

AMENDMENT 1 FOR RFP NUMBER 0A1088

DATE AMENDMENT ISSUED: DECEMBER 13, 2011

**RFP NUMBER: 0A1088
DATE ISSUED: November 28, 2011**

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

Student Identifier Management System

**INQUIRY PERIOD BEGINS: November 28, 2011
INQUIRY PERIOD ENDS: December 14, 2011
OPENING DATE: December 23, 2011
OPENING TIME: 1:00 P.M.
OPENING LOCATION: Department of Administrative Services
I.T. Procurement Services
Bid Room
4200 Surface Road
Columbus, Ohio 43228**

PRE-PROPOSAL CONFERENCE DATE: December 5, 2011

This RFP consists of five parts and eleven attachments, totaling 59 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.

The attached is an Amendment for the 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 surrounded by bolded double asterisks and, when applicable, strikethrough.

- Method C is documented in the Supplement 'SIFWorks® Student Locator Framework (SLF) – Technical Overview'.

Notable Characteristics:

- ODE and the Ohio Department of Health use Method A exclusively.
 - ITCs and ISDs developed code to automate Method B and reduce manual intervention.
 - Method C is the newest option and takes advantage of ODE's investment in the Student Locator Framework.
 - There are instances where users utilizing the automated methods (Method B or Method C) log into the system (Method A) to manually resolve specific issues that cannot currently be resolved through Method B or Method C.
- The following basic arrangements have been made with the SSID system Contractor in regard to Transition Services:
 - Extraction of system data that includes:
 - All SSIDs used by the system (e.g. active, inactive, etc.) and all applicable attributes.
 - All user account information (e.g. UserID, Name, Role, etc.).
 - Communicate with the State and new contractor on the format.
 - Answer questions as needed from the State and new contractor.
 - Transfer knowledge such as Service Desk Lessons Learned and the Structure of the User Base.

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:

- Provide, host, and maintain a secure, reliable web-based Student Identifier Management System.
- Provide training and customer support to end users of the system, including email and phone based support.
- Successfully transition pertinent data from the current Contractor (e.g., data such as student identifiers, user names, email addresses, etc., already in use by the prior system.).
- Provide a fully operational system **no later than ** April 30, 2012 July 31, 2012 ****.

Overview of the Project's Scope of Work. 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 be responsible for satisfying all of the requirements detailed in this RFP and supplemental attachments.

Offerors are asked to submit responses based on their methodology and experience, but the State of Ohio expects to see some key areas covered in the response.

Key work responsibilities involve:

- Delivery of a web-based solution that meets all requirements of the RFP;
- Development of a plan for the project that consists of any necessary analysis and design; development; testing; training; implementation; operational support; transition activities; and a project schedule at a minimum. These plans combined should include organizational, procedural, high level and detailed activities/tasks, timeframes, resources, priorities, risks, risk mitigation strategies, issues and other related information required to successfully complete the solution;

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. It also describes what the Contractor must deliver as part of the completed Work (the "Deliverables"). Additionally, it gives a detailed description of the Work's schedule.

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 one fulltime functional Contractor Project Manager throughout the Project lifecycle. There may be occasions when the Project Manager will need to work onsite at the Ohio Department of Education location in downtown Columbus, Ohio.

The Contractor must employ the proposed Project Manager as a regular, fulltime employee on the Proposal submission date and through acceptance of the Project. Additionally, the Contractor's full-time regular employees must perform at least 30% of the work required to complete the Project. The Contractor may use its personnel or subcontractor personnel to meet the remaining 70% of the work.

The Contractor also must propose a project management methodology for the project that is defined, documented, repeatable, and consistent with the Project Management Institute (PMI) Project Management Body of Knowledge Guide.

The State will provide staff, as it deems appropriate, to perform Project monitoring, quality assurance tasks, testing, and Project reviews.

Overview. The Ohio Department of Education (ODE) seeks to implement a web-based student identification management system. The solution must provide an information infrastructure for the Contractor to host a student identification management system and all associated data; adhere to stated service levels; make the system available to authorized users via the Internet through a 'thin client'; ensure hardware and software systems are kept up-to-date and available; and enable successful integration with the Student Locator Framework (SLF) that is currently in place in ODE. In addition to the successful implementation and hosting services, the Contractor's solution must provide both web-based and classroom style user training; customer support to the end users of the system, including email and telephone based support; and end of Contract transition services.

The Contractor must implement a solution with an aggressive implementation schedule that fully provides the student identification management functionality required by the ODE by ~~April 30, 2012~~ July 31, 2012 **.

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

- All tasks and activities to accomplish project planning and orientation;
- Completion of all tasks and activities necessary to refine the basic requirements provided by the state to arrive at the final detailed requirements, including but not limited to:
 - Work with stakeholders (e.g. State staff, the user community, current Contractors) to fully understand the scope, purpose, and implications of each requirement.
 - Evaluate processes and interview stakeholders to uncover hidden or missing requirements and to ensure the final requirements are complete.

The methodology and approach narrative must include, but not be limited to, the following:

- Delivery of Functionality;
- Requirements Elicitation and Validation;
- Development and Testing Cycles;
- Documentation and Training;
- Tools and Techniques;
- Implementation and Operation; and
- Application of Methodology.

Work Plan and Project Schedule. The Offeror is required to submit the following documents as part of this section of the proposal: a narrative project work plan and a project schedule in Microsoft Project. The documents are to be consistent and complementary. References from one document must be easily located and match information provided in the others. Recommended plans and schedules must demonstrate that the Offeror will be prepared to quickly undertake and successfully complete the required tasks.

Project Work Plan. The offeror must submit a narrative project work plan describing the work steps (tasks), which are consistent with the proposed methodology, to effectively plan, organize, control and manage this project. This description must be sufficiently detailed to describe the offeror's knowledge and understanding of the Project and scope of work. Attachment Two must be referenced in the offeror's plan showing how all work activities will be completed. The approach may also define other activities or tasks not listed in Attachment Two but deemed necessary by the offeror. In the event that additional activities or tasks are included, describe in detail why these activities or tasks are being recommended.

The project work plan narrative must include, but not be limited to, the following:

- Description of the Project management methodology
- Scope statement that includes the Project objectives
- A description of the proposed deliverables for all areas of the Project
- Assumptions used in developing the solution
- High-level subsidiary Project management plans:
 - Integration management
 - Scope management
 - Schedule management
 - Cost management
 - Quality management
 - Staffing management
 - Configuration management, encompassing change control
 - Communications management
 - Risk management (including constraints and assumptions, planned responses and contingencies)
 - Issue resolution process

Project Schedule. The offeror is responsible for proposing a project schedule from Contract Award to the completion of the Implementation/Final Acceptance Task. Offerors must use ~~** April 30, 2012 *~~ **July 31, 2012** ~~**~~ as the delivery date for the proposed schedule. The schedule must clearly demonstrate how the Project will become fully operational by the delivery date. The offeror must give dates for when all Deliverables and milestones will be completed and start and finish dates for tasks. If the offeror proposes a different schedule, an explanation must be provided to clarify why more or less time is anticipated. The project schedule will require revision and updates as part of the project planning task after Contract Award and throughout the project lifecycle as stipulated in Attachment Two.