then the State will have the rights permitted under the federal patent laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material consists of trade secrets, then the State will treat the material as confidential. In this regard, the State will assume all obligations with respect to the Commercial Material that the Contractor assumes under the Confidentiality section of this Contract with respect to the State's Confidential Information. Otherwise, the State will have the same rights and duties permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor, whether or not the material is copyrighted when delivered to the State.

For Commercial Software, the State will have the rights in items (1) through (6) of this section with respect to the software. The State will not use any Commercial Software except as provided in the six items below or as expressly stated otherwise in this Contract. The Commercial Software may be:

- (1) Used or copied for use in or with the computer or computers for which it was acquired, including use at any State installation to which such computer or computers may be transferred;
- (2) Used or copied for use in or with a backup computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative;
- (3) Reproduced for safekeeping (archives) or backup purposes;
- (4) Modified, adapted, or combined with other computer software, but the modified, combined, or adapted portions of the derivative software incorporating any of the Commercial Software will be subject to same restrictions set forth in this Contract;
- (5) Disclosed to and reproduced for use on behalf of the State by support service contractors or their subcontractors, subject to the same restrictions set forth in this Contract; and
- (6) Used or copied for use in or transferred to a replacement computer.

Commercial Software delivered under this Contract is licensed to the State without disclosure restrictions unless it is clearly marked as confidential or secret. The State will treat any Commercial Software that is marked as confidential or secret as Confidential Information to the extent that such is actually the case.

PART FOUR: REPRESENTATIONS, WARRANTIES, AND LIABILITIES

General Warranties. The Contractor warrants that the recommendations, guidance, and performance of the Contractor under this Contract will: (1) be in accordance with sound professional standards and the requirements of this Contract and without any material defects; and (2) unless otherwise provided in the RFP Documents, be the work solely of the Contractor. The Contractor also warrants that: (1) no Deliverable will infringe on the intellectual property rights of any third party; and (2) the Contractor's work and the Deliverables resulting from that work will be merchantable and fit for the particular purposes described in the RFP Documents.

Additionally, with respect to the Contractor's activities under this Contract, the Contractor warrants that: (1) the Contractor has the right to enter into this Contract; (2) the Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services; (3) the Contractor will observe and abide by all applicable laws and regulations, including those of the State regarding conduct on any premises under the State's control; (4) the Contractor has good and marketable title to any goods delivered under this Contract and in which title passes to the State; (5) the Contractor has the right and ability to grant the license granted in any Deliverable in which title does not pass to the State; and (6) the Contractor is not subject to any unresolved findings of the Auditor of State under Revised Code Section 9.24 and will not become subject to an unresolved finding that prevents the extension or renewal of this Contract.

The warranties regarding material defects, merchantability, and fitness are one-year warranties. All other warranties will be continuing warranties. If any portion of the Work fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor must correct such failure with all due speed or must refund the amount of the compensation paid for such portion of the Work. The Contractor also must indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim is based on the modification or misuse. The State will give the Contractor notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor must do one of the following things: (1) modify the Deliverable so that it is no longer infringing; (2) replace the Deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or (4) remove the Deliverable and refund the amount the State paid for the Deliverable and the amount of any other Deliverable or item that requires the availability of the infringing Deliverable for it to be useful to the State.

GENERAL EXCLUSION OF WARRANTIES. THE CONTRACTOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THOSE EXPRESS WARRANTIES CONTAINED IN THIS CONTRACT.

Indemnity for Property Damage and Bodily Injury. The Contractor must indemnify the State for all liability and expense resulting from bodily injury to any person (including injury resulting in death) and damage to tangible or real property arising out of the performance of this Contract, provided that such bodily injury or property damage is due to the negligence or other tortious conduct of the Contractor, its employees, agents, or subcontractors. The Contractor will not be responsible for any damages or liability to the extent caused by the negligence or willful misconduct of the State, its employees, other contractors, or agents.

Limitation of Liability. Neither party will be liable for any indirect, incidental, or consequential loss or damage of the other party, including but not limited to lost profits, even if the parties have been advised, knew, or should have known of the possibility of such damages. Additionally, neither party will be liable to the other for direct or other damages in excess of \$5,000,000. The limitations in this paragraph do not apply to any obligation of the Contractor to indemnify the State against claims made against it or for damages to the State caused by the Contractor's negligence or other tortious conduct.

PART FIVE: ACCEPTANCE AND MAINTENANCE

Acceptance. There will be no formal acceptance procedure unless the RFP Documents expressly provide otherwise. If the RFP Documents do not provide otherwise, the acceptance procedure will be an informal review by the Work Representative to ensure that each Deliverable and the Work as a whole comply with the requirements of this Contract. The Work Representative will have up to 30 calendar days to do this. No formal letter of acceptance will be issued, and passage of the 30 calendar days will imply acceptance, though the State will issue a notice of noncompliance if a Deliverable or the Work as a whole does not meet the requirements of this Contract. If the Work Representative issues a letter of noncompliance, then the Contractor will have 30 calendar days to correct the problems listed in the noncompliance letter. If the Contractor fails to do so, the Contractor will be in default without a cure period. If the Work Representative has issued a noncompliance letter, the Deliverables or the Work as a whole will not be accepted until the Work Representative issues a letter of acceptance indicating that each problem noted in the noncompliance letter has been cured. If the problems have been fixed during the 30 day period, the Work Representative will issue the acceptance letter within 15 calendar days.

If the Work fails to meet the standard of performance after 90 calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Work.

Passage of Title. Title to any Deliverable will pass to the State only on acceptance of the Deliverable. All risk of loss, regardless of the cause, will remain with the Contractor until title to the Deliverable passes to the State.

PART SIX: CONSTRUCTION

Entire Document. This Contract is the entire agreement between the parties with respect to its subject matter and supersedes any previous statements or agreements, whether oral or written.

Binding Effect. This Contract will be binding upon and inure to the benefit of the respective successors and assigns of the State and the Contractor.

Amendments – Waiver. No change to any provision of this Contract will be effective unless it is in writing and signed by both parties. The failure of either party at any time to demand strict performance by the other party of any of the terms of this Contract will not be a waiver of those terms. Waivers must be in writing to be effective, and either party may at any later time demand strict performance.

Severability. If any provision of this Contract is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Contract will remain in full force and effect to the extent that such does not create an absurdity.

Construction. This Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

Headings. The headings used herein are for the sole sake of convenience and may not be used to interpret any section.

Notices. For any notice under this Contract to be effective, it must be made in writing and sent to the address of the appropriate contact provided elsewhere in the Contract, unless such party has notified the other party, in accordance with the provisions of this section, of a new mailing address. This notice requirement will not apply to any notices that this Contract expressly authorized to be made orally.

Continuing Obligations. The terms of this Contract will survive the termination or expiration of the time for completion of Work and the time for meeting any final payment of compensation, except where such creates an absurdity.

Time. Unless otherwise expressly provided, any reference in this document to a number of days for an action or event to occur means calendar days, and any reference to a time of the day, such as 5:00 p.m., is a reference to the local time in Columbus, Ohio.

PART SEVEN: LAW AND COURTS

Compliance with Law. The Contractor must comply with all applicable federal, state, and local laws while performing under this Contract.

Drug-Free Workplace. The Contractor must comply with all applicable state and federal laws regarding keeping a drug-free workplace. The Contractor must make a good faith effort to ensure that all the Contractor's Personnel, while working on state property, will not have or be under the influence of illegal drugs or alcohol or abuse prescription drugs in any way.

Conflicts of Interest. None of the Contractor's Personnel may voluntarily acquire any personal interest that conflicts with their responsibilities under this Contract. Additionally, the Contractor may not knowingly permit any public official or public employee who has any responsibilities related to this Contract or the Work to acquire an interest in anything or any entity under the Contractor's control, if such an interest would conflict with that official's or employee's duties. The Contractor must disclose to the State knowledge of any such person who acquires an incompatible or conflicting personal interest related to this Contract. And the Contractor must take steps to ensure that such a person does not participate in any action affecting the work under this Contract. But this will not apply when the State has determined, in light of the personal interest disclosed, that person's participation in any such action would not be contrary to the public interest.

Ohio Ethics Law and Limits on Political Contributions. The Contractor certifies that it is currently in compliance and will continue to adhere to the requirements of the Ohio ethics laws. In accordance with Executive Order 2007-01S, the Contractor, by signature on the Contract, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflicts of interest laws, and (3) will take no action inconsistent with those laws and this order. The Contractor understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of the Contract and may result in the loss of other contracts or grants with the State. The Contractor also certifies that all applicable parties listed in Division (I)(3) or (J)(3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of Ohio Revised Code Section 3517.13.

Security & Safety Rules. When using or possessing State data or accessing State networks and systems, the Contractor must comply with all applicable State rules, policies, and regulations regarding data security and integrity. And when on any property owned or controlled by the State, the Contractor must comply with all security and safety rules, regulations, and policies applicable to people on those premises.

Declaration Regarding Terrorism. Pursuant to Ohio Revised Code Section 2909.33, unless Contractor has been pre-certified, the Contractor must complete a Declaration Regarding Material Assistance/non-assistance to Terrorist Organizations ("Declaration") in its entirety to enter into this Contract and to renew it. If the State discovers that the Contractor submitted a false Declaration to obtain this Contract or any renewal of it, this Contract will terminate for cause, and the State will be entitled to the damages specified in this Contract for such a termination. Should this Contract require renewal for completion of any services the

Contractor performs under it or for the State to obtain maintenance for any Deliverable acquired during the term of this Contract, the Contractor must submit a new Declaration as part of that process. The Contractor's failure to submit an acceptable Declaration in such a situation will entitle the State to damages as in the case of a termination of this Contract for cause.

Unresolved Finding for Recovery. If the Contractor was subject to an unresolved finding of the Auditor of State under Revised Code Section 9.24 on the date the parties sign this Contract, the Contract is void. Further, if the Contractor is subject to an unresolved finding of the Auditor of State under Revised Code Section 9.24 on any date on which the parties renew or extend this Contract, the renewal or extension will be void.

Equal Employment Opportunity. During the Work, the Contractor must not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, disability, age, or Vietnam-era veteran status ("Protected Status"). The Contractor must ensure that applicants for employment and employees are treated without regard to their Protected Status.

The Contractor must post notices with the provisions of this section in conspicuous places that are available to employees and applicants and must state in all solicitations and advertisements for employees that it is an equal opportunity employer.

Injunctive Relief. Nothing in this Contract is intended to limit the State's right to injunctive relief, if such is necessary to protect its interests or to keep it whole.

Assignment. The Contractor may not assign this Contract or any of its rights or obligations under this Contract without the prior, written consent of the State. The State is not obligated to provide its consent to any proposed assignment.

Governing Law. This Contract will be governed by the laws of Ohio, and venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

**ATTACHMENT FIVE
SAMPLE CONTRACT**

**A CONTRACT BETWEEN
THE OFFICE OF INFORMATION TECHNOLOGY
ON BEHALF OF THE**

AND

(CONTRACTOR)

THIS CONTRACT, which results from RFP 0A1033, entitled _____, is between the State of Ohio, through the Office of Information Technology, on behalf of _____, and _____ (the "Contractor").

This Contract consists of the referenced RFP, including all its attachments and supplements, written amendments to the RFP, the Contractor's Proposal, and written, authorized amendments to the Contractor's Proposal. It also includes any materials incorporated by reference in the above documents and any purchase orders and Change Orders issued under the Contract. The form of the Contract is this one page document, which incorporates by reference all the documents identified above. The General Terms and Conditions for the Contract are contained in an attachment to the RFP. If there are conflicting provisions among the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This document;
2. The RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, Change Orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

This Contract has an effective date of the later of _____, 20____, or the occurrence of all conditions precedent specified in the General Terms and Conditions.

TO SHOW THEIR AGREEMENT, the parties have executed this Contract as of the dates below.

CONTRACTOR

STATE OF OHIO
OFFICE OF INFORMATION TECHNOLOGY

SAMPLE – DO NOT FILL OUT

By: _____

By: R. Steve Edmonson

Title: _____

Title: Director/State Chief Information Officer

Date: _____

Date: _____

ATTACHMENT SIX

OFFEROR CERTIFICATION FORM

1. The offeror is not currently subject to an “unresolved” finding for recovery under Revised Code Section 9.24, and the offeror will notify the Procurement Representative any time it becomes subject to such a finding before the award of a Contract arising out of this RFP.
2. The offeror certifies that it will not and will not allow others to perform work for the State of Ohio outside the geographic limitations contained in Attachment Two or take data that belongs to the State of Ohio outside the geographic limitations contained in Attachment Two without express written authorization from the State.
3. The offeror certifies that its responses to the following statements are true and accurate. The offeror’s answers apply to the last seven years. Please indicate yes or no in each column.

Yes/No	Description
	The offeror has had a contract terminated for default or cause.
	The offeror has been assessed any penalties in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity).
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a 20% interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a 20% interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter’s possible impact on the offeror’s performance under the Contract, and the best interest of the State.

