

REQUEST FOR QUOTE (RFQ)

RFP NUMBER: **EDUD201220900**

DATE ISSUED: **December 12, 2011**

ELIGIBILITY: **Open to Vendors with Ohio State Term Schedule**

The State of Ohio Department of Education is requesting Price Quotations for:

TITLE: Staff Augmentation (Information Technology)

INQUIRY PERIOD BEGINS: December 12, 2011

INQUIRY PERIOD ENDS: December 19, 2011

QUOTE DUE DATE: December 23, 2011 5:00PM

QUOTE OPENING DATE: December 27, 2011

ESTIMATED AWARD DATE: January 6, 2012

STAFF AUGMENTATION REQUEST FOR QUOTE

PROJECT INFORMATION

PROJECT REQUEST

This Statement of Work (SOW) identifies work to be performed under the anticipated contract. Services will be rendered, and deliverable items completed, within the 2012 fiscal year, with the option to renew the contract at the discretion of the Office for Child Nutrition (OCN) for a period of time not to exceed three additional fiscal years (FY 2015).

The work to be completed under this contract will be time and materials based and will commence not earlier than January 1, 2012 and end on June 30, 2012. This is a staff augmentation engagement (time and materials) not to exceed 1040 hours in FY 2012 and will be managed by the OCN . If the contract is renewed in subsequent fiscal years the staff augmentation engagement will not exceed 2080 hours per fiscal year, beginning July 1 and ending June 30 of the following year.

The contracted resource will work under the direction of the OCN Director and will be assigned scheduled tasks and be expected to perform support activities for ongoing operations.

ODE desires to procure a Technical Writer/Business Analyst candidate with extensive experience in writing end-user manuals, documenting businesses practices, creating system documentation for legacy applications based upon review of existing documentation in various formats and interviews. The candidate should be able to deliver assignments in a timely, high-quality manner.

The STS vendor will state an hourly rate for this work and bill monthly for requested support services at this rate.

Project Background

OCN business operations a supported by a number of information technology systems, policies and business processes. The office requires formal structures to document these systems, policies and processes. In some cases existing documentation needs to be updated with current regulations and expanded to fully document the current system, policies and processes. In other cases there is no existing documentation and office needs dictate the creation of new materials.

The office has renewed the commitment to document policies and procedures to assist the agency in the safe use, handling and dissemination of data and information.

Business Drivers

In order to ensure compliance with State and Federal audit mandates, ensure adequate documentation to support internal business operations and to ensure adequate documentation to support end user system interactions, the contractor will provide assistance and guidance in documenting OCN information technology systems, policies and business processes as required with each new school year and or support mandates from the USDA on nutrition program changes.

Scope

The contractor will, as prioritized by the Director of OCN or her designee, analyze and document existing OCN information technology systems, policies and business processes. Existing documentation will be reviewed and updated. When necessary new documentation will be created. Documentation will capture the viewpoints of OCN resources as well as end users. Documentation should be comprehensive enough so that a new staff member can easily take up necessary function roles for the assessed information technology system, policy or business process.

Position Objectives

This position will be a contracted, full-time Technical Writer/Business Analyst to write end-user manuals, document businesses practices and policies, and create information technology system documentation.

Skills and Experience

1. A minimum of 5 years experience developing process documentation, procedures, and documentation in support of best business practices is required.
2. Experience with Documentum is beneficial.
3. Experience with document management/revision control is mandatory.
4. The candidate should be able to deliver assignments in a timely, high-quality manner.
5. Applicants must have excellent written and oral communication skills in order to explain complex ideas and tasks to users. This person should be capable of performing effectively in a team, or alone and unsupervised.
6. Candidates must have experience with MS Office, business communications, and Web based collaborative tools (i.e., MS Share Point).
7. Bachelor's degree in Business, Communications, Technical Communication, or a related field is ideal.
8. Experience creating graphics, layout and designing documents for procedures and policies
9. Skilled at organizing and translating information into clear written documentation.
10. Skilled at reviewing, analyzing, evaluating and refining IT policies and procedures.
11. Excellent analytical and organizational skills, and excellent computer skills.
12. Ability to plan and edit technical materials and to oversee the preparation of illustrations, photographs, diagrams, and charts.

