NOTICE

This opportunity is being released to IOP Contractors pre-qualified as a result of RFP #0A1216. This Project Statement of Work (SOW) is issued under, incorporated into and governed by Contract #0A1216. Contractor agrees that it is in compliance with Contract #0A1216 and will comply with this SOW.

ONLY pre-qualified Contractors are eligible to submit Proposal responses AND to submit inquiries. The State does not intend to respond to inquiries or to accept Proposals submitted by organizations that are not pre-qualified.

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

Base 22	Deloitte Consulting
ICC	

Statement of Work Solicitation

DAS on behalf of the Common Sense Initiative BIA Modernization Project - Statement of Work	IOP Solicitation ID No.	Solicitation Release Date
	DXDAS-20-01-001	07/22/2019

Section 1: Purpose

The purpose of this Project Statement of Work (SOW) is to provide the Common Sense Initiative (CSI) with information technology services related to the State of Ohio InnovateOhio Platform (IOP). A qualified Contractor, herein after referred to as the "Contractor", must furnish the necessary personnel, equipment, materials and/or services and otherwise do all things necessary for or incidental to the performance of work set forth in Section 3, Scope of Work. This Project Statement of Work (SOW) is issued under, incorporated into and governed by Contract #0A1216. Contractor agrees that it is in compliance with Contract #0A1216 and will comply with this SOW.

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Timeline

SOW Solicitation Released to pre-qualified Contractors:	07/22/2019
Inquiry Period Begins:	07/22/2019
Inquiry Period Ends:	08/06/2019@ 8:00 a.m. EST
Proposal Response Due Date:	08/09/2019@ 1:00 p.m. EST

Section 2: Background Information

2.1 Ohio's Common Sense Initiative (CSI) office was launched in 2011 to reform Ohio's regulatory policies and help make Ohio a more jobs and business-friendly state. It was tasked with reviewing Ohio's regulatory system to eliminate excessive and duplicative regulations that hinder job creation. Now led by Lt. Governor Jon Husted, Ohio's Common Sense Initiative (CSI) reviews business-impacting rules, helps businesses navigate regulatory obstacles, and leads initiatives to improve

Ohio’s regulatory climate. Since its launch, the Common Sense Initiative office has reviewed nearly 15,000 state agency regulations. The rule review process focuses on a thorough cost-benefit analysis of rules and solicitation of stakeholder input. Currently, the intake of rules and public notice to an agency’s stakeholders takes place through a variety of processes. Rules are filed with CSI via e-mail to designated inboxes, and stakeholders receive notification of rule filings and opportunity to comment through e-mail listserv notifications or web form submissions. In a given year, CSI moves thousands of rules through its review process and potentially receives thousands of stakeholder comments.

Agency/Program Name	Department of Administrative Services		
Bill to Address	30 East Broad Street 40th Floor, DAS-Office of Finance Attn: Budget unit Columbus, OH 43215	Contact Email	DASOIT.COPS@das.ohio.gov

2.2 Project Information	
Project Name	CSI Review Process Modernization
Project Background & Objective	The Common Sense Initiative (CSI) is seeking to secure a website development Contractor to modernize its existing Business Impact Analysis (BI), rule, and public comment intake and review process via a new website and supporting workflow. The outcomes of the current process are published on https://governor.ohio.gov/wps/portal/gov/governor/priorities/common-sense-initiative/active-rule-packages/. The selected Contractor will be responsible for: • Creating a configurable submission and workflow application to support the current Business Impact Analysis (BIA), rule, and public comment intake and review process. • Building an application that stores existing and new BIA documentation, public comment, and CSI recommendations; publishes the results to the CSI website built on the InnovateOhio Platform. • Providing a means for the agency and public audiences to view BIA documentation and comment when necessary (website) • Modernizing existing submission and review process with workflow and real-time status.