4. The offeror certifies that neither it nor any of its people that may work on or benefit from the Contract through the offeror has a possible conflict of interest (e.g., employed by the State of Ohio, etc.) other than the conflicts identified immediately below:

Potential Conflicts (by person or entity affected)

(Attach an additional sheet if more space is need.)

The State may reject a Proposal in which an actual or apparent conflict is disclosed. And the State may cancel or terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.

5. The offeror certifies that all its and its subcontractors' personnel provided for the Work will have a valid I-9 form on file with the offeror or subcontractor, as appropriate, and will have presented valid employment authorization documents, if they are not United States citizens.
6. The offeror certifies that its regular, fulltime employees will perform at least 40% of the Work.
7. The following is a complete list of all subcontractors, if any, that the offeror will use on the Work, if the State selects the offeror to do the Work:

The offeror certifies that it has obtained and submitted a subcontractor letter, as required by Attachment Three, for each subcontractor it plans to use to do the Work.

Please provide the following information for a contact person who has authority to answer questions regarding the offeror's Proposal:

Name:	
Title:	
Mailing Address:	
Office Phone Number:	
Cell Phone Number:	
Fax Number:	
Email Address:	

Signature

Name

Title

Company Name

Company D-U-N-S Number

**ATTACHMENT SEVEN
OFFEROR PROFILE SUMMARY**

OFFEROR MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT #1: Application experience as a contractor providing a minimum of 35 IT Professionals, for a large, complex legacy systems or the development of new systems on projects similar in size and scope. The experience referenced must be for an operational production system. The experience must have lasted a minimum of two years. All IT Professions must be provided for the same project.

To demonstrate that the proposal meets this mandatory requirement, the offeror must propose its project experience or a combination of its project experience with the proposed subcontractor(s) project experience on one project to satisfy the requirement. The offeror must demonstrate they provided at least 50% of the staff for the referenced project. The offeror may use its proposed subcontractor(s) to meet the remaining 50% of the staff on the same project.

Company Name:	Contact Name: (Indicate Primary or Alternate)	
	Contact Title:	
Company Address:	Contact Phone Number:	
	Contact Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Similar size and scope information for the referenced project.		
Number of batch Programs:	Number of on-line programs:	
Average number of monthly transactions:	Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:	Data base type (IMS, DB2, VSAM, etc.):	
	Number of databases:	
	Number of tables:	
Peak monthly dollar volume:	Average monthly dollar volume:	
Mandatory Requirement #1 experience for the referenced project.		
List Related Service Provided:		
<p>Describe how the related service shows the offeror's experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>		

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

CANDIDATE REFERENCES

Candidate's Name:

References. Provide three references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFP on Works of similar size and scope in the past five years. The name of the person to be contacted, phone number, company, address, brief description of work size and complexity, and date (month and year) of employment must be given for each reference. These references must be able to attest to the candidate's specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than three references are provided, the offeror must explain why. The State may disqualify the Proposal if less than three references are given. Duplicate this form as needed to provide the candidate references.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number: Email:	
Work Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Similar size and scope information for the reference.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Description of services provided that are in line with those to be provided as part of the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

CANDIDATE EDUCATION AND TRAINING

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each key candidate and must demonstrate in detail the key candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP. Duplicate this from as needed for each candidate.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
Senior Project Manager**

Candidate's Name:

Requirement: Experience as the Project Manager on two projects of similar size and scope during the past ten years with a minimum of one being from initiation to completion. In addition, a minimum of one project must have been within the last five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	

Similar size and scope information for the referenced project.

Number of batch Programs:	Number of on-line programs:
Average number of monthly transactions:	Average number of transactions annually over the past 2 years:
Peak monthly transaction volume:	Data base type (IMS, DB2, VSAM, etc.):
	Number of databases:
	Number of tables:
Peak monthly dollar volume:	Average monthly dollar volume:

Senior Project Manager experience for the referenced project.

Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:

Description of how client work size and complexity are similar to the Work:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENTS
Senior Project Manager CONTINUED**

Candidate's Name:

Requirement: Experience on two or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Similar size and scope information for the referenced project.			
Project Management Tool:			
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Experience with two or more structured development methodologies in managing projects of similar size and scope over the past ten years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENTS
Senior Project Manager CONTINUED**

Candidate's Name:

Requirement: Minimum of 60 months programming experience.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENTS
Senior Project Manager CONTINUED**

Candidate's Name:

Requirement: Experience on one major system development project that required the application of network infrastructure, software utilities and applications for IBM mainframes, Novell, Windows NT or Unix.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Minimum of 24 months experience in analysis, design and implementation of a large-scale hardware rollout.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Minimum of 24 months experience in Joint Application Design (JAD) or Systems Requirements Definitions (SRD) facilitation in a development environment.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Minimum of 24 months experience in Joint Application Design (JAD) or Systems Requirements Definitions (SRD) facilitation in a development environment.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Bachelor's Degree (or higher) or 36 months training post secondary education.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Project Management Institute (PMP) Certification.

Attach a copy of the PMP certification.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Minimum of 40 hours of formal project management training.

Provide a description of all applicable project management training.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Project Manager **CONTINUED****

Candidate's Name:

Requirement: Twelve (12) months experience in Ohio ODJFS mainframe IMS COBOL applications.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Technical Project Leader**

Candidate's Name:

Requirement: Experience as a Technical Project Leader on one or more projects of similar size and scope from initiation to completion within the past five years with demonstrated experience leading a technical team with a minimum of 15 people.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Technical Project Leader **CONTINUED****

Candidate's Name:

Requirement: Experience with one or more structured development methodologies in system development projects in the past five years.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Technical Project Leader **CONTINUED****

Candidate's Name:

Requirement: Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines as a technical lead.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Technical Project Leader **CONTINUED****

Candidate's Name:

Requirement: Minimum of 36 months experience in managing one or more engagements involving systems development.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Technical Project Leader **CONTINUED****

Candidate's Name:

Requirement: Minimum of 36 months experience data analysis in one or more engagement in same or similar system as defined in RFP.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>

Similar size and scope information for the referenced project.

Number of batch Programs:	Number of on-line programs:
Average number of monthly transactions:	Average number of transactions annually over the past 2 years:
Peak monthly transaction volume:	Data base type (IMS, DB2, VSAM, etc.):
	Number of databases:
	Number of tables:
Peak monthly dollar volume:	Average monthly dollar volume:

Senior Project Manager experience for the referenced project.

Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:

Description of how client work size and complexity are similar to the Work:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Technical Project Leader **CONTINUED****

Candidate's Name:

Requirement: Twenty-four (24) months experience in Ohio ODJFS mainframe IMS COBOL applications.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Experience as a Business Lead on one project of similar size and scope from initiation to completion within the past five years.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Experience in defining and documenting business requirements on one or more large project in the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Minimum of 24 months experience in managing eight or more business analysts.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Minimum of 36 months experience as a functional user, interpreting and implementing policies for a same or similar system as defined in the RFP.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>

Similar size and scope information for the referenced project.

Number of batch Programs:	Number of on-line programs:
Average number of monthly transactions:	Average number of transactions annually over the past 2 years:
Peak monthly transaction volume:	Data base type (IMS, DB2, VSAM, etc.):
	Number of databases:
	Number of tables:
Peak monthly dollar volume:	Average monthly dollar volume:

Business Project Leader experience for the referenced project.

Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:

Description of how client work size and complexity are similar to the Work:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Experience designing, testing, and implementing large mainframe computer systems on one or more large project in the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Business Project Leader experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Business Project Leader**

Candidate's Name:

Requirement: Bachelor's degree or higher.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Experience as a COBOL Programmer on one project of similar size and scope within the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 60 months experience in COBOL programming.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 36 months experience in IMS database programming.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 36 months experience IMS DC on-line programming.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 12 months experience using Micro Focus Mainframe Express.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 12 months experience using Compuware FileAid.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 12 months experience using a project management tool (i.e. Project Workbench, Microsoft Project).

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Minimum of 12 months experience using TELON.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Mainframe Programmer Analyst 3**

Candidate's Name:

Requirement: Associates Degree or higher.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Experience as a COGNOS 8 programmer/analyst on one or more large projects within the past three years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	

Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:

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**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Experience as a COGNOS Series 7 programmer/analyst on one or more projects within the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Experience programming and using Informatica on one or more large projects within the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Minimum of 36 months DB2 programming experience.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Minimum of 36 months of COGNOS ReportNet programming experience.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Minimum of 24 months experience using Erwin data modeling tools.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Minimum of 12 months experience using SAS.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Minimum of 12 months experience using a project management tool (i.e., Microsoft Project).

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Senior Business Intelligence Programmer Analyst**

Candidate's Name:

Requirement: Associates Degree or higher.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Experience as a lead tester on a minimum of one project of similar size and scope from testing initiation to final system implementation within the past five years.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Minimum of 48 months experience developing or overseeing the development of test scenarios.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Minimum of 48 months experience defining and documenting business requirements.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Minimum 36 months experience using the Mercury suite of testing tools.

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

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Minimum 12 months experience testing Ohio Child Support Systems applications.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Testing Analyst 3**

Candidate's Name:

Requirement: Associates Degree of higher.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Analyst 2**

Candidate's Name:

Requirement: Experience as a Business Analyst on a minimum of one project of similar size and scope from initiation to completion within the past five years. This project must demonstrate experience with documenting requirements, designing screens and other interfaces, testing system components, and implementing systems.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:	Data base type (IMS, DB2, VSAM, etc.):		
	Number of databases:		
	Number of tables:		
Peak monthly dollar volume:	Average monthly dollar volume:		
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Analyst 2**

Candidate's Name:

Requirement: Minimum of 24 months experience as a functional user, interpreting and implementing policies for a same or similar automated system as defined in the RFP.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE DESIRABLE REQUIREMENT
Business Analyst 2**

Candidate's Name:

Requirement: Minimum of 36 months experience as a Business Analyst in a same or similar system as defined in the RFP.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>
Similar size and scope information for the referenced project.			
Number of batch Programs:		Number of on-line programs:	
Average number of monthly transactions:		Average number of transactions annually over the past 2 years:	
Peak monthly transaction volume:		Data base type (IMS, DB2, VSAM, etc.):	
		Number of databases:	
		Number of tables:	
Peak monthly dollar volume:		Average monthly dollar volume:	
Senior Project Manager experience for the referenced project.			
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			
Description of how client work size and complexity are similar to the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Analyst 2**

Candidate's Name:

Requirement: Minimum of 12 months business analysis experience in a Child Support Enforcement system.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENT
Business Analyst 2**

Candidate's Name:

Requirement: Bachelor's Degree or higher.

Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:
Institution:	Degree:	Majors/Minors:
Address:		Date of Degree:

**ATTACHMENT NINE
COST SUMMARY**

The following table must be filled in with the subtotals from Cost Summary Table 1 and Table 2. This is the cost information that will be used for evaluation purposes.

Cost Summary - Table 1 Subtotal	\$
Cost Summary - Table 2 Subtotal	\$
Total Cost Summary for Evaluation	\$

Table 1 contains the possible positions and hours for the 90-day transition period.

Position Title	Hourly Rate		Number of Staff Per Title	Maximum Number of Hours Per Staff Member	Total Cost
Key Personnel Positions					
Senior Project Manager	\$	X	1	650	\$
Technical Project Leader	\$	X	1	650	\$
Business Project Leader	\$	X	1	650	\$
Mainframe Programmer Analyst 3	\$	X	7	584	\$
Senior Business Intelligence Programmer Analyst	\$	X	1	584	\$
Testing Analyst 3	\$	X	12	584	\$
Non-Key Personnel Positions					
Testing Analyst 2	\$	X	1	584	\$
Business Analyst 2	\$	X	1	584	\$
Systems Architect 2	\$	X	1	584	\$
Web Based Programmer Analyst 3	\$	X	1	584	\$
Project Administrative Assistant	\$	X	1	584	\$
Table 1 Subtotal			28		\$

**ATTACHMENT NINE
COST SUMMARY
(continued)**

Table 2 contains the hourly rate for the positions that may be used in the IDAs.

