

# AMENDMENT ONE (1) FOR 0A1304

**DATE AMENDMENT ISSUED: May 7, 2021**

The State of Ohio, through the Department of Administrative Services, for the Ohio Department of Development Disabilities (DODD) is requesting proposals for:

## **DODD Microsoft Systems Applications**

The attached is an Amendment for the Request for Proposals (RFP) listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are **highlighted**, **bolded**, surrounded by **\*\*bolded double asterisks\*\*** and, when applicable, ~~strikethrough~~.

# REQUEST FOR PROPOSALS

RFP NUMBER: 0A1304  
DATE ISSUED: April 16, 2021

The State of Ohio, through the Department of Administrative Services, Enterprise Information Technology Contracting, for the Department of Development Disabilities (DODD) is requesting proposals for:

## DODD Microsoft Systems Applications RFP

INQUIRY PERIOD BEGINS: April 16, 2021  
INQUIRY PERIOD ENDS: May 7, 2021 at 8:00 am (Columbus, OH local time)  
OPENING DATE: May 17 **\*\*24\*\***, 2021  
OPENING TIME: 1:00 pm (Columbus, Ohio local time)  
OPENING LOCATION: Department of Administrative Services  
Bid Desk  
4200 Surface Road  
Columbus, Ohio 43228-1313

PRE-PROPOSAL CONFERENCE DATE: April 26, 2021 at 1:00 pm (Columbus, OH local time)

This RFP consists of five (5) parts, three (3) supplements and fourteen (14) attachments totaling 149 consecutively numbered pages. Supplements are also attached to this RFP with a beginning header page. Please verify that you have a complete copy.

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:	April 16, 2021
Inquiry Period Begins:	April 16, 2021
Pre-Proposal Conference Date	April 26, 2021
Inquiry Period Ends:	May 7, 2021 at 8:00 AM (Columbus, Ohio local time)
Proposal Due Date:	May 17 <b>**24**</b> , 2021 at 1:00 PM (Columbus, Ohio local time)

Estimated Dates

Award Date:	June 4, 2021
Work Begins:	July 1, 2021

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.

Each Proposal must contain the following **tabbed sections in the response**:

#### **Technical Proposal**

1. Cover Letter
2. Subcontractor Letters
3. Offeror Certification Form
4. Supplier Registration
5. MBE Certification(s)
6. MBE Subcontractor Plan
7. Offeror Profile
8. Proposed Solution – Supplement 1 Response
9. Supplement 2 Response – State IT Policy, Standard and Service Requirements
10. Supplement 3 Response – State Information Security and Privacy Requirements, State Data Handling Requirements
11. Offeror SLA and SLOs for cloud performance standards
12. Proof of Insurance
13. Payment Address
14. Legal Notice Address
15. W-9 Form
16. Independent Contractor Acknowledgement
17. Affirmation and Disclosure Form
18. Acceptance of Attachment 2: Special Provisions
19. Acceptance of Attachment 4: General Terms and Conditions
20. Work Plan Approach
21. Contingency Plan
22. Escalation Plan
23. Assumptions
24. Support Requirements

**Cost Proposal - Microsoft Excel Workbook** – Attachment Eleven (must be separately sealed, in native **Excel** **Microsoft Word** format – not PDF)

1. **Cover Letter.** The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the offeror. The cover letter must include a brief executive summary of the solution the offeror plans to provide. The letter must also have the following:
  1. A statement regarding the offeror's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business;
  2. A list of the people who prepared the Proposal, including their titles;
  3. The complete contact information for a person to answer questions related to the Proposal; and
  4. A statement certifying the Contractor is a business entity and will not submit the Independent Contractor/Worker Acknowledgement to the ordering agency.
2. **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.

3. 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.

4. **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 at its sole discretion request that the offeror remove the assumption or choose to reject the Proposal. No assumptions may be included regarding the outcomes of negotiation, terms and conditions, or requirements. Assumptions should be provided as part of the offeror response as a stand-alone response section that is inclusive of all assumptions with reference(s) to the section(s) of the RFP that the assumption is applicable to. Offerors should not include assumptions elsewhere in their response.
5. **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 unwilling or unable to meet the requirements.

6. **Cost Proposal (must be a separately sealed package).** ~~This RFP includes a Cost Proposal Workbook in Microsoft Excel® format.~~ Offerors may not reformat the State's Cost Proposal Workbook **\*\*Cost Summary (Attachment Eleven)\*\***. Each offeror must complete the ~~Cost Proposal Workbook~~ **\*\*Cost Summary\*\*** in the exact format provided. The State may reject any Proposal with a reformatted ~~Cost Proposal Workbook~~ **\*\*Cost Summary\*\*** or that is not separately sealed. (See: Part Three: General Instructions, Proposal Submittal.)

The ~~Cost Proposal Workbook~~ **\*\*Cost Summary\*\*** must not include exceptions, additional terms and conditions, or assumptions.

The offeror's cost for the Project must be represented as the Total Deliverables Cost and Rate Card for services and support as agreed in the offeror's Cost Summary.

**ATTACHMENT FOURTEEN  
DODD Total Application Service Incident Requests**

Below is a list of the estimated number of tickets and hours spent to triage for Managed Services Support Ticket information ~~per-year~~ for the past ~~two~~ years.

<b>Tier 1&amp;2</b>	-	
<b>Total tickets</b>	<b>Hours spent</b>	<b>Year</b>
255	3500	2020
380	7250	2019
<b>Tier 3&amp;4</b>	-	
<b>Total tickets</b>	<b>Hours spent</b>	<b>Year</b>
125	2020	2020
280	6525	2019

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<b>Tier 1 &amp;2</b>		
<b>Total tickets</b>	<b>Hours Spent</b>	<b>Year</b>
<b>5000+</b>	<b>40,000</b>	<b>2020</b>
<b>Tier 3&amp;4</b>		
<b>1536</b>	<b>50,000</b>	<b>2020</b>

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