	• Mapping the agency's existing website content and users and modifications needed to support the submission, review, commenting, and publication of the submissions and workflow outcomes. • Training agency site administrators and content authors / owners who will be responsible for editing and updating the website, and for creating new pages on the site. Training and interactive job aids for all users of the system. • Executing organizational change management activities. Selected Contractor will utilize IOP's Content-First methodology and IOP products and tools for this project. In performing these tasks, which are further explained in the SOW and deliverables, the Contractor must work with the Ohio Department of Administrative Services (DAS), IOP staff to ensure the new application and website changes are consistent with the IOP platform and guidelines.
Expected Project Duration	This project must be completed on or before 11/1/2019. If a prospective Contractor cannot meet this timeline or any of the dates outlined in the project schedule, they may not be selected for this project.
Deliverable Expectations	Deliverables must be provided according to the approved and baselined project plan established during the first weeks of the project. Any changes to the timeline must have prior approval (in writing) by the agency Contract Manager or designee. All deliverables must be submitted in a format approved by the agency's Contract Manager. All deliverables must have acceptance criteria established and time for testing or acceptance. If the deliverable cannot be provided within the scheduled timeframe, the Contractor is required to contact the agency Contract Manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project. If agency determines a deliverable is no longer needed, they will submit that in writing to Contractor within 2 weeks. A request for a revised schedule must be reviewed and approved by the agency Contract Manager before placed in effect. The agency will complete a review of each submitted deliverable within 5 working days of the date of receipt.

2.3 Project Schedule

Date	Tasks
8/16/2019	Earliest project commencement date.
Contractor-supplied date	Project kickoff with the State. The kickoff meeting will be held at IOP where project team will confirm scope, requirements, project plan and timeline, meet Agency stakeholders, and conduct other Q&A as needed such that all parties are in alignment and stakeholders are identified.
Contractor supplied date	Website prototype (Includes new BIA workflow)
Contractor supplied date	Workflow and Content Management Training – User and Admin
Contractor-supplied date	System Test Completion
Contractor supplied date	UAT Test Completion
Contractor supplied date	Onboarding complete
Contractor-supplied date prior to 11/01/19	Final site presentation and final report

2.4 Project Milestones

Contractor will propose milestones.

Date	Milestones

2.5 Contractor's Work Effort Requirement

The Contractor's full-time regular employees must perform 80% of the effort required to complete the work.

Section 3: Scope of Work

3.1 High-level Scope of Work

- Improve the workflow management of CSI's authority to review rules that adversely impact businesses by providing an agency and public-friendly web portal for:
  a. Rule/Business Impact Analysis intake and viewing;
  b. Public notice of rule filings;
  c. Public and participant comment intake and viewing;
  d. CSI recommendation issuance and viewing.
- Content selection and site requirements-gathering working sessions.
- Mapping CSI's existing website(s) content and users.
- Creating and validating CSI website framework and application functions.
- Training agency site administrators and content authors / owners who will be responsible for editing and updating the website, and for creating new pages on the site; training of all users and creating content to be used within the system as job aids.
- Following IOP's Content-First methodology for moving content / adding content to the new site.
- Working with agency site administrators and content authors / owners to move the agency's selected content to the IOP platform via the MyOhio Platform, as well as other available tools and accelerators as appropriate.
- Executing organizational change management activities.
- Project status reporting via the IOP ATLAS (Atlassian) toolset.

Other Requirements:

- Allow state agencies to complete, file and post a Business Impact Analysis document for each rule package submitted to the Common Sense Initiative office via web form and display it on a public-facing website.
- Allow agencies to submit draft rules, public notice of the filing, and agency response memos that can be viewable on a public-facing website.
- Allow stakeholders and members of the public or internal participants to sign up to receive e-mail notification of rule filing activity of any state agency that submits rules for CSI office review.
- Enter the rule package into a database to track information such as filing date, number of rules, types of rules, comment period end date, and status, and to display the rule's status in the review process on the public-facing website.
- Enable a notification system where anyone can subscribe to updates to all submissions or individual submissions. Existing subscribers on the current notification system may be added during the project via bulk load. A simple user-friendly interface must be created to allow users to subscribe and unsubscribe.
- Allow stakeholders and members of the public to comment on proposed rules and allow CSI to make those comments publicly viewable on a website if necessary.
- Publish application in MyOhio for the internal workflow, existing CSI Portal Builder site for public notice and comment. Show the pending work items in the MyOhio Dashboard indicating users have a pending item from all pages.