Position Title	Hourly Rate		Anticipated Peak Staffing	Hourly Rate X # of Positions
Senior Project Manager	\$	X	1	\$
Technical Project Leader	\$	X	1	\$
Business Project Leader	\$	X	1	\$
Mainframe Programmer Analyst 3	\$	X	11	\$
Mainframe Programmer Analyst 2	\$	X	3	\$
Mainframe Programmer Analyst 1	\$	X	1	\$
Web Based Programmer Analyst 3	\$	X	1	\$
Web Based Programmer Analyst 2	\$	X	1	\$
Web Based Programmer Analyst 1	\$	X	1	\$
Websphere Programmer Analyst 3	\$	X	2	\$
Websphere Programmer Analyst 2	\$	X	1	\$
Websphere Programmer Analyst 1	\$	X	1	\$
Mainframe System Analyst 2	\$	X	3	\$
Mainframe System Analyst 1	\$	X	2	\$
Client Server/Web System Analyst 2	\$	X	2	\$
Client Server/Web System Analyst 1	\$	X	1	\$
Testing Analyst 3	\$	X	14	\$
Testing Analyst 2	\$	X	6	\$
Testing Analyst 1	\$	X	4	\$
Database Modeler 3	\$	X	1	\$
Database Modeler 2	\$	X	1	\$
Systems Architect 2	\$	X	1	\$
Systems Architect 1	\$	X	2	\$
Business Analyst 2	\$	X	2	\$
Business Analyst 1	\$	X	1	\$
Computer Help Desk Specialist 2	\$	X	1	\$
Senior Business Intelligence Programmer Analyst	\$	X	1	\$
Senior IMS Database Analyst	\$	X	1	\$
Project Administrative Assistant	\$	X	1	\$
Network/Mainframe Communications Engineer	\$	X	1	\$
Table 2 Subtotal			70	\$

Supplement 1

W-9 Form

Request for Taxpayer Identification Number and Certification

**Give form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶	
	<input type="checkbox"/> Exempt from backup withholding	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
City, state, and ZIP code		
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

or

Employer identification number									

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here	Signature of U.S. person ▶	Date ▶
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Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or

- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. The type and amount of income that qualifies for the exemption from tax.

5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments (after December 31, 2002). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or
2. You do not certify your TIN when required (see the Part II instructions on page 4 for details), or
3. The IRS tells the requester that you furnished an incorrect TIN, or
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your social security card. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your social security card on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line. Check the appropriate box for your filing status (sole proprietor, corporation, etc.), then check the box for "Other" and enter "LLC" in the space provided.

Other entities. Enter your business name as shown on required Federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt From Backup Withholding

If you are exempt, enter your name as described above and check the appropriate box for your status, then check the "Exempt from backup withholding" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

Exempt payees. Backup withholding is not required on any payments made to the following payees:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,

7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt recipients listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt recipients except for 9
Broker transactions	Exempt recipients 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt recipients 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt recipients 1 through 7 ²

¹See Form 1099-MISC, Miscellaneous Income, and its instructions.

²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees; and payments for services paid by a Federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.socialsecurity.gov/online/ss-5.pdf. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses/ and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt recipients, see *Exempt From Backup Withholding* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
5. Sole proprietorship or single-owner LLC	The owner ³
For this type of account:	Give name and EIN of:
6. Sole proprietorship or single-owner LLC	The owner ³
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one). If you are a sole proprietor, IRS encourages you to use your SSN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, and the District of Columbia to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

Supplement 2

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Senior Project Manager

- Serves as the coordinator for a large, complex delivery order, or a group of delivery orders affecting the enhancement of legacy systems and/or the development of new systems.
- Assists the program manager in working with the Ohio Department of Job and Family Service's government management team.
- Manages all aspects of the vendor's contracts.
- Serves as the primary day to day Ohio Department of Job and Family Services' contractor contact.
- Interfaces with the counterpart Ohio Department of Job and Family Service's project manager.
- Organizes, directs, and coordinates the planning and execution of all program and technical support activities for the assigned contract.
- Provides competent leadership and responsible project direction.
- Formulates and enforces work standards, assigns contractor schedules, reviews work discrepancies, provides functional direction to contractor personnel and communicates policies, purposes, and goals of the organization to subordinates.
- Directs the specific delivery of tasks to insure that the technical solutions and schedules in the delivery order are implemented in a timely manner.
- Performs organizational wide integration planning and interfaces to other functional systems.
- Reports in writing and orally to contractor management and designated Ohio Department of Job and Family Service's representatives.

Requirements:

- Experience as the Project Manager on two projects of similar size and scope during the past ten years with a minimum of one being from initiation to completion. In addition, a minimum of one project must have been within the last five years.
- Experience on two or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.
- Experience with two or more structured development methodologies in managing projects of similar size and scope over the past ten years.

Desirables:

- Sixty (60) months programming experience.
- Experience on one major system development project that required the application of network infrastructure, software utilities and applications for IBM mainframes, Novell, Windows NT or Unix.
- Minimum of 24 months experience in analysis, design and implementation of a large-scale hardware rollout.
- Minimum of 24 months experience in Joint Application Design (JAD) or Systems Requirements Definitions (SRD) facilitation in a development environment.
- Bachelor's Degree (or higher) or 36 months training post secondary education.
- Forty (40) hours of formal project management training.
- Project Management Institute certification as a Project Management Professional.
- Twelve (12) month's experience with Ohio Child Support Applications
- Bachelor's Degree or higher, or three (3) years training post secondary education.

Technical Project Leader

- Leads designated project phases and/or project phase components as designated by the contract.
- Leads project staff for on-site or off-site development of complex specialized applications.

- Provides daily direction to staff assigned to those activities.
- Executes the successful completion of all pertinent aspects of the system development life cycle as defined by the contract.

Requirements:

- Experience as a Technical Project Leader on one or more projects of similar size and scope from initiation to completion within the past five years with demonstrated experience in delivery of a product.
- Experience with one or more structured development methodologies in system development projects in the past five years.
- Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines as a technical lead.
- Minimum of 36 months experience in managing one or more engagements involving systems development.

Desirables:

- Minimum of 36 months experience data analysis in one or more engagement in same or similar automated system as defined in RFP.
- Twenty-four (24) months experience in Ohio Child Welfare Applications

Business Project Leader

- Leads designated business project phases and/or project phase components as Leader designated by the contract.
- Leads business project staff for on-site or off-site development of complex specialized applications.
- Provides daily direction to staff assigned to those activities.
- Coordinates and liaisons business requirements in order to all technical staff to execute the successful completion of all pertinent aspects of the system development life cycle as defined by the contract

Requirements:

- Experience as a Business Lead on one project of similar size and scope from initiation to completion within the past five years.
- Experience in defining and documenting business requirements on one or more large project in the past five years.
- Experience on one or more large projects using project management tools such as Microsoft Project in defining tasks and developing project time lines.
- Minimum of 24 months experience in managing eight or more business analysts.
- Minimum of 36 months experience as a functional user, interpreting and implementing policies for a same or similar automated system as defined in the RFP.

Desirables:

- Experience designing, testing, and implementing large mainframe computer systems on one or more large project in the past five years.
- Bachelor's degree or higher.

Programmer Analyst 3

- Writes and maintains medium to large computer programs.

- Leads a team of lower level programmer analysts in the planning, analysis, design and construction of large, complex computer systems.
- Utilizes relational database management technology and information engineering principals.
- Coordinates system design, data modeling and application development efforts.
- Development of formal presentations; including graphs, charts, and slide shows for delivery to management, colleagues and user audiences.
- Analyzes functional business applications and design specifications for functional areas.
- Tests, debugs, refines, and evaluates computer software test results to produce the required product.
- Designs and codes reports, screen formats, file edits and file updates.
- Provides technical computer assistance to users and other staff.

Mainframe Programmer Analyst 3 Requirements:

- Experience as a COBOL Programmer on one project of similar size and scope within the past five years.
- Minimum of 60 months experience in COBOL programming
- Minimum of 36 months experience in IMS database programming.
- Minimum of 36 months experience IMS DC on-line programming.
- Minimum of 24 months experience using Mainframe Express.
- Two (2) years JCL development experience
- One (1) year MQ Series Programming experience

Desirables:

- Minimum of 12 months experience using File Aid.
- Minimum 12 months experience using Stobe or Omegamon
- Minimum of 12 months experience using a project management tool (i.e. Project Workbench, Microsoft Project).
- Minimum of 12 months experience in TELON.
- One (1) year of experience using a Project Management tool (i.e. Microsoft Project)
- Associates Degree or higher.

Web Based Programmer Analyst 3 Requirements

- Five (5) years of programming with relational databases (preferably ORACLE or DB2) experience.
- Three (3) years of programming experience with large-scale systems using JAVA.
- Two (2) years experience in Rapid Application Development (RAD).
- Two (2) years programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, and Java Script.
- Three (3) years programming experience in an object oriented development environment.
- Three (3) years Dreamweaver development experience.
- Three (3) years HTML development experience.
- Three (3) years DB2 Client 8 programming experience.
- Three (3) years Rapid SQL programming experience.
- Two (2) years of Unified Modeling Language (UML) experience.
- Two (2) years Crystal Reports development experience.
- One (1) years Adobe Writer experience.
- Three (3) years of system analysis experience on large scale systems.
- Two (2) years experience designing multi-tier applications.
- One (1) year MQ Series Programming experience.

Desirables:

- One (1) year of data modeling experience with Erwin.
- Two (2) years of experience with PVCS Version Manager or equivalent.
- Associates Degree or higher.

Websphere Programmer Analyst 3 Requirements:

- Five (5) years of programming with relational databases (preferably ORACLE or DB2) experience.
- Five (5) years of programming experience with large-scale systems using JAVA.
- Five (5) years of programming experience using IBM's Websphere.
- Two (2) years experience in Rapid Application Development (RAD).
- Two (2) years programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, and Java Script.
- Four (4) years programming experience in an object oriented development environment.
- Three (3) years HTML development experience.
- Two (2) years DB2 Client 8 programming experience.
- Three (3) years of system analysis experience on large scale systems.
- Two (2) years experience designing multi-tier applications.
- One (1) year MQ Series Programming experience.

Desirables:

- One (1) year of data modeling experience with Erwin.
- Two (2) years of experience with PVCS Version Manager or equivalent.
- Associates Degree or higher.

Programmer Analyst 2

- Writes and maintains small to medium computer programs.
- Performs analysis and design for medium computer applications.
- Utilizes relational database management technology and information engineering principals.
- Enhances software to reduce operating time and improve efficiency.
- Trains users in the use of specific computer applications.
- Development of formal presentations; including graphs, charts, and slide shows for delivery to management, colleagues and user audiences.
- Tests, debugs, refines, and evaluates computer software test results to produce the required product.
- Coordinates work with operations and production control staff.
- Designs and codes reports, screen formats, file edits and file updates.
- Provides technical computer assistance to users and other staff.

Mainframe Programmer Analyst 2 Requirements:

- Mainframe Two (2) years of system analysis/development experience on same or similar automated system as defined in RFP
- Three (3) years of COBOL programming experience.
- Three (3) years of database programming (IMS DB, DB2 etc.) experience.
- Two (2) years of on-line programming (IMS DC.) experience.

- Three (3) years of on-line editor (TSOISPF etc.) in an IBM MVS mainframe environment experience.

Desirables:

- One (1) year of experience using SAS or EZtrieve.
- One (1) year of experience using a Project Management tool (i.e. Microsoft Project).
- One (1) year of Micro Focus COBOL
- Three (3) years of JCL and IBM utilities experience.
- One (1) year of TELON experience
- Associates Degree in Computer Science plus two (2) years data processing experience

Web Based Programmer Analyst 2 Requirements

- Two (2) years systems analysis experience on large scale n-tier system
- Two (2) years experience designing three-tier or n-tier (not 2-tier) applications
- Three (3) years programming experience in an object oriented development environment
- Four (4) years experience programming with relational databases (preferably Oracle or DB2)
- Two (2) years experience in Rapid Application Development (RAD)
- Two (2) years programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, or Java Script

Desirables:

- One (1) year of data modeling experience with a designer tool such as ERwin
- One (1) year Unified Modeling Language (UML) experience
- Two (2) years experience with PVCS Version Manager
- One (1) year experience using the Rational Unified Process
- Associate's Degree or higher

Websphere Programmer Analyst 2 Requirements

- Three (3) years of programming with relational databases (preferably ORACLE or DB2) experience.
- Three (3) years of programming experience with large-scale systems using JAVA.
- Three (3) years of programming experience using IBM's Websphere.
- Two (2) years experience in Rapid Application Development (RAD).
- Two (2) years programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, and Java Script.
- Three (4) years programming experience in an object oriented development environment.
- Two (2) years HTML development experience.
- One (1) years DB2 Client 8 programming experience.
- Two (2) years of system analysis experience on large scale systems.
- Two (2) years experience designing multi-tier applications.
- One (1) year MQ Series Programming experience.

Desirables:

- One (1) year of data modeling experience with Erwin.
- One (1) year of Unified Modeling Language (UML) experience.
- Two (2) years of experience with PVCS Version Manager or equivalent.
- Associates Degree or higher.

Programmer Analyst 1

- Writes computer programs from program specifications.
- Performs analysis and design for small computer applications.
- Utilizes relational database management technology and information engineering principals.
- Enhances software to reduce operating time and improve efficiency.
- Trains users in the use of specific computer applications.
- Development of formal presentations; including graphs, charts, and slide shows for delivery to management, colleagues and user audiences.
- Tests, debugs, refines, and evaluates computer software test results to produce the required product.
- Coordinates work with operations and production control staff.
- Designs and codes reports,
- Designs and develops screen formats,
- Provides technical computer assistance to users and other staff.
- Maintains data base sub-routines.
- Populates databases
-

Mainframe Programmer Analyst 1 Requirements

- One (1) year of COBOL programming experience.
- One (1) year of database programming (IMS DB, DB2 etc.) experience.
- One (1) year of on-line programming (IMS DC) experience.
- One (1) year of on-line editor (TSOISPF etc.) in an IBM MVS mainframe environment experience.