WORK APPROACH

PROJECT MANAGEMENT
ODE projects are managed using the Project Management Body of Knowledge (PMBOK) framework and methodologies. Issues Management and Change Management are addressed therein and the use of these processes will ensure adequate oversight of the effort. As applicable the contractor will utilize the PMBOK framework and methodologies in the creation of deliverables
Status Reporting
The contractor will provide weekly written status reporting and exception-level status reporting to the Director of OCN or her designee. The contractor will participate in regular status briefings at the Director's request.
Time Management
The contractor will be responsible for meeting all timelines designated by the Director of OCN or her designee. All work associated with this agreement must be completed by the assigned due date or prior to the end of the fiscal year, whichever arrives first. Weekly timesheets and status reports signed by an authorized designee of OCN will be submitted by the contractor.
Participation in Meetings
The contractor will participate in meetings with personnel or groups recommended by the Director of OCN or her designee.
Vendor Personnel
The vendor must replace, in a timely manner, any personnel whose skills the ODE staff determines to be inadequate to perform the tasks required. The vendor must obtain equally-qualified replacement personnel for any personnel who become unavailable during the course of the project.
Non-Disclosure Agreement
Both candidate and company will be required to sign non-disclosure agreements which preclude the vendor from bidding on any work generated from this center. It further prevents disclosure of any data obtained while on the engagement which can be used to personally identify any parties at anytime either during or after the engagement.

DELIVERABLES

LIST OF KEY DELIVERABLES
Although this is a time and materials engagement, rather than a deliverables-based engagement, some of the work may require a formal signoff. The following outlines a list of key deliverables identified by OCN at the time of this opportunity being posted, however deliverables may be added, removed or reprioritized at any time at the discretion of the OCN Director or designee.

Deliverables – FY 2012
<ul style="list-style-type: none"> • CRRS Procedure Manuals for: <ul style="list-style-type: none"> ○ CACFP-Admin and Sponsor ○ NSLP-Admin and Sponsor ○ SFSP-Admin and Sponsor ○ Claims-Admin and Sponsor • Internal Operations Procedure Manuals as Needed
RESPONSIBILITIES
<p>The contractor will report to the OCN Director and will also interact with the Associate Directors overseeing the Child and Adult Care, Commodities, National School Lunch and Summer Food programs.</p>

ROLES AND RESPONSIBILITIES

FUNCTIONAL AREA	REQUIRED ROLE	RESPONSIBILITIES	STAFF
OCN	Executive Sponsor	<p>Represents business interests of the project. Fulfills the following responsibilities:</p> <ul style="list-style-type: none"> • Provides commitment to the project • Provides guidance on policy • Signs off on deliverables • Reviews and signs off on project deliverables 	ODE (Business Center)

FUNCTIONAL AREA	REQUIRED ROLE	RESPONSIBILITIES	STAFF
OCN/PMO	Project Manager	<p>Represents ODE Project Management Office interests of the project. Fulfills the following responsibilities:</p> <ul style="list-style-type: none"> • Provides resource(s) for project management duties • Creates the SOW • Selects the contractor • Develops the project plan • Approves or disapproves vendor invoices • Manages scope change and control • Reports progress and escalates problems as needed to Project Executive Sponsors • Approves or disapproves vendor timesheets • Reviews consultant deliverables • Oversees and coordinates all aspects of consultant's day-to-day task work • Provides interfaces with vendor company officers • Leads all status meetings 	ODE (Assigned Project Manager)

FUNCTIONAL AREA	REQUIRED ROLE	RESPONSIBILITIES	STAFF
Data Services	Data Manager	<p>Is involved throughout the application development lifecycle. Ensures that the data needs of the customer are being met and that data standards are being followed. Fulfills the following responsibilities:</p> <ul style="list-style-type: none"> • Makes business process recommendations to their assigned area management regarding data collection • Is involved in the gathering of requirements • Reviews and assists in the development of project documentation • Conducts reviews of the data model to support the application • Assists in report development • Understands and identifies data that exists in other systems/data stores • Is involved in the population of the data dictionary • Attends all status meetings during which data, data models, reports, Extraction Transformation Loads (ETLs), and data exchanges will be discussed 	ODE

SCHEDULE AND BUDGET

SCHEDULE AND BUDGET
This engagement is not to exceed whichever of the following occurs first: 1040 hours or 6/30/2012
Vendor Payment Process
Vendor/State STS Agreement
Terms and Conditions
Vendor/State STS Agreement
Termination Provisions
Vendor/State STS Agreement
Standards Compliance

Adherence to all ODE documented standards is mandatory.