- Public comments must be able to be moderated and then published post-moderation.
- Allow the CSI office to issue its recommendation memos via the public-facing website.
- Must accept or output the Business Impact Analysis, CSI recommendation, and Agency Response memo in PDF, Word, PowerPoint, and Txt formats.
- Optional scope to be included as a separately priced option that could be accepted at the time of executing the SOW: Integration with Office365 via API to allow workflow participation via either e-mail or the application.

CSI estimates that the initial content volume / content types that need to be migrated:

- 700 total docs (includes PDFs, DOCs, PPTs, Txt)
- 500-800 public comments (currently via e-mail)

Integrations

- System must be able to submit any part of the content of the workflow or trigger an external workflow via a restful API and accept and save the results back into the workflow as an input. This capability must be able to be tested with a Contractor-provided service if a State service is not available at the time of the project development, testing, and go-live.
- *Optional scope to be included as a separately priced option that could be accepted at the time of executing the SOW*: Integration with Office365 via API to allow workflow participation via either e-mail or the application.

Technical Requirements

- Front-end to be developed with the IOP Webapp Platform.
- Must be configurable to allow for changes to workflow in less than 4 hours.
- Entire application must be abstracted from implemented use so that can be applied as a framework for similar needs in the future. Application documentation in Atlas must support this need.

3.2 Assumptions and Constraints

Assumptions	The project must be completed on or before 11/1/2019.
	Contractor will have the capability and capacity to perform content design, satisfy all requirements described in section 3.1, and build / deploy the website(s).
	Contractor will have the capacity and ability to provide technical assistance and training to CSI staff, including, but not limited to the following activities: edit / modify editable forms and templates, update content, and running website Analytics reports.
Constraints	Contractor must be able to adhere to IOP-hosted solution requirements: including use of IBM Digital Experience portal tools as configured, hosted and supported by DAS and per the requirements set forth herein.
	Contractor is responsible for travel expenses and cannot charge the State for incurred expenses.

3.3 Detailed Description of Deliverables

- Contractor and the State will agree upon deliverable dates. Once the project schedule and plan are set, Contractor must meet specified deliverable timeframes. Any deviation from established schedule and plan requires prior approval (in writing) from the State.
- Deliverables must be submitted to the State in the IOP-approved format.
- Deliverable acceptance criteria and time period for deliverable testing and acceptance must be established with the State within the first two weeks of project commencement.
- If a deliverable cannot be completed per the approved schedule and plan, Contractor must notify the State in writing with the reason for the delay and proposed revision to the schedule. Proposed schedule revision must include the downstream impact and impact to the overall project.
- If the State determines a deliverable is no longer needed, the State will provide this information in writing to the Contractor within two weeks. Monies cannot be reallocated.
- The State must approve any schedule revision prior to revision taking effect.
- Deliverable reviews will be conducted by the State within five working days of deliverable submission.

Deliverable / Milestone Name	**Description**
Project Plan	Includes breakdown of tasks, milestones, deliverables, milestone dates, deliverable dates, owners, and critical path (baselined). Contractor will proactively maintain the baselined, and approved project plan throughout the project.
Kickoff Meeting	Kickoff meeting will be held at a location and time selected by the State where Contractor and its staff will be introduced to the team and will discuss project requirements and brand guidelines.
Website Protype Design	Provide a prototype or model that describes how the new CSI website and associated capabilities will work.
System Test Plan	Provide test cases and an overall plan for their execution that confirms functional requirements and integration.
System Test Results	Provide test conditions and documented proof that the technical solution delivers the agreed to requirements in a non-production environment. Provide a list of all defects encountered and resolved. Provide action plans to remediate any defects agreed to be delivered during a hypercare period.
UAT Test Completion	Completion of the User Acceptance Testing. A UAT report will include what was tested and what changes, if any, are required.
Communication and Engagement Plan	Detailed, sequenced plan for communicating to impacted stakeholders. Defines what is communicated, to what stakeholder groups, by whom, and by when and defines the communication vehicle. Plan is based upon stakeholder identification and impact assessment.