Desirables:

- One (1) year of system analysis experience on large-scale systems.
- One (1) year of experience using SAS or EZtrieve.
- One (1) year of experience using a Project Management tool (i.e. Project Workbench, Microsoft Project).
- One (1) year of JCL and IBM utilities experience.
- One (1) year of Micro Focus COBOL.
- One (1) year of TELON experience
- Associates Degree in Computer Science plus two (2) years data processing experience
- Six (6) months experience for same or similar automated systems as defined in RFP.

Web Based Programmer Analyst 1 Requirements:

- One (1) year systems analysis experience on large scale client/server system.
- One (1) year experience designing three-tier or n-tier (not 2-tier) applications.
- Two (2) years programming experience in an object oriented development environment.
- Two (2) years experience programming with relational databases (preferably Oracle or DB2).
- One (1) year experience in Rapid Application Development (RAD).
- One (1) year programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, or Java Script.

Desirables:

- Six (6) months of data modeling experience with a designer tool such as ERwin
- Six (6) months Unified Modeling Language (UML) experience
- Six (6) months experience with PVCS Version Manager

- Associate's Degree or higher

Websphere Programmer Analyst 1 Requirements

- One (1) year of programming with relational databases (preferably ORACLE or DB2) experience.
- One (1) year of programming experience with large-scale systems using JAVA.
- One (1) year of programming experience using IBM's Websphere.
- One (1) years programming experience in a Web based environment utilizing HTML, XML, Java Server Pages, and Java Script
- One (1) years programming experience in an object oriented development environment.
- Two (2) years HTML development experience.
- One (1) years of system analysis experience.
- One (1) years experience designing multi-tier applications.

Desirables:

- One (1) year of data modeling experience with Erwin.
- One (1) year of experience with PVCS Version Manager or equivalent.
- Associates Degree or higher.

System Analyst 2

- Analyzes, develops and reviews integrated computer software processing functions.
- Makes recommendations for approval of major systems installations.
- Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.
- Coordinates with the Project Lead to ensure problem solution and user satisfaction.
- Assures compliance with data base design standards.
- Develops system requirements and program specifications from which programmers prepare detailed flow charts, programs and tests.
- Prepares milestone status reports and deliverables/presentations on the system concept to colleagues, subordinates, and end user representatives.
- Provides daily supervision and direction to support staff.
- Supports the project team leads for enhancement and development projects.

Mainframe System Analyst 2 Requirements:

- Five (5) years programming experience
- Five (5) years performing analysis and design on large scale applications systems using IMS, DB2 or Oracle databases, or three (3) years as a lead.
- Five (5) years experience writing programs for same or similar automated system as defined in RFP.
- Five (5) years programming experience in on-line applications using CICS, IMS-DC or TELON
- or comparable on-line presentation development tools.
- Three (3) years experience as lead analysts reviewing and recommending design methods to junior team members.
- Three (3) years experience using tools that control versions of software, perform line editing utility executions, scheduling and debugging tools.

Desirables:

- One (1) year of experience using SAS or EZtrieve,
- One (1) year of Micro Focus COBOL.
- One (1) year of QMF experience.
- One (1) year of TELON experience
- Associates Degree in Computer Science.
- Six (6) months experience for same or similar automated system as defined in RFP.
- Three (3) years experience estimating hours for project tasks
-

Client Server/Web System Analyst 2 Requirements:

- Two (2) years programming experience developing applications running on MS Windows 95 or higher.
- Five (5) years performing analysis and design on large scale applications in a client server environment using relational databases or three (3) years as lead.
- Five (5) years experience writing programs for same or similar automated system as defined in the RFP.
- Three (3) years experience as lead analyst reviewing and recommending design methods to junior team members.
- Three (3) years experience using tools that control versions of software (e.g., PVCS) and debugging tools.
- Two (2) years experience working with testing tools (e.g., SQA Suite, QA Sun, Mercury).
- Two (2) years experience completing formal systems, production and project documentation.
- One (1) year experience designing three-multi or nTier applications (i.e., not two-tier).
- One (1) year of experience in object modeling.
- Client Server/Web

Desirable:

- One (1) year of experience programming with relational databases.
- One (1) year of programming experience with large scale systems using an object oriented.

System Analyst 1

- Develops required program specifications for simple to moderately complex systems.
- Executes plans for automated data processing systems from project inception to conclusion.
- Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests.
- Assists senior computer system analysts in preparing input and test data for the proposed system.
- Coordinates closely with programmers to ensure proper implementation of program and system specifications.
- Develops, in conjunction with functional users, system alternative solutions or enhancements.
- Provides support for installation, testing implementation and ongoing maintenance of hardware and software to support specific program functionality.

Mainframe System Analyst 1 Requirements:

- Three (3) years programming experience
- Three (3) years performing analysis and design on large scale applications systems using IMS, DB2 or Oracle databases, or three (3) years as a lead.

- Three (3) years experience writing programs for same or similar automated system as defined in RFP.
- Three (3) years programming experience in on-line applications using CICS, IMS-DC or TELON or comparable on-line presentation development tools.
- One (1) year experience as lead analysts reviewing and recommending design methods to junior team members.
- One (1) year experience estimating hours for project tasks.
- Three (3) years experience using tools that control versions of software, perform line editing, utility executions, scheduling and debugging tools.

Desirable:

- One (1) year of experience using SAS or EZtrieve,
- One (1) year of Micro Focus COBOL.
- One (1) year of QMF experience.
- One (1) year of TELON experience
- Associates Degree or higher.
- Six (6) months experience for same or similar automated system as defined in RFP.
- Three (3) years experience estimating hours for project tasks.

Client Server/Web System Analyst 1 Requirements:

- One (1) year programming experience developing applications running on MS Windows 95 or higher.
- Three (3) years performing analysis and design on large scale applications in a client server environment using relational databases or three (3) years as lead.
- Three (3) years experience writing programs for same or similar automated system as defined in RFP.
- One (1) years experience using tools that control versions of software (e.g., PVCS) and debugging tools.
- One (1) year experience working with testing tools (e.g., SQA Suite, QA Sun, Mercury).
- One (1) year experience completing formal systems, production and project documentation.
- One (1) year experience designing three-multi or nTier applications (i.e., not two-tier).

Desirable:

- One (1) year of experience programming with relational databases.
- One (1) year of programming experience with large scale systems using an object oriented development tool (e.g., Delphi, Java, C++).
- One (1) year experience with Crystal Reports or other report writer.
- One (1) year of data modeling experience with designer tool.
- One (1) year Unified Modeling Language (UML) experience.
- One (1) year of HTML experience.
- Project Management certification.
- Associates Degree or higher.

Testing Analyst 3

- Provides technical and administrative direction for personnel performing software test and evaluation tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.
- Coordinates with the Project Manager and other team members to ensure problem solution, appropriate risk reduction, and user satisfaction through testing techniques.

- Understands how testing fits into the system development life cycle.
- Makes recommendations, if needed, on test and evaluation strategies for major systems installations.
- Defines testing strategies and creates test strategy documents.
- Estimates software testing costs and schedule.

Requirements:

- Experience as a lead tester on a minimum of one project of similar size and scope from testing initiation to final system implementation within the past five years.
- Minimum of 48 months experience developing or overseeing the development of test scenarios.
- Minimum of 48 months experience defining and documenting business requirements.
- Minimum 36 months experience using the Mercury suite of testing tools

Desirable:

- Minimum 12 months experience testing Ohio Child Support Systems applications.
- Associates Degree in Computer Science

Testing Analyst 2

- Develops test plans, test scripts and test cases that test all business requirements.
- Develops testing protocols, acceptance criteria, and routines to ensure an efficient test cycle.
- Integrates test results and modifies test plans based on results.
- Prepares milestone status reports and deliverables/presentations on the system test and evaluation concept to colleagues, subordinates, and end user representatives.
- Conducts special tests, such as usability tests and disaster recovery tests.
- Provides direction to test and evaluation support staff.

Requirements:

- Two (2) years experience developing test scenarios.
- Two (2) years experience in designing and testing computer systems.
- Two (2) years experience defining and documenting business requirements.

Desirable:

- Two (2) years experience same or similar automated systems as defined in RFP.
- Associates Degree in Computer Science.

Testing Analyst 1

- Utilizes various testing techniques, such as black box testing, parallel testing, regression testing, and stress testing.
- Assists in the preparation of test scripts.
- Develops and executes test routines.

Requirements:

- One (1) year experience in designing and testing computer systems.
- One (1) year experience defining and documenting business requirements.
- One (1) year experience developing test scenarios.

Data Base Modeler 3

- Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools.
- Verifies the identification of the components of a data model, including entities, relationships and attributes.
- Provides technical support in the evaluation of prime object names, data elements, and other objects.
- Evaluates proposed objects and their attributes.
- Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.
- Ensures that the proposed objects are consistent with data and process models.
- Analyzes and reconstructs repositories for organizations that use information engineering concepts and enterprise, data and process modeling in the identification and development of standardized objects.
- Documents the data model with entity/relationship diagrams.
- Provides daily supervision and direction to staff.

Requirements:

- Three (3) years as a data modeler.
- Eight (8) years systems analysis experience designing software applications or writing business documentation.
- Four (4) years experience documenting business requirements using data modeling tools.
- Two (2) years experience providing direction to junior data modelers.
- Two (2) years experience leading modeling sessions with business clients and translating into an ERD.
- Four (4) years post secondary education.
- One or more professional courses that specifically address data modeling.

Desirables:

- In-depth knowledge of data integrity and forms of normalization.
- Knowledge of data modeling methodologies and concepts of Database management Systems.
- Knowledge of conceptual, logical, and physical data models.
- Experience with Case Tools
- Experience in conducting JAD (Joint Application Development) Sessions.

Data Base Modeler 2

- Defines proposed data base objects and their attributes.
- Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts.
- Ensures that the values of object attributes and domain are accurate and correct.
- Identifies the components of the data model and associates data model relationships.
- Assists in building and/or maintaining data/information repositories for organizations that use information engineering concepts and enterprise, data and process modeling in the identification and development of standardized objects.

Requirements:

- Two (2) years developing/designing programs utilizing relational databases technology, such as ORACLE, DB2, or Informix.

- Two (2) years providing technical assistance and guidance to programmers in systems design for databases and applications.
- Two (2) years experience using data modeling tools such as Designer 2000 or Erwin.
- One (1) year experience leading JAD sessions with business clients.
- One or more professional courses that specifically address data modeling.

Desirables:

- In-depth knowledge of data integrity and forms of normalization.
- Knowledge of data modeling methodologies and concepts of Database management Systems.
- Knowledge of conceptual, logical, and physical data models.
- Experience with Case Tools
- Experience in conducting JAD (Joint Application Development) Sessions.

Systems Architect 2

- Analyzes and establishes system information requirements in the development of organizational wide or large-scale information systems.
- Designs the physical network architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.
- Designs software tools and sub-systems to support software use and re-use and domain analysis.
- Ensures these systems are compatible and in compliance with the standards for open systems architectures.
- Analyzes and determine methods of applying technology to improve performance, reduce redundant processing and use of repeatable processing architecture.
- Designs network connectivity architecture, defines software, hardware requirements.
- Creates process flow diagrams, entity relationship diagrams and documents data flows for existing processing and develops proposals for improvements.
- Interviews business and technical community to determine data and processing needs.
- Evaluates costs associated with hardware and software usage and recommends improvements.
- Determines project tasks and develops project plans for evaluating systems.
- Evaluates and develops standards for open architecture methods and ensures compatibility.
- Provides functional direction for project team members.

Requirements:

- Ten (10) years mainframe or client server programming experience.
- Ten (10) years experience designing large scale on-line and batch processing systems.
- Five (5) years experience evaluating technology for inclusion in architecture recommendation. Technology includes software tools, client server middle ware, and storage technology and communication technology (IP, VTAM).
- Five (5) years experience in a project lead or team lead position.
- Five (5) years experience performing technology assessments and developing recommendations.
- Two (2) years experience developing project plans relating to technology and operations assessments
- Thorough understanding of data modeling and business modeling techniques with proven experience.

Desirables:

- Detail data modeling experience developing large systems.
- Experience and or knowledge of IBM messaging services, IP, client server technology.
- COBOL programming experience in CICS, IMS, DLI, DB2

Systems Architect 1

- Analyzes and establishes system information requirements in the development of organizational wide or large-scale information systems.
- Designs the physical network architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.
- Designs software tools and sub-systems to support software use and re-use and domain analysis.
- Ensures these systems are compatible and in compliance with the standards for open systems architectures.
- Analyzes and determine methods of applying technology to improve performance, reduce redundant processing and use of repeatable processing architecture.
- Designs network connectivity architecture, defines software, hardware requirements.
- Creates process flow diagrams, entity relationship diagrams and documents data flows for existing processing and develops proposals for improvements.
- Interviews business and technical community to determine data and processing needs.
- Evaluates costs associated with hardware and software usage and recommends improvements.
- Determines project tasks and develops project plans for evaluating systems.
- Evaluates and develops standards for open architecture methods and ensures compatibility.
- Provides functional direction for project team members.

