

# AMENDMENT 4 FOR RFP NUMBER 0A1124

**DATE AMENDMENT ISSUED: June 25, 2014**

The State of Ohio, through the Department of Administrative Services, Information Technology Procurement Services, for the Office of Information Technology is requesting proposals for:

## STATEWIDE MOBILE STRATEGY

**INQUIRY PERIOD BEGINS:** May 22, 2014  
**\*\*INQUIRY PERIOD ENDS:** ~~June 12, 2014~~ June 23, 2014\*\*  
**\*\*OPENING DATE:** ~~June 18, 2014~~ June 30, 2014\*\*  
**OPENING TIME:** 1:00 P.M.  
**OPENING LOCATION:** Department of Administrative Services  
IT Procurement Services  
Bid Room  
4200 Surface Road  
Columbus, Ohio 43228

The attached page(s) represent the Request for Proposals (RFP) amendment for the RFP listed above. Please use replacement pages contained in this document to replace the page(s) previously issued by the State.

Specifications and requirements that have been revised are surrounded by double asterisks, bold type and when applicable, strikethrough.

conventions, deploy their applications in a consistent manner that adhere to applicable user interface, data access and security and privacy conventions as well as demonstrate repeatability, reuse, quality and operations, enhancements and maintenance from a cost of ownership perspective. Following these conventions, the State wishes to drive centralization, efficient IT management practices and allow mobility to extend the State's reach and use of IT in a reliable, controlled and high quality manner. A Statewide Mobile Strategy must enable agencies to quick-start mobile application initiatives and may call for the creation of a Mobile Application Competency Center within OIT to provide additional guidance, support and evolution to agencies requiring mobile applications.

**Vision.** A robust, enterprise-level framework, processes and standard tools which empower State entities to efficiently and effectively develop, deploy and support mobile applications as an extension of existing or new IT investments.

**Objectives and Overview of Work Scope.** The State has the following objectives that it requires the Work to fulfill, and it will be the Contractor's obligation to ensure that the Work meets these objectives. The Scope of Work is provided in Attachment Two. This section only provides a summary of the Work.

1. **End-User Constituency Analysis** designed to identify the use and usefulness of State data and systems by type of user (e.g., State Employee, Citizen, Business), type of access (e.g., read/referential, FAQ/how to, lookup, transactional, interactive, renewal, payment) and usefulness (e.g., convenience, reduction in time/cost, streamlining of process, life critical, public health, wellness and safety);
2. **\*\*State Systems Applicability Analysis based on the End-User Constituency Analysis, provide criteria for identifying mobile application opportunities that will benefit the State assess what systems, data, processes or transactions would be most appropriate for "mobile enable" given the users, usefulness and access considerations, security, investment and other factors;\*\***
3. **Recommend Standard Platforms**, products and services that can be implemented to provide easy access to information for all user groups identified in the End-User Constituency Analysis and State Systems Applicability Analysis;
4. **Roadmap, Phasing Strategy and Investment Model** to advance, evolve, implement and maintain the State enterprise infrastructure (collectively systems, data and transactions) to support mobile devices for user constituencies and identified use and usefulness of State data and systems;
5. **Develop Policies and Standards** for mobile platforms and applications that are consistent with established State IT systems access and security policies; and
6. **Establish a Communications and Awareness Program** to State IT leadership to promote the cost effective development and use of State mobile and web enabled applications.

Additional work for this project (e.g., requirement development for future RFPs, etc.) may be defined using the Interval Deliverable Agreement (IDA) model. The Contractor must work with designated State staff, to develop deliverables for each defined interval at any time during the Contract. The deliverables will be negotiated prior to the start of each interval and will be monitored throughout the interval and the life of the Contract. The State 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 associated hourly rates in the Cost Summary Rate Card), State 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. The IDA documents must be developed and submitted for State approval at least 30 days prior to the interval start date. An IDA is not effective until the State and Contractor have approved and signed the agreement. All IDA content (deliverables, including sub-deliverables, Work Breakdown Schedules (WBS) with due dates, etc.) will be amended to 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 as a deliverable completion as agreed to by the State and the Contractor.

**Calendar of Events.** The schedule for the RFP process and the Work is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will

- Updated Project schedule;
  - A dashboard (whose format and content has been accepted by the State) that shows (on a single page) the overall status of the project;
  - The plans for activities scheduled for the next month;
  - The status of any Deliverables;
  - Time ahead or behind schedule for applicable tasks;
  - Updated issue management report;
  - A risk analysis of actual and perceived problems along with their suggested mitigations; and
  - Strategic changes to the Project Plan, if any.
- Actively contribute to the planning, development, and execution of periodic status meetings with the Project sponsors / Steering Committee (Stakeholders). The State's Project Manager or delegate will take primary responsibility. Exact meeting frequency to be determined upon development of the Project Communication Plan, but are expected to occur no more than bi-weekly.