Final Project Summary to CSI	Contractor is required to submit a final project summary to the State on or before TBD. The State will provide Contractor with a report form template.
Contractor should include any other deliverables deemed necessary for project delivery	

Deliverable / Milestone Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Project Plan	TBD / updated throughout project	Yes	Approved by the State. Delivered with ATLAS program management tool (access provided via IOP).
Kickoff Meeting	TBD	No	Scheduled and attended by IOP, CSI and Contractor staff.
Website Prototype (Functional) Design	TBD	Yes	Approved by the State. Delivered with ATLAS program management tool (access provided via IOP).
System Test Plan	TBD	Yes	Approved by the State. Delivered with ATLAS program management tool (access provided via IOP).
System Test Results	TBD	Yes	Provide test conditions and documented proof that the technical solution delivers the agreed to requirements in a non-production environment. Provide a list of all defects encountered and resolved. Provide action plans to remediate any defects agreed to be delivered during a hypercare period.
UAT Test Completion	TBD	Yes	Approved by the State.
Communication and Engagement Plan	TBD	No	Approved by the State.

Deliverable / Milestone Name	Due Date (If applicable)	Payment Eligible? Yes/No	Acceptance Criteria
Final Project Summary to CSI	TBD	Yes	Approved by the State.
Subcontractors	Duration of the contract	No	All subcontracts are submitted to the State for approval before any agreement is entered into by the Contractor and subcontractor.

3.4 Roles and Responsibilities

Project or Management Activity/Responsibility Description	Contractor	State
Schedule a kick-off meeting with all key stakeholders		X
Prepare for kick-off meeting materials	X	X
Identify CSI Stakeholders		X
Project Plan	X	X
Functional Design	X	
System Test Plan	X	
UAT Test Completion	X	
Communication and Engagement Plan	X	
Final Project Summary and Agency Style Guide	X	
Review and accept deliverables		X

3.5 Restrictions on Data Location and Work

- The Contractor must perform all work specified in the SOW solicitation and keep all State data within the United States. The State may reject any SOW response that proposes to do any work or make State data available outside the United States.
- The Contractor must maintain all of CSI's data on a secure data storage unit (hard drive, USB, etc.). If multiple storage units are necessary, CSI must be notified. Data provided by CSI will be used solely for the creation of this website.

3.6 Resource Requirements

- The State expects Contractor to perform their required work at their location with the exception of meetings and/or presentations.
- Contractor must provide any and all equipment they need to perform activities at their workplace.
- Contractor must clearly identify technology and tools they will utilize to develop the site and any software licensing that needs to be purchased.

Section 4: Deliverables Management

4.1 Submission/Format

PM Artifact/Project Work Product	Submission	Format
Contractor must follow the IOP Program Management methodology and submit weekly IOP status report.	Reports must be captured every Wednesday during the contracting period.	The weekly report will include specific information about the progress of the project. The project will be tracked and reported using the State's Atlassian-based project management tool.
Final Project Summary	TBD	In a report format based on a template provided by the State.

4.2 Reports and Meetings

- Contractor will conduct weekly status meetings with the State Project Manager. The State Project Manager will establish meeting date/time/location. Meetings can be in person or over the phone at the discretion of the State Project Manager.
- Contractor will update status within IOP Atlas status reporting tool that includes work performed and completed for the current week and planned work for the subsequent week; and documentation of issues and risks encountered or outstanding, with an explanation of the cause and resolution / proposed resolution.
- Contractor is required to provide the State with weekly status reports. Status reports are due to the State by 3 p.m. each Wednesday; extract will be pulled from IOP Atlas tool.

4.3 Period of Performance

This project is expected to be completed on or before 11/1/2019. Performance is based on the delivery and acceptance of each deliverable.

4.4 Performance Expectations

This section establishes performance specifications for the Service Level Agreements (SLA) between the Contractor and State. Most individual service levels are linked to "Fee at Risk" due to the State to incent Contractor performance.