Requirements:

- Five (5) years mainframe or client server programming experience.
- Five (5) years experience designing large scale on-line and batch processing systems.
- Three (3) years experience evaluating technology for inclusion in architecture recommendation. Technology includes software tools, client server middle ware, and storage technology and communication technology (IP, VTAM).
- Two (2) years experience performing technology assessments and developing recommendations.
- Thorough understanding of data modeling and business modeling techniques with proven experience.

Desirables:

- Detail data modeling experience developing large systems.
- Experience and or knowledge of IBM messaging services, IP, client server technology.
- COBOL programming experience in CICS, IMS, DLI, DB2

Business Analyst 2

- Analyzes advanced user needs to conduct functional requirement assessments.
- Participates as a subject matter expert in determining the functional and business requirements specified in the contract document.
- Performs functional allocation to identify required tasks and their interrelationships.
- Identifies resources required for each task.

- Provides daily functional direction to support staff.

Requirements:

- Experience as a Business Analyst on a minimum of one project of similar size and scope from initiation to completion within the past five years. This project must demonstrate experience with documenting requirements, designing screens and other interfaces, testing system components, and implementing systems.
- Minimum of 24 months experience as a functional user, interpreting and implementing policies for a same or similar automated system as defined in the RFP.
- Five (5) years experience in designing and testing computer systems.
- Four (4) years experience defining and documenting business requirements.

Desirable:

- Minimum of 36 months experience as a Business Analyst in a same or similar automated system as defined in the RFP.
- Minimum of 12 months business analysis experience in a Child Support Enforcement system.
- Bachelor's Degree or higher.

Business Analyst 1

- Assess data models for use in designing and building integrated, shared software and database management systems.
- Analyzes basic user needs to determine functional requirements.
- Performs functional allocation to identify required tasks and their interrelationships.
- Applies process improvement and re-engineering methodologies and principles to assess process modernization cost benefit analysis.
- Works with the business community to define system functional requirements.

Requirements:

- Two (2) years experience in designing and testing computer systems.
- Two (2) years experience defining and documenting business requirements.

Desirables:

- Two (2) years experience same or similar automated system as defined in RFP.
- Two (2) years post secondary education.

Computer Help Desk Specialist 2

- Provides internal support for custom applications as defined in the contract document.
- Provides functional direction to a centralized technical assistance service that supports problem resolution.
- Develops, tests, implements and supports various customer support services, programs, and technologies.
- Implements methodologies to improve first-call resolution.
- Evaluates and selects help desk software to meet business requirements.
- Analyzes help desk performance through various statistical and reporting methods.
- Leads and directs help desk specialists.
- Answers inquiries from the user community.
- Coordinates problem resolution for users.
- Opens, monitors, and escalates problems.

- Acts as a liaison between the customer and the resolver.
- Prioritizes customer problem requests.
- Uses escalation procedures to inform management of issues.

Requirements:

- Two (2) years of education in data processing concepts with a concentration on network concepts
- Two (2) years experience in PC Network or IBM large mainframe field.

Desirable:

- Two (2) years post secondary education.
- Two (2) years experience on a computer help desk.

Senior Business Intelligence Programmer Analyst

- Specializes in use of the COGNOS business intelligence tools and Business Objects.
- Gathers user requirements and develops information products using business intelligence tools.
- Defines multi dimensional data models using modeling tools and develops specifications for population of a data warehouse or data mart.
- Develops queries using SQL language to access relational databases.
- Provides training to non-technical users on the usage of business intelligence tools and interprets their needs for data analysis.
- Recommends improvements to data base structures in the data mart or data warehouse.
- Designs presentation formats for reports, graphs and WEB pages that are utilized in business intelligence analysis.
- Writes specifications for data transformation and assists DBA and data modelers in development logical and physical data models.
- Develops methods for trending analysis using business intelligence tools and data within the business intelligence data bases.

Requirements:

- Experience as a COGNOS 8 programmer/analyst on one or more large projects within the past five years.
- Experience as a COGNOS Series 7 programmer/analyst on one or more projects within the past five years.
- Experience programming and using Informatica on one or more large projects within the past five years.
- Minimum of 36 months DB2 programming experience.
- Minimum of 36 months of COGNOS ReportNet programming experience.
- Minimum of 24 months experience using Erwin data modeling tools.

Desirables:

- Minimum of 12 months experience using SAS.
- Minimum of 12 months experience using a project management tool (i.e., Microsoft Project).
- Associates degree of higher.

Senior IMS Data Base Analyst

- Manages the development of large complex data base projects.

- Specializes in data base management systems design and system analysis, current operating systems, software internals and data manipulation languages.
- Plans and budgets staff and data base resources.
- Reallocates data base resources to maximize benefits.
- Acknowledges and complies with Data Base Management Systems (DBMS) concepts.
- Provides daily supervision and direction to data base support staff.
- Coordinates education and training for supervisory and support staff.
- Acts as a liaison to other State agencies and to the Ohio Data Network.
- Trains and provides functional direction to all DB ADM 2 supervisors
- Provides strategic direction for lower level supervisors to implement.
- Provides ongoing review of supervisory staff's performance in order to refine skills, resolve concerns and facilitate change.
- Provides administrative direction and expectations for supervisory and DASD staff.
- Prepares performance evaluations for supervisory and DASD staff.
- Maintains disaster recovery/business resumption plans for various DBMS platforms.
- Participates in senior management disaster recovery/business resumption planning sessions.
- Coordinates and conducts strategic planning sessions for DB ADM 1 and 2.
- Performs DB ADM 1 and 2 responsibilities in their absence.
- Gives input to lower level staff and communicates with superiors on system enhancements, upgrades, and maintenance.
- Gives strategic direction to upper level management pertaining to technology trends.
- Understands the programming of simple to large complex systems that are written by application development.
- Assists in problem resolution of DBMS errors.
- Recommends the most effective and efficient use of DBMS.
- Develops project plans for projects over 40 man hours.

Requirements:

- Minimum of 84 months experience in analyzing, developing, and supporting large scale IMS databases.
- Database analysis experience to include design and programming on one or more IMS applications of similar size and scope within the past five years.
- Minimum of 60 months database analysis experience including IMS/DB/DC with DBRC/IRLM.
- Minimum of 36 months experience using BMC utilities.
- Experience on two or more large/complex database design projects within the past eight years.
- Minimum of 60 months experience with batch and online performance and tuning techniques.
- Minimum of 24 months experience with an on-line editor (TSO/SPF, etc.)
- Seven (7) years of applicable database analysis experience as defined in the RFP.
- Five (5) years of database programming as defined in the RFP.
- Seven (7) years of database design experience as defined in the RFP.
- Seven (7) years database design and programming experience in SQL Server or Oracle environment.
- Five (5) years database analysis experience.
- Three (3) years experience using BMC utilities (Oracle only).
- Five (5) years in a client server UNIX environment (Oracle only).
- Five (5) years experience leading large to complex database design projects.
- Five (5) years project management experience.
- Three (3) years experience using Platinum tools (DB2 only).
- Five (5) years experience on batch and online performance and tuning techniques.
- Two (2) years working with online editor (TSO/ISPF, ROSCOE, etc) experience.

Desirables:

- Minimum of 36 months SCLM experience.
- Minimum of 24 months experience with project management tools (Microsoft Project, etc.).
- Minimum of 24 months experience with MQ Series, WEBSPHERE or DB2 connect.
- Minimum of 24 months experience with Omegamon.
- Minimum of 60 months COBOL programming experience.
- Minimum of 60 months experience using Erwin, CA Repository, ModelMart or other modeling tools.
- Bachelor's degree or higher.

Project Administrative Assistant

- Acts as the project's senior administrative specialist
- Directs all project financial management and administrative activities, such as timesheet control, deliverable approval tracking, invoice tracking, financial reporting, scheduling of meetings and conferences.
- Performs evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommends solutions.
- Enhances planning and control documents in accordance with authorized modifications by the Ohio Department of Job and Family Services.
- Reports adjusted manpower, scope, time frame and/or cost changes to senior Ohio Department of Job and Family Services staff.

Requirements:

- Two (2) years experience taking and publishing meeting minutes.
- Two (2) years experience developing training and orientation programs
- Two (2) years experience tracking payment documents and invoices.
- Four (4) years experience with IBM or compatible PC's,
- Three (3) years experience in presentation packages (Microsoft Power Point)
- Three (3) years experience in using Microsoft Excel
- Two (2) years Microsoft Word experience,
- Two (2) years experience supporting the efforts of (40 or more) individuals in an office setting.
- One (1) years experience utilizing project management tools

Desirables:

- Demonstrated organizational skills.

Network/Mainframe Communications Engineer

- Research technological solutions for network connectivity, client-server application support, multi-platform integration, and other ODJFS MIS data processing and telecommunications-related projects.
- Develop analytical and computational techniques for problem resolution.
- Coordinate resources from multiple areas within MIS, vendor support organizations, and the user community.
- Develop requirements documents and develop solutions to meet those requirements.
- Work directly with end-users with various levels of computer knowledge and expertise to assist them in defining their needs regarding equipment, software, and overall (network) strategy.

Requirements:

- Five (5) years experience designing and implementing protocols and communication links between mainframe and server based computing solutions.
- Three (3) years experience configuring and maintaining Internet working devices including routers, hubs, repeaters, gateways, switches, etc.
- Three (3) years experience working with the design, set-up and implementation of a TCP/IP network.
- Three (3) years experience integrating client server applications in multi protocol WAN environments.
- Two (2) year experience with installation, configuration, and support of Cisco routers.
- One (1) years experience utilizing project management tools

Desirables:

- Novell network certification.
- B.S. in Computer Science Degree

Supplement 3

MIS On-Call Procedures

MIS On-Call Procedures

PURPOSE: This procedure defines the steps that the Office of Management Information Services (MIS) will follow for on call schedules for each unit. It is intended to minimize the number of times an employee is subject to the on call schedule.

SCOPE: This procedure affects MIS contract staff that has been identified in the Interval Deliverable Agreement (IDA) as "ON CALL 24 HOURS PER DAY, 7 DAYS PER WEEK." By virtue of this statement, an individual may be asked to return to work or assist via the telephone to resolve a problem at times other than their normal working hours. This is an inherent part of the data processing industry. Sophisticated systems such as MMIS, CRIS-E and SETS operate 24 hours per day and demand immediate attention when problems occur. The intent of this procedure is to provide quality service to MIS customers while being fair and equitable to MIS state and contract staff.

REQUIREMENTS: Successful implementation of this procedure is dependent upon full MIS management, staff, and vendor support and cooperation. If needed, an on call schedule will be negotiated as part of the IDA. This is a rotating schedule includes a primary, as well as secondary, designee for each week. During a week that an individual is on call, they may or may not be contacted for emergency assistance. In subsequent weeks, the individual is free from this responsibility, as other individuals maybe on call. In this manner, no individual has the burden of being continuously on call. The exception to the on call person being contacted is when Production Control is notified that a specific individual is on call for selected jobs due to special circumstances.

On Call Procedural Steps:

a. BUREAU OF INFORMATION SYSTEMS SUPPORT (BISS) PRODUCTION CONTROL

- Issues resulting in an on call situation are normally discovered by the BISS Production Control Unit. All efforts to correct the problem will be exhausted by Production Control before utilizing the on call procedures.
- If the problem is not corrected within 30 minutes, the Production Shift Supervisor is notified. In the event the supervisor is not present, the BISS Supervisor On-Call will be designated.

b. BISS PRODUCTION SHIFT SUPERVISOR

- Authority to contact an individual for an on call issue is reserved for the BISS Production Shift Supervisor. The Supervisors analyzes the problem using

criteria such as importance of the job, future scheduling conflicts, and timeliness. The Supervisor then decides an on call situation exists or the problem can be resolved the following business day.