PRE-INTERVIEW QUESTIONNAIRE

Directions: Please complete the following questionnaire, specifically addressing your experiences. Provide concise answers to all questions. A MS Word version is available at the URL link provided.

QUESTIONNAIRE		
#	Question	Answer
Required Skills and Experience		
1	How many years' experience developing process documentation, procedures, and documentation in support of best business practices do you possess? Describe your experience.	
2	How many years' experience with document management/revision control do you possess? Describe your experience.	
3	How many years' experience with MS Office, business communications, and Web based collaborative tools (i.e., MS Share Point) do you possess? Describe your experience.	
4	How many years' experience creating graphics, layout and designing documents for procedures and policies do you possess? Describe your experience.	
5	How many years' experience organizing and translating information into clear written documentation do you possess? Describe your experience.	
6	How many years' experience reviewing, analyzing, evaluating and refining IT policies and procedures do you possess? Describe your experience.	
7	How many years' experience planning and editing technical materials and overseeing the preparation of illustrations, photographs, diagrams, and charts do you possess? Describe your experience.	
Preferred Skills and Experience		
1	Do you have experience with Documentum? If so describe your experience.	
2	Do you possess a Bachelor's degree in Business, Communications, Technical Communication, or a related field? If so describe your degree.	

VENDOR SUBMISSION

Vendor Submission Requirements

Submitting vendors will provide a Vendor Quote on company letterhead for each proposed candidate that includes the applicable STS commodity category and hourly rate, discounted hourly rate if applicable, total hours, and total contract cost. The vendor's STS number and OAKS ID must also be included. The candidate's resume as well as the completed Pre-Interview Questionnaire must also be included in the vendor submission.

Prospective vendors will be required to: (A) read and understand Executive Order 2011-12K, (B) complete the Standard Affirmation and Disclosure Form related to the Executive Order, and (C) sign the Standard Terms and Conditions related to the Executive Order.

Note - All information contained in a vendor proposal is considered public information unless disclosure is prohibited by state or federal law.

Inquiry: All inquiry must be submitted online. The agency will also post responses online for the information of all potential vendors. Questions submitted on the last day of the inquiry period may not be responded to for a day or two because of website issues.

Send your price quote via email to (jerry.pallante@ode.state.oh.us) with a copy to the ODE Agency Procurement Officer (amadu.sankoh@ode.state.oh.us)

STANDARD AFFIRMATION AND DISCLOSURE FORM
EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations, and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

By the signature affixed hereto, the Contractor affirms, understands and will abide by the requirements of Executive Order 2011-12K. If awarded a contract, both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States.

The Contractor shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Contractor to sanctions. If the Contractor will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Contractor:

(Address) (City, State, Zip)

Name/Principal location of business of subcontractor(s):

(Name) (Address, City, State, Zip)

(Name) (Address, City, State, Zip)

2. Location where services will be performed by Contractor:

(Address) (City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

(Name) (Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Contractor:

(Address)

(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

Contractor also affirms, understands and agrees that Contractor and its subcontractors are under a duty to disclose to the State any change or shift in location of services performed by Contractor or its subcontractors before, during and after execution of any Contract with the State. Contractor agrees it shall so notify the State immediately of any such change or shift in location of its services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Contractor to perform the services outside the United States.

On behalf of the Contractor, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Contract that Contractor may enter into with the State and is incorporated therein.

By: _____

Contractor

Print Name: _____

Title: _____

Date: _____

STANDARD TERMS AND CONDITIONS
EXECUTIVE ORDER 2011-12K
Governing the Expenditure of Public Funds on Offshore Services

The Contractor affirms to have read and understands Executive Order 2011-12K and shall abide by those requirements in the performance of this Contract. Notwithstanding any other terms of this Contract, the State reserves the right to recover any funds paid for services the Contractor performs outside of the United States for which it did not receive a waiver. The State does not waive any other rights and remedies provided the State in this Contract.