Both the State and Contractor recognize and agree that Service Levels and performance specifications may be added or adjusted by mutual agreement during the term of the Contract as business, organizational objectives and technological changes permit or require.

Contractor agrees that 10% of the not-to-exceed fixed price for the SOW will be at risk ("Fee at Risk"). The Fee at Risk will be calculated as follows:

Total Not to Exceed Fixed Price (NTEFP) of the SOW	x	10 %	=	Total Fee at Risk for the SOW

Furthermore, in order to apply the Fee at Risk, the following monthly calculation will be used:

Monthly Fee at Risk	=	Total Fee at Risk for the SOW
		Term of the SOW in months

Contractor will be assessed for each SLA failure and the "Performance Credit" shall not exceed the monthly Fee at Risk for that period. The Performance Credit is the amount due to the State for the failure of SLAs. For SLAs measured on a quarterly basis, the monthly fee at risk applies and is cumulative.

On a monthly basis, there will be a "true-up" at which time the total amount of the Performance Credit will be calculated (the "Net Amount"), and such Net Amount may be offset against any fees owed by the State to the Contractor, unless the State requests a payment in the amount of the Performance Credit.

The Contractor will not be liable for any failed SLA caused by circumstances beyond its control, and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the Contractor promptly notifies the State in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the Services in accordance with the SLAs as soon as reasonably possible.

To further clarify, the Performance Credits available to the State will not constitute the State's exclusive remedy to resolving issues related to the Contractor's performance. In addition, if the Contractor fails multiple service levels during a reporting period or demonstrates a pattern of failing a specific service level throughout the SOW, then the Contractor may be required, at the State's discretion, to implement a State-approved corrective action plan to address the failed performance.

SLAs will commence when the SOW is initiated.

Monthly Service Level Report. On a monthly basis, the Contractor must provide a written report (the "Monthly Service Level Report") to the State which includes the following information:

- Identification and description of each failed SLA caused by circumstances beyond the Contractor's control and that could not be avoided or mitigated through the exercise of prudence and ordinary care during the applicable month;
- The Contractor's quantitative performance for each SLA;
- The amount of any monthly performance credit for each SLA;
- The year-to-date total performance credit balance for each SLA and all the SLAs;
- Upon state request, a "Root-Cause Analysis" and corrective action plan with respect to any SLA where the Individual SLA was failed during the preceding month; and
- Trend or statistical analysis with respect to each SLA as requested by the State.

The Monthly Service Level Report will be due no later than the tenth (10th) day of the following month.

SLA	Performance Evaluated	Non-Conformance Remedy	Frequency of Measurement
Deliverable Acceptance Service Level	The **Deliverable Acceptance Service Level** will measure the State's ability to accept Contractor deliverables based on submitted quality and in keeping with defined and approved content and criteria for Contractor deliverables in accordance with the terms of the Contract and the applicable SOW. The Contractor must provide deliverables to the State in keeping with agreed levels of completeness, content quality, content topic coverage and otherwise achieve the agreed purpose of the deliverable between the State and the Contractor in accordance with the Contract and the applicable SOW. Upon mutual agreement, the service level will be calculated / measured in the period due, not in the period submitted. Consideration will be given to deliverables submitted that span multiple measurement periods. The measurement period is a month. The first monthly measurement period will commence on the first day of the first full calendar month of the Contract, and successive monthly measurement period will run continuously thereafter until the expiration of the applicable SOW. **Compliance with deliverable acceptance is expected to be greater than 95%.** This SLA is calculated as follows: "% Deliverable Acceptance" equals "# Deliverables accepted during period" divided by "# Deliverables submitted for review/acceptance by the State during the period"	Fee at Risk	Project Schedule

4.5 State Staffing Plan

Staff/Stakeholder Name	Project Role	Percent Allocated
InnovateOhio Platform Program Lead	Program Lead / Contract Manager, second level of IOP escalation	As needed
InnovateOhio Platform Project Manager	Program and Project Compliance; first point of IOP escalation	10% or as needed
InnovateOhio Project Manager	Project Management – manage the project according to schedule, schedule meetings and update necessary stakeholders	As needed
CSI Content Contributors	CSI Content Contributors – Comms Director, Digital Media Manager, Public Information Officer, HR staff member(s)	As needed
CSI Technical Resources		As needed
CSI Project Sponsor	CTO	As needed

Section 5: Proposal Response Submission Requirements

5.1 Response Format, Content Requirements

An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered.