- When confirmed that an on call situation exists, the Production Shift Supervisor contacts the appropriate individual. If unable to contact the primary person within 15 minutes, the Production Shift Supervisor attempts to call the secondary designee.
- When unable to contact the individual or if the person indicates they will address the problem the following business day, the Production Shift Supervisor contacts the BISS Production Manager on call. The Production Manager further analyzes the problem and determines whether for the week. If such a need exists, the manager contacts the unit manager/supervisor.

c. ON CALL STAFF

- If the individual on call determines they can resolve the issue by advising the Production Shift Supervisor over the telephone, they may do so. If the problem is not corrected in two hours or three attempts, whichever occurs first, it is necessary for the individual on call to return to work for further resolution. The Production Manager on call is notified and contacts the appropriate unit manager/supervisor on call for the week.
- If the on call person indicates they will resolve the problem from home via a dial up terminal, they may do so. If the problem is not corrected in two hours, it is then necessary for the individual on call to return to work for further resolution. The Production Manager on call is notified and contacts the appropriate unit manager/supervisor on call for the week.

d. BISS PRODUCTION MANAGER

- In any instance, if the problem remains unresolved two hours after the initial contact, the Production Manager on call is notified and contacts the appropriate unit manager/supervisor on call for the week.
- In any instance, if the problem remains unresolved three hours after the initial contact, the Production Manager on call is notified and contacts the appropriate Section Chief(s) responsible for any staff participating in the resolution.

e. BISS PRODUCTION MANAGER/ BISS BUREAU CHIEF

- In any instance, if the problem remains unresolved after four hours of the initial contact, the Production Manager on call is notified and contacts the Bureau Chief of Information Systems Support, and other appropriate Bureau Chiefs responsible for any staff participating in the resolution.

f. BISS PRODUCTION MANAGER

- If the Production Manager on call determines that the problem will adversely affect critical applications such as the timeliness of benefit issuance, availability of CRIS-E, MMIS, or SETS, food stamp issuance, etc., and that only by extraordinary measure can the system be restored in an acceptable period of time, the Code Blue Procedure may be invoked. Invocation of Code Blue provides for special attention from the Ohio Data Network (ODN) in regard to the processing of selected jobs. To invoke Code Blue, the Production Manager on call contacts the BISS Bureau Chief. The BISS Bureau Chief then contacts the manager of ODN. Only these two individuals are authorized to invoke Code Blue. At the time a Code Blue situation is invoked, the BISS Bureau Chief will determine the on call staff that must report on site. The BISS Bureau Chief then contacts appropriate staff. Depending on the circumstances of the emergency, this could include the data base analyst, technical support analyst, production scheduler, configuration management and/or programmer on call, as well as various management staff.
- Job steps that execute programs written in SAS or EZTRIEVE will not cause a call back situation to be invoked. These abends will be resolved the following business day. Such job steps will be clearly marked both in the JCL stream and the operations documentation.

g. MIS ON CALL STAFF

- When an individual responds to an on call situation by assisting over the telephone or utilizing a dial-up terminal, they must record the amount of time involved. The individual includes this on their time sheet. When an individual responds to an on call situation by returning to work, he will be paid for the actual time worked. Actual time worked is considered as the period beginning with the individual's arrival at the work site and ending with their departure from the work site.
- When an individual is scheduled on call, and when contact is made with the individual regarding an on call issue, the individual will attempt to resolve the problem according to the above guidelines barring illness or incapacitation.

Supplement 4

Weather Emergency Essential Staff Guidelines

Weather Emergency

Essential Staff Guidelines

SCOPE: This procedure will be the method used for the declaration of a weather emergency and the designation and payment of essential and non-essential state and contract-staff.

PURPOSE: To establish a uniform procedure regarding weather emergencies, and essential verses non-essential employees.

DEFINITIONS:

- a. **Weather Emergency** is a term which refers to all formal declarations for a specific geographical area which may limit the individual's obligation to travel to and from work for a specific period of time. A weather emergency is only declared by the Governor's designated agent, the Director of the Ohio Department of Public Safety. This does not include emergency management, hazards, or disasters, declared by the Governor, the board of county commissioners or other Chief executive. **A WEATHER EMERGENCY CANNOT BE DECLARED BY AN INDIVIDUAL AGENCY DIRECTOR.**
- b. **Essential Staff-** Those who are required to report to work or continue in a work status during a weather emergency. All individuals identified in the Interval Deliverable Agreement (IDA) are essential staff. This list can be changed only by following the procedures to amend the IDA.
- c. **Non-Essential Staff-** Individuals not identified on the IDA as essential are not required to work during a weather emergency. Depending on the effective time of the weather emergency, these individuals would:
 - not report to work if the emergency was effective prior to the normally scheduled work shift.
 - would have a delayed start time; or
 - would be released from the work location before the end of the normally scheduled shift.
- d. **Declared Weather Emergency in Work Site Location vs. County of Residence vs. Travel Through Declared Weather Emergency Counties:** These guidelines apply equally to all individuals when the official weather emergency is declared for the work site county, county of residence, or for counties that must be traveled through in order to report to the normal work location. Example: If the work site county is Franklin and there is no weather emergency for Franklin County but the employee lives in Morrow County and must travel through Delaware County, and both Morrow and Delaware Counties are declared, then the non-essential staff who

resides in or who must travel through the declared counties do not report to work.

PROCEDURE: Weather emergencies which affect individuals reporting to work or to be released from work early or on a delayed start time will be declared on a county-by-county basis by the Governor's designated agent, the Director of the Ohio Department of Public Safety.

In the event there is a weather emergency declared, individuals designated as **NON-ESSENTIAL** individuals are not to report to work for the entire day or are not to report to work until a designated time or are released from work early

In the event there is a weather emergency declare by the Director of the Ohio Department of Public Safety, all **ESSENTIAL** individuals are required to report to work or remain at work regardless of the declared weather emergency.

When early closings, late arrivals, or early releases have been declared, these guidelines shall be implemented.

COMMUNICATING THE WEATHER EMERGENCY: Declared weather emergency notices will be broadcast on local radio/television stations. Each individual is responsible for knowing if he/she is an essential staff and is also individually responsible for listening to the appropriate radio/television station during extreme weather conditions.

If an individual is unclear as to weather emergency, he/she may call the Weather Emergency Voice Mail at (614) 821-9999. NOTE: This number cannot be called using a state Centrex phone. This is a 24-hour per day number, seven days a week.

COMPENSATION AND TIME SHEET REPORTS: Staff will be paid their regular hourly rate of pay for hours worked during their normally scheduled work day while the weather emergency is in effect.

When the time sheet is completed for a pay period which includes a declared emergency, the daily entry for the day of the emergency should be left blank. When totals are completed on the right side of the form, any time worked, leave time used or overtime earned on the day of the emergency should be excluded, so that all entries appearing on the right side of the form would be recorded as though the pay period was 72 regular hours, or nine calendar days.

When an individual responds to a weather emergency situation by assisting over the telephone or utilizing a dial-up terminal, they must record the amount of time involved. The individual includes this on their time sheet. When an individual responds to an on call situation by returning to work, he will be paid for the actual time worked. Actual time worked is considered as the period beginning with the individual's arrival at the work site and ending with their departure from the work site.

Supplement 5

IDA Sample



**Support Enforcement Tracking System
Interval Deliverable Agreement
IDA 2008 Q3**

Final v1.0

January 1, 2008

SAMPLE

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1 Executive Summary

This Interval Deliverable Agreement (IDA) documents deliverables and services to be provided to the Ohio Department of Job and Family Services' Child Support Systems (CSS) section during the third quarter (Q3) of State Fiscal Year (SFY) 2008. This IDA covers the period from January 1, 2008 through March 31, 2008.

The cost for fixed price deliverables in this IDA is \$xxxxxx.xx and the total cost for time and materials (T&M) services in this IDA is \$xxxxxx.xx. The total overall cost for execution of the IDA, excluding the administrative offset, is \$xxxxxx.xx. The total cost for execution of the IDA, after deducting administrative offset charges of \$xxxxxx.xx¹, is \$xxxxxx.xx. XX percent (xx%) of the total projected work planned for Q3 SFY 2008 is delivered through fixed price initiatives. X percent (X%) of the total planned work is delivered through time and materials services.

1.1 Summary of Project Objectives and Deliverables for the Quarter

The primary objectives of the Child Support Systems (CSS) project during this IDA period are described below and are associated with the relevant initiatives (I) and services (S):

Child Support Systems (CSS) Project Goal	Initiative	Services
<ul style="list-style-type: none"> Analysis and Resolution of Help Desk Incident Logs. Documentation and delivery of Logs worked into SETS Production by Contract staff. 	I-29 Help Desk Incidents	Fixed Price
<ul style="list-style-type: none"> Create Notice JFS 07049 "Notice of Right to Request Administrative Review of Child and Medical Support Order" in order to advise parties of a child and/or medical support order of their right to request a review every three years. 	I-34 OCS Notice JFS 07049	Fixed Price
<ul style="list-style-type: none"> Create new application to build the State Verification Exchange System (SVES) to make information from Title II Benefits, Title XVI and Prisons from 6,500 penal institutions available to users statewide through a web enabled application. 	I-35 State Verification Exchange System (SVES)	Fixed Price
<ul style="list-style-type: none"> Time and materials support Production support services as directed by MIS. 	I-37 Production Support Services	T&M Services
<ul style="list-style-type: none"> This release initiates a Pilot program to design and architect a Pilot Electronic Income Withholding application to enable states and employers to exchange IWO documents electronically. 	I-38 Electronic Income Withholding (EIW) Pilot	Fixed Price
<ul style="list-style-type: none"> This release addresses the implementation of Federal regulations for 	I-40 Cash Medical Support	Fixed Price

¹ Refer to Section 1.4 for details of the administrative offset calculation.

Child Support Systems (CSS) Project Goal	Initiative	Services
<p>establishing and enforcing medical support obligations for those cases receiving services under Title IV-D.</p>		
<ul style="list-style-type: none"> This release provides for DRA mandated mandatory fees imposed on child support collections where families have never received public assistance. 	I-41 SETS DRA Never Assistance Provision	Fixed Price
<ul style="list-style-type: none"> Planned monthly Production Releases to correct issues identified through the Help Desk. 	I-42 Service Pack Releases	Fixed Price
<ul style="list-style-type: none"> This release provides for the collection and display of Foster Care (IV-E) information to support case management activities by enabling an automated interface between the Statewide Automated Child Welfare Information System (SACWIS) and the SETS application. 	I-45 SACWIS IV-D/IV-E Interface	Fixed Price

SAMPLE

1.2 Time and Materials Services (T&M)

T&M Initiative Description	Reference Number	Completion Date ²	Cost
Production Support Services	I-37	31 March 2008	
Time and Materials Services Total			

1.3 Task-Order Initiatives

Fixed Price Initiative Description	Reference Number	Completion Date ³	Cost
Help Desk Incidents	I-29	31 March 2008	
OCS Notice JFS 07049	I-34	31 March 2008	
State Verification Exchange System (SVES)	I-35	31 March 2008	
Electronic Income Withholding (EIW) Pilot	I-38	31 March 2008	
Cash Medical Support	I-40	31 March 2008	
SETS DRA Never Assistance Provision	I-41	31 March 2008	
Service Pack Releases	I-42	31 March 2008	
SACWIS IV-D/IV-E Interface	I-45	31 March 2008	
Fixed Price Initiatives Total			

1.4 Administrative Offset Calculation

The following table contains the administrative offset calculation for all initiatives outlined in this IDA:

SETS Q3 2008 IDA Administrative Offset Calculation	
Q3 2008 IDA Hours (Total hours from all Q3 2008 project plans):	xxxxxxxx
IDA Administrative Offset Charge per effort hour:	\$4.00
Q3 2008 IDA Administrative Offset Amount:	\$xxxxxx.xx

² Indicates completion date of work scheduled within the quarter, not completion date of the initiative

³ Indicates completion date of work scheduled within the quarter, not completion date of the initiative

1.5 Project Risks and Assumptions

Note: In this section (Contractor) documents the general project-level risks and assumptions considered in the development of the IDA.

Based on the requirements provided by the Office of Child Support (OCS), the Office of Management Information Systems (MIS) believes that the deliverables, timeframes, and costs identified in this IDA are reasonable.

1.5.1 Project Risks

1. Failure to complete the IDA and secure the purchase order before January 1, 2008 may result in a work stoppage for the vendor, and subsequently, in decreased level of service to the Office of Child Support and MIS.
2. Any changes to project cost or scope will be documented via the contract change control process.
3. System testing for the three fixed price releases planned during SFY2008 Q3 is planned for execution in the same testing region. Multiple batch cycles will be required to support system test execution of these releases, and may interfere with the testing cycles of the other initiatives being tested in the same mainframe region.

1.5.2 Project Assumptions

1. It is assumed that there will be no work stoppage associated with the SFY2008 Q3 IDA.
2. ODJFS will provide office facilities, workspace, and office supplies to support the (Contractor) staff.
3. ODJFS will provide tools to support Project Office activities, as provided by the existing ODJFS software platform.
4. ODJFS Child Support Systems (CSS) Project Stakeholders from both MIS and OCS will be available to address project issues, provide project direction, and participate in planning activities.
5. ODJFS Child Support Systems (CSS) Subject Matter Experts (SMEs) will be available to support the project initiatives.
6. It is assumed that applicable training related to usage of tools, State coding standards, and processes will be conducted by (Contractor).
7. (Contractor) and ODJFS staff will be committed to work on their assigned tasks and deliverables as defined in the Q3 2008 IDA project plans. Any changes to this will be subject to appropriate change control measures.