**NOTE:** Weekly Status Reports do not require a Deliverable review cycle

## 2. End-User Constituency Analysis

The Contractor must work with the designated State agencies, boards, and commissions ('Agencies') to document the state of mobile platforms and technology from an end-user constituency perspective within the State. **\*\*The Contractor will be required to interview agency representative(s) from 8 to 12 \*\*16\*\* agencies that will be identified by the State after award of the Contract.\*\*** The Contractor must create and populate a matrix of mobile end-user constituency identification (e.g., State User, Business, Citizen, Law Enforcement). The matrix must include:

1. A high level indication as to the size of these constituencies stratified by groupings such as "regular users", "situational users", "casual users" to document the potential for mobile application usage and adoption.
2. An Access/Interaction Model (e.g., referential, lookup, transactional, financial, secure) by each identified strata.
3. The potential usefulness (e.g., high value, high transaction, cost and time savings, revenue or compliance enhancement, convenience) for a potential mobile application (or set of mobile applications) as applicable.
4. Analysis of identified mobile existing applications. This analysis must include:
  - a. key systems or data that would be of value to user constituencies; and
  - b. a "lessons learned" analysis of a representative set of existing mobile applications (e.g., inventory, lessons learned, opportunities/challenges, limitations). As part of this analysis, and for at least one "best in State" and one "Most in need of improvement" mobile application, conduct in-depth information gathering sessions with State agencies that currently have mobile applications in place and agencies that are planning to go to mobile applications in the current biennium.

Based on all of the above, identify existing mobile user groups and opportunities for expansion to include new/additional user groups, applications and services to be "mobile enabled" or "mobile offered".

## 3. **\*\*State Systems Applicability Analysis**

The Contractor must:

1. **\*\* Provide the State with criteria for identifying mobile applications that will benefit the State (high value, return, volume or usage). The criteria should address usefulness, interaction (e.g., read, transact, revenue, report, lookup) and complexity (e.g., technology**

~~suitability, extension, retrofit). Assess State systems from a high level data (e.g., usefulness), interaction (e.g., read, transact, revenue, report, lookup) and complexity (e.g., technology suitability, extension, retrofit) perspective to identify likely mobile candidates based on an intersection of investment profile and usefulness of the State data or system.\*\*~~

- ~~2. \*\*Assess State systems from a high level to identify elements that will be required (or already exist) to enable high value, high return, volume or use from a mobility perspective.~~
3. Identify frameworks and underlying technology elements required to exploit, extend or leverage high value State data and systems to the maximum benefit of the end-user constituencies identified in the End User Constituency Analysis.
4. **In conjunction with the criteria**, develop ~~and establish~~ a value **assessment** matrix or toolset that drives investment and phasing decisions and supports a Mobile Roadmap that balances investment, risk, complexity and operating costs with the actual value of mobile enabling State systems, data and transactions and drives a positive (and measureable) return on investment (ROI).
5. **In conjunction with the criteria for identifying candidates for mobile applications, assess relative complexity of implementation for high value mobile applications and provide complexity estimating factors including, but not limited to, time, cost, organizational change, State support requirements, etc. Assess relative ease and cost of implementation for high value systems.**
6. Conduct a review of the current state of mobile capabilities within the State that establishes a current baseline from a technologies, capabilities, standards and investment perspective.
7. Identify and document the business and technology standards, processes and investment/return drivers for establishing a set of statewide mobile platforms.
8. Assess and document solution options for the current market availability and performance of products and services and identify the most likely vendors to accomplish and sustain an ongoing mobile development, deployment and support model for the State.
9. Create a solution matrix that supports full SDLC development and operations for future State mobile application and services delivery to include systems/application development (e.g., toolsets, version control, testing), data and systems enablement (e.g., gateways, translation, data access, systems access), content and transaction distribution (e.g., data presentation, transaction brokers, service oriented architecture extension/enablement) and ongoing operations (e.g., change management, infrastructure, security and privacy).
10. Identify opportunities to improve or extend existing standards and policies that will reduce barriers to implementation while promoting mobile service delivery to employees and citizens.
11. Document risks/mitigation, issues and constraints in the existing mobile space within the State.
12. Assess the current mobile skills that are in place **at an agency level** throughout the State.
- ~~13. Identify a clearly documented strategy for implementing a set of statewide mobile platforms across the various Agencies.~~
- ~~14. Recommend the "desired" future mobile scenario(s) for the State.\*\*~~

#### 4. Identify / Recommend Standard Platforms

The Contractor must:

1. Identify leading mobile platforms, application development suites, products and services to be implemented statewide along with a detailed relevance of each as it applies to the State.
2. Provide an overview of the current market availability and performance of the recommended products and services.
3. Identify products and services that can be implemented to provide easy access to information for all user groups identified in the End-User Constituency Analysis and State Systems Applicability Analysis above