Each Proposal must contain the following:

1. Cover Letter with signature
2. Offeror Experience Requirements (see evaluation Section 6 for details on required content)
3. Subcontractors Documentation
4. Assumptions
5. Payment Address
6. Staffing plan, personnel resumes, time commitment, organizational chart
7. Contingency Plan
8. Project Plan
9. Proposed Project Schedule (WBS using MS Project or compatible)
10. Communication Plan
11. Risk Management Plan
12. Quality Management Plan
13. Training and Transition Plan
14. Fee Structure including Estimated Work Effort for each Task/Deliverable
15. Rate Card

Include the following: 1. Cover Letter: a. Must be in the form of a standard business letter; b. Must be signed by an individual authorized to legally bind the Offeror; c. Must include a statement regarding the Offeror’s legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business; please list any Ohio locations or branches; d. Must include a list of the people who prepared the Proposal, including their titles; and e. Must include the name, address, e-mail, phone number, and fax number of a contact person who has the authority to answer questions regarding the Proposal.
2. Offerors Experience Requirements: a. Offeror’s Proposal must include a brief executive summary of the services the Offeror proposes to provide and at least one representative example of previously completed projects of similar size and scope (e.g. detailed requirements documents, analysis). Include project description, who it was for and name of a contact person; b. Offeror’s Proposal must include at least one representative example of previously completed projects demonstrating experience in creating a website that interfaces with professionals and the general public. One example should include details of an awareness campaign conducted by the Offeror or its subcontractor. Include project description, who it was for and name of contact person; c. Offeror Requirements - The Offeror must demonstrate knowledge of the following: • Website content writing and design, social media, analytics, and all functionality requirements provided in section 3.1. • Website construction. • Capacity to provide technical assistance to CSI staff including, but not limited to, training CSI staff on editing/modifying templates, updating website content and training CSI staff on analytics so they can run reports.
3. Subcontractor Documentation: a. 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: • The subcontractor’s legal status, federal tax identification number, D-U-N-S number if applicable, and principal place of business address; • 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; • A description of the work the subcontractor will do and one representative sample of previously completed projects as it relates to this SOW (e.g. detailed requirements document, analysis, statement of work); • Must describe the subcontractor’s experience, capability, and capacity to provide Information Technology Assessment, Planning, and Solicitation Assistance. Provide specific detailed information demonstrating experience similar in nature to the type of work described in this SOW from each of the resources identified in Section 6; the detailed information must include examples relevant to this project’s needs and requirements. • A commitment to do the work if the Offeror is selected; and

- A statement that the subcontractor has read and understood the IFP and will comply with the requirements of the IFP.

4. Assumptions:

The Offeror must list all 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's 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. The Offeror should not include assumptions elsewhere in their response.

5. Payment Address:

The Offeror must give the address to which the State will send reimbursements for completed activities/deliverables per the terms of the Contract.

6. Staffing plan, personnel resumes, time commitment, organizational chart:

Identify Offeror and subcontractor staff and time commitment. Identify hourly rates for personnel, as applicable. Include Offeror and subcontractor resumes for each resource identified and an organizational chart for entire team.

Contractor Name	**Role**	**Contractor or Subcontractor?**	**No. Hours**	**Hourly Rate**

7. Contingency Plan:

Identify and provide a Contingency Plan should the Contractor and subcontractor staff fail to meet the Project Schedule, Project Milestones or fail to complete the deliverables according to schedule. Include alternative strategies to be used to ensure project success if specified risk events occur.

8. Project Plan:

Provide a high-level project plan that satisfies all project objectives including all parts of the SOW including meeting all website content and functionality requirements outlined in section 3.1, and meeting all project deliverables. Describe the primary tasks, how long each task will take and when each task will be completed in order to meet the final deadline.