2 IDA Summary and Sign-off

Total Cost of Statement of Work Deliverables	\$xxxxxxxx.xx
Total Cost of Statement of Work Services	\$xxxxx.xx
Travel and Training Costs	\$0.00
Administrative Charges for Workspace, Supplies, and Equipment (\$4.00 per effort hour expended)	(\$xxxxxxxx.xx)
 Total Cost of Interval Deliverable Agreement ODJFS_SETS_IDA_Q3_2008	 \$xxxxxxxx.xx

This IDA is agreed upon on this date, _____, for the period beginning January 1, 2008 and ending March 31, 2008, by the State and (Contractor), as indicated by their signatures below:

Project Signatures

Steven Heaney, Child Support Systems Section Chief,
Bureau of Support to Family Services, MIS, ODJFS

Michelle Burk, Chief,
Bureau of Support to Family Services, MIS, ODJFS

Patrick Stricker, Bureau Chief of Automated Systems,
Office of Child Support, ODJFS

Jeff Aldridge, Assistant Deputy Director,
Office of Child Support, ODJFS

(Name), Chief Executive Officer
(Contractor) Corporation

Executive Signatures

Doug Thompson, Deputy Director,
Office of Child Support, ODJFS

John Wanchick, Deputy Director of MIS,
Ohio Job and Family Services

R. Steve Edmonson, Director/State Chief Information Officer,
Office of Information Technology

3 I-29 Help Desk Incidents

Initiative 29 (I-29) - Help Desk Incidents			
Description	This initiative includes the analysis and resolution of documented Help Desk Incidents as well as Release Notes (Service Pack) activity. This initiative will produce six deliverables during this quarter as noted in the Deliverables/Milestones below; each created on a monthly basis to document the Help Desk Log items corrected against the stated goal of 75 per month, and the Release Notes activities completed for the corresponding monthly Service Pack releases.		
Risks	<ul style="list-style-type: none"> If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase and the schedule may elongate. With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. Any design or requirement questions that the release team is assumed to be answered within two (2) business days by either MIS or OCS. The following State Holidays have been scheduled as non-working days, however Fixed Price Initiative Staff are permitted to work if necessary: <ul style="list-style-type: none"> January 1, 2008 – New Years Day January 21, 2008 – Martin Luther King Day February 18, 2008 – Presidents Day 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-29.19.1 Help Desk Incident Log Delivery - January 2008	1/31/2008		
I-29.19.2 Release Notes Activity Summary - January 2008	1/31/2008		
I-29.20.1 Help Desk Incident Log Delivery - February 2008	2/29/2008		
I-29.20.2 Release Notes Activity Summary - February 2008	2/29/2008		
I-29.21.1 Help Desk Incident Log Delivery - March 2008	3/31/2008		
I-29.21.2 Release Notes Activity Summary - March 2008	3/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Cost
1	I-29.19.1 Help Desk Incident Log Delivery - January 2008	336 hrs	23 days	Tue 1/1/08	Thu 1/31/08	\$23,520
2	I-29.19.2 Release Notes Activity Summary - January 2008	168 hrs	23 days	Tue 1/1/08	Thu 1/31/08	\$12,096
3	I-29.20.1 Help Desk Incident Log Delivery - February 2008	320 hrs	20 days	Fri 2/1/08	Fri 2/29/08	\$22,400
4	I-29.20.2 Release Notes Activity Summary - February 2008	160 hrs	20 days	Thu 1/31/08	Fri 2/29/08	\$11,520
5	I-29.21.1 Help Desk Incident Log Delivery - March 2008	336 hrs	21 days	Mon 3/3/08	Mon 3/31/08	\$23,520
6	I-29.21.2 Release Notes Activity Summary - March 2008	168 hrs	21 days	Mon 3/3/08	Mon 3/31/08	\$12,096

4 I-34 OCS Notice JFS 07049

Initiative 34 (I-34) OCS Notice JFS 07049	
Description:	<p>The purpose of this initiative is to create Notice JFS 07049 "Notice of Right to Request Administrative Review of Child and Medical Support Order" in order to advise parties of a child and/or medical support order, every three years, of their right to request a review of their Child Support and/or Medical Support Order.</p> <p>The business requirements associated with this initiative have been defined and (Contractor) has reviewed the requirements with the Office of Child Support at no additional cost to the state in order to provide the estimate of services outlined in this supplemental IDA. The scope of this initiative includes the elaboration of system requirements and the subsequent development and Production release of notice JFS 07049 through the CSS' Software Development Lifecycle processes.</p> <p>This initiative will produce five deliverables during this quarter as noted in the Deliverables/Milestones below to document the detailed requirements associated with the design of Notice JFS 07049.</p>
Risks:	<ul style="list-style-type: none"> • With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject Matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. • The final solution will reflect the requirements as defined in the Business Functional Requirements (BFR) document version 1.3 dated April 4, 2007. Subsequent modifications may result in changes in the cost or schedule of the initiative, and will be documented as appropriate via the Contract Change Control Request (CCCR) process. • If the planned upgrade to the CSF Notice software occurs prior to the production release of Notice JFS 07049, a Contract Change Control Request (CCCR) will be submitted to the state to document the associated cost and schedule impact.
Assumptions:	<ul style="list-style-type: none"> • It is assumed that MIS has the available resource bandwidth to complete the required design documentation reviews outlined in the project plan within the three business day timeframe identified. • Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. • It is assumed that the Test1 region will remain available to (Contractor) for the purpose of conducting required Mainframe Cycle testing for the JFS 07049 release. • The following date is considered a holiday for contractor staff. If required to maintain the project schedule, contract staff will be available to work. <ul style="list-style-type: none"> • <u>January 1, 2008 – New Year's Day</u> • Fixed Price Initiative Staff are permitted to work on the following State Holidays if necessary: <ul style="list-style-type: none"> • <u>January 21, 2008 – Martin Luther King Day</u> • <u>February 18, 2008 – Presidents Day</u>

Cost Summary			
Deliverables / Milestones	Due Date	Dependencies	Cost
I-34.9 JFS 07049 System Test Cycle 1 Results	01/31/2008		
I-34.10 JFS 07049 System Test Cycle 2 & 3 Results	02/28/2008		
I-34.11 JFS 07049 Production Release	03/17/2008		
I-34.12 JSF07049 Post Production Support	03/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Baseline Cost	Cost
66	I-34 OCS Notice JFS 07049 2008 Q3	987 hrs	64 days	Wed 1/2/08	Mon 3/31/08	\$92,130	\$92,130
67	I-34.9 JFS 07049 System Test Cycle 1 Results	242 hrs	22 days	Wed 1/2/08	Thu 1/31/08	\$22,020	\$22,020
73	I-34.10 JFS 07049 System Test Cycle 2 & 3 Results	289 hrs	19 days	Mon 2/4/08	Thu 2/28/08	\$26,430	\$26,430
80	I-34.11 JFS 07049 Production Release	260 hrs	28 days	Thu 2/7/08	Mon 3/17/08	\$25,320	\$25,320
87	I-34.12 JFS 07049 Post Production Support	196 hrs	10 days	Tue 3/18/08	Mon 3/31/08	\$18,360	\$18,360

5 I-35 State Verification Exchange System (SVES)

Initiative 35 (I-35) State Verification Exchange System (SVES)	
Description:	<p>The purpose of this initiative is to make State Verification Exchange System (SVES) data available to users statewide through a web-enabled application hosted through the Ohio Department of Job and Family Services (ODJFS).</p> <p>The business requirements associated with this initiative have been defined and (Contractor) has reviewed the requirements with the Office of Child Support at no additional cost to the state in order to provide the estimate of services outlined in this supplemental IDA. The scope of this initiative includes the elaboration of system requirements and the subsequent development and Production release of the web based State Verification Exchange System through the Child Support System's Software Development Lifecycle processes.</p> <p>This initiative will produce two deliverables during this quarter as noted in the Deliverables/Milestones below; to outline the high level design and requirements elaboration associated with creation of the System Requirements Document.</p>
Risks:	<ul style="list-style-type: none"> • With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject Matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. ▪ As SVES will be a web-based initiative, there may be hardware and licensing requirements to support the Production release of the software. The necessary hardware and licensing has not yet been requisitioned through state processes. If hardware procurement is required for Production release, there is a high risk of schedule delay associated with the timeline for the state acquisition of required hardware and licensing (60 – 90 days) to complete the migration of the software to Production. <ul style="list-style-type: none"> ○ To mitigate this risk, (Contractor) will request input from the State BNS and BISS teams regarding available Production server bandwidth upon the migration of the QUICK initiative to Production. This will assist in assessing the impact of the SVES software on the existing Production environment, and subsequently aid in the identification of new hardware requirements (if necessary).
Assumptions:	<ul style="list-style-type: none"> • Additional lead times may be required for review activities (ie: design review, code review) by the state due to the newer technologies utilized in this initiative. Currently, twenty (20) business days have been allotted for code review activities, and three (3) business days have been allotted for other reviews (ie: Design reviews, System Test UTC reviews). The iterative nature of this project will allow for flexibility on modifying review timeframes if required by the state • Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. • The following date is considered a holiday for contractor staff. If required to maintain the project schedule, contract staff will be available to work. <ul style="list-style-type: none"> • <u>January 1, 2008 – New Year's Day</u> • Fixed Price Initiative Staff are permitted to work on the following State Holidays if necessary: <ul style="list-style-type: none"> • <u>January 21, 2008 – Martin Luther King Day</u> • <u>February 18, 2008 – Presidents Day</u>

Cost Summary			
Deliverables / Milestones	Due Date	Dependencies	Cost
I-35.10 SVES Iterative Cycle 2 Delivery	01/22/2008		
I-35.11 SVES Iterative Cycle 3 Delivery	02/12/2008		
I-35.12 SVES Iterative Cycle 4 Delivery	03/07/2008		
I-35.13 SVES Production Release	03/28/2008		
I-35.14 SVES Production Support Documentation	03/26/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Cost
1	I-35 OCS SVES - SFY2008 Q3	2,075 hrs	68 days	Wed 12/26/07	Fri 3/28/08	197,180.00
2	I-35.10 SVES Iterative Cycle 2 Delivery	530 hrs	20 days	Wed 12/26/07	Tue 1/22/08	50,580.00
17	Release SVES Iteration 2	0 hrs	0 days	Tue 1/22/08	Tue 1/22/08	0.00
18	I-35.11 SVES Iterative Cycle 3 Delivery	438 hrs	23 days	Fri 1/11/08	Tue 2/12/08	41,180.00
33	Release SVES Iteration 3	0 hrs	0 days	Tue 2/12/08	Tue 2/12/08	0.00
34	I-35.12 SVES Iterative Cycle 4 Delivery	544 hrs	29 days	Tue 1/29/08	Fri 3/7/08	51,400.00
51	Release SVES Iteration 4	0 hrs	0 days	Fri 3/7/08	Fri 3/7/08	0.00
52	I-35.13 SVES Iterative Cycle 5 Delivery	412 hrs	24 days	Tue 2/26/08	Fri 3/28/08	38,920.00
73	SVES Production Release	0 hrs	0 days	Fri 3/28/08	Fri 3/28/08	0.00
74	I-35.14 SVES Production Support Documentation	151 hrs	66 days	Wed 12/26/07	Wed 3/26/08	15,100.00
81	Submit Final Release Notes	0 hrs	0 days	Wed 3/12/08	Wed 3/12/08	0.00

6 I-37 Production Support Services

Initiative 37 (I-37) – Production Support Services			
Description	The Production Support Services Team is a support group within Child Support Systems that functions in a service-level capacity and is managed on a Time and Materials basis. The team is comprised of One (1) Business Process Lead (BPL) to provide support for ongoing production system efforts as directed by MIS Management.		
Risks	<ul style="list-style-type: none"> If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> The Production Support Services plan establishes the budget for work to be performed and the plan contains no contingency or overtime hours for assigned staff. T&M Staff are not permitted to work on the following State Holidays: <ul style="list-style-type: none"> January 1, 2008 – New Years Day January 21, 2008 – Martin Luther King Day February 18, 2008 – Presidents Day 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-37.7 - Production Support Services - January 2008	1/31/2008		
I-37.8 - Production Support Services - February 2008	2/29/2008		
I-38.9 - Production Support Services - March 2008	3/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Cost
1	I-37 SETS Production Support Services Q3 FY2008	496 hrs	65 days	Tue 1/1/08	Mon 3/31/08	57,040.00
2	I-37.7 - Production Support Services - January 2008	168 hrs	21 days	Tue 1/1/08	Thu 1/31/08	19,320.00
3	I-37.8 - Production Support Services - February 2008	160 hrs	20 days	Fri 2/1/08	Fri 2/29/08	18,400.00
4	I-38.9 - Production Support Services - March 2008	168 hrs	21 days	Mon 3/3/08	Mon 3/31/08	19,320.00