9. Project Schedule:

Provide a high-level project schedule that falls within the project duration and meets all of the project schedule timeline outlined in section 2.3.

10. Communication Plan:

Provide a high-level communication plan that complies with all project reporting requirements.

11. Risk Management Plan: Provide a Risk Management Plan including the risk factors, associated risks, and assessment of the likelihood of occurrence and the consequences for each risk. Describe your plan for managing selected risks and plan for keeping people informed about those risks throughout the project.
12. Quality Management Plan: Provide a Quality Management Plan to explain your quality policies, procedures, and standards relevant to the project for both project deliverables and project processes. Define who is responsible for the quality of the delivered project artifacts and deliverables.
13. Training and Transition Plan: Provide a detailed training and Transition Plan that meets the requirements of this SOW.
14. Fee Structure: Provide a detailed Fee Structure including estimated work effort for each deliverable. Payment will be scheduled upon approval and acceptance of each deliverable by the State within the usual payment terms of the State.

Deliverable / Milestone Name	**Total Estimated Work Effort (Hours)**	**Not-to-Exceed Fixed Cost for Deliverable**
Project Plan		
Kickoff Meeting		N/A
Website Prototype (Functional) Design		
System Test Plan		
System Test Results		
UAT Test Completion		
Communication and Engagement Plan		N/A
Final Project Summary		
Subcontractors		N/A
	Total Not-To-Exceed Fixed Cost for all Deliverables	

15. Rate Card:

The primary purpose of obtaining a Rate Card is to establish baseline hourly rates in the event that change orders are necessary. This contract is not intended to be used for hourly based time and materials work. (NOTE – Section 6 collects rate information for named resources)

Offerors must submit a Rate Card that includes hourly rates for all services the Offeror provides, including but not limited to those listed in Section 6. Enter the Rate Card information in this section.

Position Title	Hourly Rate
	$
	$
	$
	$
	$
	$
	$
	$
	$

SECTION 6: Proposal Evaluation Criteria

Offeror Requirements:

- Contractor must be capable of meeting the project duration and project schedule timeline outlined in section 2.3.
- Contractor must submit Proposal on time with all required components fully completed.

Scored Requirements	**Weight**	**Does Not Meet**	**Partially Meets**	**Meets**	**Exceeds**
Proposal Administration- Offeror's Proposal submitted on time and contains all required sections and content defined in section 5.1.	2	0	3	5	7
Offeror's Previous Experience- Offeror's Proposal must include a brief executive summary of the services the Offeror proposes to provide and at least one representative example of previously completed projects of similar size and scope. Include project description, who it was for and name of a contact person.	4	0	3	5	7
Offeror's Previous Experience-	4	0	3	5	7

Offeror must provide previous examples of website content design, social media, analytics, and all functional requirements provided in section 3.1.					
Offeror's Previous Experience- Offeror must provide examples where it provided technical assistance to staff including, but not limited to, training staff on editing/modifying forms and templates, updating website content and training staff on analytics so they could run reports.	3	0	3	5	7
Offeror's Previous Experience- Offeror must provide prior completed and implemented examples of editable forms and templates.	4	0	3	5	7
Staffing Plan- Proposal includes staffing plan containing personnel resumes, time commitment information and an organizational chart.	3	0	3	5	7
Contingency Plan- Proposal includes a detailed contingency plan.	3	0	3	5	7
Project Plan and Project Schedule- Proposal includes a high-level Project Plan and Project Schedule that meets all the requirements and timelines of this project.	4	0	3	5	7
Communication Plan- Proposal must include a high-level Communication Plan that complies with all project reporting requirements.	3	0	3	5	7
Risk Management Plan- Proposal includes a detailed Risk Management Plan.	3	0	3	5	7
Quality Management Plan- Proposal includes a detailed Quality Management Plan.	3	0	3	5	7
Training and Transition Plan- Offeror's proposed Training and Transition Plan must clearly define transition of support to CSI.	3	0	3	5	7

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each Offeror.

The Offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining Offerors will receive a percentage of the maximum points available based upon the following formula:

Technical Proposal Points = (Offeror's Technical Proposal Points/Highest Number of Technical Proposal Points Obtained) x 700

The Offeror with the lowest proposed total cost for evaluation purposes will receive 300 points. The remaining Offerors will receive a percentage of the maximum cost points available based upon the following formula:

Cost Summary Points = (Lowest Total Cost for Evaluation Purposes/Offeror's Total Cost for Evaluation Purposes) x 300

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

Total Points = Technical Proposal Points + Cost Summary Points

The State may reject any Proposal if the Offeror takes exception to the terms and conditions of the Contract.

Waiver of Defects

The State has the right to waive any defects in any quotation or in the submission process followed by a Offeror. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Offerors.

Rejection of Submissions

The State may reject any submissions that is not in the required format, does not address all the requirements of this SOW Solicitation, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject any responses from companies not pre-qualified in the Technology Category associated with this SOW Solicitation. In addition, the State may cancel this SOW Solicitation, reject all the submissions, and seek to do the work through a new SOW Solicitation or other means.

Section 7: Solicitation Calendar of Events

Firm Dates

SOW Solicitation Released to pre-qualified Contractors	07/22/2019
Inquiry Period Begins	07/22/2019
Inquiry Period Ends	08/06/2019 @ 8:00 AM EST
Proposal Response Due Date	08/09/2019 @ 1:00 PM EST

Anticipated Dates	
Estimated Date for Selection of Awarded Contractor	08/12/2019
Estimated Commencement Date of Work	08/16/2019

SECTION 8: INQUIRY PROCESS

Offerors may make inquiries regarding this SOW Solicitation 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 right select "Bid Opportunities Search";
- Enter the IOP Solicitation ID number found on the first page of this SOW Solicitation in the "Document/Bid Number:" box;
- Click the "Search" 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 Offeror's representative who is responsible for the inquiry,
    - Name of the 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 SOW Solicitation,
    - The heading for the provision under question, and
    - The page number of the SOW Solicitation where the provision can be found; and
- Click the "Submit" button.

An Offeror submitting an inquiry will receive an 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 same instructions 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.

Section 9: Submission Instructions & Location

Each Offeror must submit four (4) complete, sealed and signed copies of its Proposal Response and each submission must be clearly marked "DXCSI-19-01-001 – CSI Website Onboarding to IOP Portal Builder" on the outside of its package along with Offeror's name.

A single electronic copy of the complete Proposal Response must also be submitted with the printed Proposal Responses. Electronic submissions should be on a CD, DVD or USB memory stick.

Each Proposal must be organized in the same format as described in Section 5. Any material deviation from the format outlined in Section 5 may result in a rejection of the non-conforming Proposal. Each Proposal must contain an identifiable tab sheet preceding each section of the Proposal. Proposal Response should be good for a minimum of 60 days.

The State will not be liable for any costs incurred by any Offeror in responding to this SOW Solicitation, even if the State does not award a contract through this process. The State may decide not to award a contract at the State's discretion. The State may reject late submissions regardless of the cause for the delay. The State may also reject any submissions that it believes is not in its interest to accept and may decide not to do business with any of the Offerors responding to this SOW Solicitation.

Proposal Responses MUST be submitted to the State Agency's Procurement Representative:

Donna Davies
State of Ohio Department of Administrative Services
30 E. Broad Street, 39th Floor
Columbus, Ohio 43215

All Proposal Responses and other material submitted will become the property of the State and may be returned only at the State's option. If an Offeror includes in its Proposal confidential, proprietary, or trade secret information, it must also submit a complete redacted version of its Technical Proposal in accordance with Confidential, Proprietary or Trade Secret Information that follows. Offerors shall only redact (black out) language that is exempt from disclosure pursuant to Ohio Public Records Act. Offerors must also submit an itemized list of each redaction with the corresponding statutory exemption from disclosure. The redacted version must be submitted as an electronic copy in a searchable PDF format. The redacted version, as submitted, will be available for inspection and released in response to public records requests. If a redacted version is not submitted, the original submission of the Proposal will be provided in response to public records requests. Additionally, all Proposal Response submissions will be open to the public after the contract has been awarded.