7 I-38 Electronic Income Withholding (EIW) Pilot

Initiative 38 (I-38) – Electronic Income Withholding (EIW) Pilot	
Description	<p>This release initiates a Pilot program to design and architect a Pilot Electronic Income Withholding application to enable the state and its employers to exchange IWO documents electronically. Implementing this enhancement to Child Support System's (CSS) SETS application is intended to help reduce overhead costs and expedite the enforcement of court ordered child support through the income withholding process. This enhancement is also intended to result in fewer data entry errors and identify incorrect employment information quickly, and the ability of employers to report terminations.</p> <p>Specifically, this pilot program will identify the application requirements, and the necessary infrastructure components for submitting EIWs with the following employer - Defense Finance Accounting Service (DFAS). Deliverables have been identified in this release to perform the initial identification of the infrastructure requirements necessary to implement this pilot program in the SETS application.</p>
Risks	<ul style="list-style-type: none"> • If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. • With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. • Requirements definition for the DFAS pilot described above is not complete as of the draft date of this IDA. There is typically a high degree of variation in the effort associated with the tasks during the initiation phase of the SDLC, where the primary activity is elaboration of business and system requirements and detailed effort estimates. This results in potentially large schedule and cost variances in future phases of the project lifecycle. To mitigate the risk associated with incomplete business requirements, the following actions are being taken: <ul style="list-style-type: none"> • (Contractor) is working toward completion of detail design and development associated with the TPN cleanup requirements for the initiative. Development activity is targeted for completion during Q3. During the same timeframe, (Contractor) will work towards completing the System Requirements Document (SRD) and Technical Design Documents (TDD's) associated with the DFAS Pilot/EIW requirements as a parallel activity to allow the project to move forward without delay. • The EIW project may require changes to common modules being modified in other SETS releases. Such changes may increase the scope of the testing phase of the project by introduction of retroactive changes to the same code being changed in EIW ("Retros"). Additions to the testing scope will be incorporated through the Contract Change Control process.
	<ul style="list-style-type: none"> • Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. • The following date is considered a holiday for contract staff. If required to maintain the project schedule, contract staff will be available to work. <ul style="list-style-type: none"> • <u>January 1, 2008 – New Year's Day</u> • Fixed Price Initiative Staff are permitted to work on the following State Holidays if necessary: <ul style="list-style-type: none"> • <u>January 21, 2008 – Martin Luther King Day</u> • <u>February 18, 2008 – Presidents Day</u>

Initiative 38 (I-38) – Electronic Income Withholding (EIW) Pilot

Cost Summary

Deliverables/Milestones	Due Date	Dependencies	Cost
I-38.6 TPN Cleanup System Test Preparation	03/06/2008		
I-38.7 TPN Cleanup Development & Unit Test Results	03/31/2008		
I-38.8 TPN Cleanup PC Test Results	03/31/2008		
I-38.9 EIW Pilot System Requirements Document (SRD)	03/12/2008		
I-38.10 EIW Pilot Draft Detail Design Documents	03/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Baseline Cost	Cost
2	I-38 SFY 2008 Q3 SETS EIW Pilot	3,446 hrs	65 days	Wed 1/2/08	Tue 4/1/08	\$328,500	\$328,500
3	TPN Cleanup Activity	2,586 hrs	64 days	Wed 1/2/08	Mon 3/31/08	\$247,100	\$247,100
4	I-38.6 TPN Cleanup System Test Preparation	894 hrs	47 days	Wed 1/2/08	Thu 3/6/08	\$81,180	\$81,180
15	Deliver TPN Cleanup UTCs & Scenarios	0 hrs	0 days	Thu 3/6/08	Thu 3/6/08	\$0	\$0
16	I-38.7 TPN Cleanup Development & Unit Test Results	1,356 hrs	64 days	Wed 1/2/08	Mon 3/31/08	\$134,400	\$134,400
42	TPN Cleanup Development Complete	0 hrs	0 days	Mon 3/31/08	Mon 3/31/08	\$0	\$0
43	I-38.8 TPN Cleanup PC Test Results	336 hrs	17 days	Fri 3/7/08	Mon 3/31/08	\$31,520	\$31,520
57	Deliver TPN Cleanup PC Test Results	0 hrs	0 days	Mon 3/31/08	Mon 3/31/08	\$0	\$0
58							
59	EIW O Pilot Activity	860 hrs	65 days	Wed 1/2/08	Tue 4/1/08	\$81,400	\$81,400
60	I-38.9 EIW Pilot System Requirements Document (SRD)	292 hrs	51 days	Wed 1/2/08	Wed 3/12/08	\$29,240	\$29,240
67	Deliver EIW Pilot EIW Final SRD	0 hrs	0 days	Wed 3/12/08	Wed 3/12/08	\$0	\$0
68	I-38.10 EIW Pilot Draft Detail Design Documents	568 hrs	50 days	Wed 1/23/08	Tue 4/1/08	\$52,160	\$52,160
74	Deliver Pilot EIW Draft Detail Design Documents to SETS	0 hrs	0 days	Tue 4/1/08	Tue 4/1/08	\$0	\$0

8 I-40 Cash Medical Support

Initiative 40 (I-40) – Cash Medical Support			
Description	This initiative will produce three deliverables during this quarter as noted in the Deliverables/Milestones below to continue elaborate the business requirements and begin the development effort associated with implementing modifications to Child Support System's (CSS) SETS application in support of the Cash Medical Support release documented in the Systems Requirements Document.		
Risks	<ul style="list-style-type: none"> If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. The following State Holidays have been scheduled as non-working days, however Fixed Price Initiative Staff are permitted to work if necessary: <ul style="list-style-type: none"> January 1, 2008 – New Years Day January 21, 2008 – Martin Luther King Day February 18, 2008 – Presidents Day 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-40.6 CMA 1 Cash Medical Support Guidelines System Test Preparation	2/1/2008		
I-40.7 CMA 1 Cash Medical Support Guidelines Draft System Test Results	2/29/2008		
I-40.8 CMA 1 Cash Medical Support Guidelines Final System Test Results	3/31/2008		
I-40.9 CMA 2 Cash Medical Support Suborders Draft SRD	3/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Cost
1	I-40 Cash Medical 2008 Q3	4,216 hrs	62 days	Wed 1/2/08	Mon 3/31/08	\$400,520
2	I-40.6 CMA1 Cash Medical Support Guidelines System Test Preparation	1,496 hrs	22 days	Wed 1/2/08	Fri 2/1/08	\$142,120
5	I-40.7 CMA 1 Cash Medical Support Guidelines Draft System Test Results	1,292 hrs	19 days	Mon 2/4/08	Fri 2/29/08	\$122,740
8	I-40.8 CMA 1 Cash Medical Support Guidelines Final System Test Results	714 hrs	21 days	Mon 3/3/08	Mon 3/31/08	\$67,830
11	I-40.9 CMA 2 Cash Medical Support Suborders Draft SRD	714 hrs	21 days	Mon 3/3/08	Mon 3/31/08	\$67,830

9 I-41 SETS DRA Never Assistance Provision

Initiative 41 (I-41) – SETS DRA Never Assistance Provision			
Description	This release provides for DRA mandated mandatory fees imposed on child support collections where families have never received public assistance within Child Support System's (CSS) SETS application. This initiative will produce three deliverables during this quarter as noted in the Deliverables/Milestones below to elaborate the business requirements associated with the DRA Never Assistance Provision in the System Requirements Document.		
Risks	<ul style="list-style-type: none"> If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. The following State Holidays have been scheduled as non-working days, however Fixed Price Initiative Staff are permitted to work if necessary: <ul style="list-style-type: none"> January 1, 2008 – New Years Day January 21, 2008 – Martin Luther King Day February 18, 2008 – Presidents Day 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-41.7 SETS DRA Never Assistance Provision Mainframe Cycle 1 Results	01/22/2008		
I-41.8 SETS DRA Never Assistance Provision System Test Complete	02/25/2008		
I-41.9 SETS DRA Never Assistance Provision Production Release	03/31/2008		
Total:			

ID	TaskName	Work	Duration	Start	Finish	Cost
1	I-41 SETS DRA Never Assistance Provision Q3 FY2008	1,488 hrs	65 days	Tue 1/1/08	Mon 3/31/08	125,984.00
2	I-41.7 SETS DRA Never Assistance Provision Mainframe Cycle 1 Results	336 hrs	16 days	Tue 1/1/08	Tue 1/22/08	28,448.00
5	I-41.8 SETS DRA Never Assistance Provision System Test Complete	552 hrs	24 days	Wed 1/23/08	Mon 2/25/08	46,736.00
8	I-41.9 SETS DRA Never Assistance Provision Production Release	600 hrs	25 days	Tue 2/26/08	Mon 3/31/08	50,800.00

10 I-42 Service Pack Releases

Initiative 42 (I-42) – Service Pack Releases			
Description	Planned monthly Production Releases to correct issues identified through the Help Desk within Child Support System's (CSS) SETS application. This initiative will produce three deliverables during this quarter as noted in the Deliverables/Milestones below; each created on a monthly basis to document the Service Pack corrections and enhancements completed by the SETS Contract staff.		
Risks	<ul style="list-style-type: none"> If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. The following State Holidays have been scheduled as non-working days, however Fixed Price Initiative Staff are permitted to work if necessary: <ul style="list-style-type: none"> January 1, 2008 – New Years Day January 21, 2008 – Martin Luther King Day February 18, 2008 – Presidents Day 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-42.7 Service Pack Release – January 2008	01/31/2008		
I-42.8 Service Pack Release – February 2008	02/29/2008		
I-42.9 Service Pack Release – March 2008	03/31/2008		
Total:			

ID	Task Name	Work	Duration	Start	Finish	Cost
1	I-42 SETS Service Pack Releases Q3 FY2008	1,984 hrs	62 days	Wed 1/2/08	Mon 3/31/08	\$180,544
2	I-42.7 - Service Pack Release - January 2008	672 hrs	21 days	Wed 1/2/08	Thu 1/31/08	\$61,152
3	I-42.8 - Service Pack Release - February 2008	640 hrs	20 days	Fri 2/1/08	Fri 2/29/08	\$58,240
4	I-42.9 - Service Pack Release - March 2008	672 hrs	21 days	Mon 3/3/08	Mon 3/31/08	\$61,152

11 I-45 SACWIS IV-D/IV-E Interface

Initiative 45 (I-45) – SACWIS IV-D/IV-E Interface			
Description	This release provides for the interface between the new Foster Care IV-E system, Statewide Automated Child Welfare Information System (SACWIS) and the existing child support IV-D system, Support Enforcement Tracking System (SETS). This initiative will produce four deliverables during this quarter as noted in the Deliverables/Milestones below to elaborate the business requirements associated with the creation of the interface.		
Risks	<ul style="list-style-type: none"> • If the required staff is not available to start this initiative at the start of the IDA period, there is a risk that the cost of the deliverable may increase. • With other initiatives, including State-run initiatives being executed concurrently to this project, there is a risk to the schedule of this release related to the availability of the Subject matter Experts (SMEs). If SMEs are not available to effectively elaborate requirements, obtaining resolution on questions and requirements may be delayed and the schedule may be impacted. 		
Assumptions	<ul style="list-style-type: none"> • Modifications to requirements (if applicable) will be handled via the Contract Change Control Request process, and may affect the overall release schedule and costs associated with the release. • Fixed Price Initiative Staff are permitted to work on the following State Holidays if necessary: <ul style="list-style-type: none"> • <u>January 1, 2008 – New Years Day</u> • <u>January 21, 2008 – Martin Luther King Day</u> • <u>February 18, 2008 – Presidents Day</u> 		
Cost Summary			
Deliverables/Milestones	Due Date	Dependencies	Cost
I-45.7 SACWIS IV-D/IV-E UTCs and Test Scenarios	1/31/2008		
I-45.8 SACWIS IV-D/IV-E Mainframe Cycle 1 Results	2/29/2008		
I-45.9 SACWIS IV-D/IV-E Mainframe Cycle 2 Results	3/18/2008		
I-45.10 SACWIS IV-D/IV-E Mainframe Cycle 3 Results	3/31/2008		
Total:			

ID	TaskName	Work	Duration	Start	Finish	Cost
1	I-45 SACW IS IV-D/IV-E Interface Initiative Q3 FY2008	4,216 hrs	62 days	Wed 1/2/08	Mon 3/31/08	344,472.00
2	I-45.7 SACW IS IV-D/IV-E UTCs and Test Scenarios	1,428 hrs	21 days	Wed 1/2/08	Thu 1/31/08	116,676.00
5	I-45.8 SACW IS IV-D/IV-E Mainframe Cycle 1 Results	1,360 hrs	20 days	Fri 2/1/08	Fri 2/29/08	111,120.00
8	I-45.9 SACW IS IV-D/IV-E Mainframe Cycle 2 Results	816 hrs	12 days	Mon 3/3/08	Tue 3/18/08	66,672.00
11	I-45.10 SACW IS IV-D/IV-E Mainframe Cycle 3 Results	612 hrs	9 days	Wed 3/19/08	Mon 3/31/08	50,004.00

Supplement Trailer