

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

A. INTRODUCTION

This section contains the general requirements for the Scope of Services and the scorable portion of this RFQ. The State has determined that it is best to define its own needs. The State will not tailor these needs to fit some solution a bidder may have available; rather, the bidder shall propose to meet the State's needs as defined in this RFP.

The requirements and Exhibits found in this section are formatted to allow the bidder to respond directly on them. The bidder should make the appropriate copies of the requirements and Exhibits for their response. The requirements and Exhibits are not to be retyped. The bidder must submit the completed Exhibit(s) as required for each requirement or part of a requirement to verify compliance (a Prime contractor may submit an Exhibit from a proposed subcontractor to verify a subcontractor's compliance to the requirement). Additionally, the bidder must cross-reference each Exhibit to each requirement. Deviations, whether or not intentional, may cause your Exhibit(s) and/or bid to be nonresponsive and not considered for award.

To verify the bidder's experience, the Exhibit(s) VI-1 must be signed by a responsible party in the company where the work was done and must include the title of the person signing the Exhibit. The State at its option may selectively contact referenced organizations to verify the supplied information. The bidder cannot own any of the referenced organizations, nor may any referenced organization own the bidder. The information provided on all documents must be legible and the Master copy of the Final bid should contain original signatures (facsimiles/copies are acceptable but the State retains the right to ask for the originals if deemed necessary). If Exhibit(s) are not authentic or contains erroneous or incorrect information, the Exhibit(s) and/or the bid may be rejected. If all questions are not answered on the Exhibit, if information is missing, or if the Exhibit is not signed, the Exhibit(s) and/or bid may be rejected. **FEDERAL REFERENCES MAY USE THEIR OWN FORM IN LIEU OF THE STATE'S EXHIBIT, AS LONG AS ALL THE INFORMATION ASKED FOR ON THE STATE'S FORM IS INCLUDED.**

References from the higher categories may serve as references for lower categories. Therefore, if a bidder is submitting references for Category 3, they may chose to use that reference to qualify for Categories 1 and 2. Therefore, bidders do not have submit separate Exhibits for each category. References must be for projects that are complete or in final testing. Proposers who are competing for only Budget Categories 1 & 2, and have no corporate references, may use projects that they were directly responsible for as an employee of another firm. Such references must be identified as such, on the top of the Exhibit. Also in Part 8 details should be provided explaining who on the proposer's staff did the work, their job description and who they then worked for. The state will make a determination if the reference and the staff's role will qualify the proposer.

In the response block, the bidder must indicate whether their proposal meets the requirement by initialing or checking next to either the YES or NO and what Budget Category(ies) they are applying for. A NO response may cause a bid to be nonresponsive and therefor rejected. In addition, bidders must provide Exhibit(s) to validate the response. Exhibit(s) should be appropriately indexed to match and correspond to the requirement. Avoid vague and general remarks. Failure to provide this information may cause the proposal to be deemed nonresponsive and therefore rejected.

Each requirement includes a type designation:

- Desirable
- M Mandatory
- MS Mandatory Scorable

Mandatory and mandatory scorable requirements must be met. Desirable requirements are considered

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

beneficial to the State's needs but are not required, to be considered responsive. Points will be scored for desirable and mandatory scorable requirements. See Section IX for an example of how scoring will be done.

B. SCORED REQUIREMENTS

All available points are listed with the requirement. Bidder will receive points based on Exhibit(s) VI-I provided to verify compliance to the requirement.

Contractor must be sure to include references in the budget categories for future projects that they wish to compete for. In other words, if a proposer proposes to be included on the Multiple Award Contract for Category Three, they must include references that fall into the price range of Category Three. It is to the proposer's advantage to present previous experience with e-government applications, including existing examples of e-government applications. However, proposers do not have to have governmental references to be eligible to be included on the Multiple Award Contract.

- B.1. **D** The bidder must identify if they were, or are a current MSA contractor, if so, the term of the contract and whether or not they were ever subject to MSA contract termination. If a MSA contract termination scenario exists, the bidder must identify the termination provision and explain the circumstance, and the results.

Bidder has held previous MSA contract(s)
Yes _____ NOT APPLICABLE

If YES most current contracts # _____

next most current contract (if applicable) # _____

If Bidder has been terminated from a MSA contract, provide the Contract # _____ and attach an explanation of why contract was terminated at the end of this Section

- B.2. **MS** The contractor must have experience in either planning, designing or implementing a client's Internet Hosting needs. This should include but is not limited to the following:

1. Determining disk space needed to support the proposed application(s).
2. Determining Data Transfer Rates to support the proposed application(s).
3. Determining multimedia needs to support the proposed application(s).
4. Determining security needs to support the proposed application(s).
5. Determining mail scripts needed to support the proposed application(s)
6. Determining the Intranet and Internet connectivity requirements, including network configuration, connection bandwidths, connection line types, and redundancy to support the proposed application(s).
7. Requirements identification. Identify business issues, current business processes, application functions, necessary interfaces, integration requirements, and security provisions. Analyze competing design strategies.
8. Functional design of a specific strategy. Define application function and flow, infrastructure

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

- requirements and current systems integration.
9. Optionally implement a prototype solution.
 10. System implementation. Develop, implement software, and install hardware.
 11. System testing. Develop tests, configure test environment, and run tests.
 12. System deployment. Construct deployment plans, configure environments, deploy system, and tune the system.
 13. End user education.
 14. Application development knowledge transfer to in-house developers.
 15. Other services:
 - a. Content management
 - b. Collaborative Computing
 - c. Site analysis (including performance analysis)

The contractor must have experience in 11 of the 15 items to meet this specification for Categories 3 & 4. The contractor must have experience in 6 of the 15 items to meet this specification for Categories 1 & 2.

Bidder Meets this Requirement? Yes ____ No ____

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ____ No ____

Check the Budget Category(ies) that apply 1__ 2__ 3__ 4__ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1 -- 4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 -- 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.3. MS The contractor must have experience in either planning, developing or implementing Internet Web Sites. This should include but is not limited to the following:

1. Web site layout.
2. Web site mapping.
3. Web site security.
4. Web site multimedia needs and usage (use of real and streaming audio and video).
5. Web site search engine to support the client's application(s).
6. Web database(s) to support the client's application(s).
7. Email inquiry from customers.
8. Hypertext Link.

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

9. Data transfer protocol.

**The contractor must have experience in 6 of the 9 items to meet this specification for Categories 3 & 4.
The contractor must have experience in 3 of the 9 items to meet this specification for Categories 1 & 2.**

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.4. **MS** The Contractor must have experience in either planning, designing or implementing Internet Security. This should include but is not limited to the following:

1. Internal security.
2. External security.
3. Firewall development at the Network and Application level.
4. Access control (Only authorized individuals can access data or other resources and then only for authorized purposes.)
5. Authorization controls (Only authorized transactions are processed.)
 - a. Characteristics
 - i. Flexible authentication for users. Mechanisms to add users, groups and control access to application components.
 - ii. Interoperable authentication with current LAN OS security service, as well as other standards.
 - b. Specific technologies
 - i. Lightweight Directory Application Protocol (LDAP)
 - ii. X.509 digital certificates
 - iii. Public Key Infrastructure (PKI), Digital Signatures. Provides:
 1. Authentication
 2. Message integrity
 3. Non-repudiation
 4. Confidentiality

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

**The contractor must have experience in 4 of the 5 items to meet this specification for Categories 3 & 4.
The contractor must have experience in 2 of the 5 items to meet this specification for Categories 1 & 2.**

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.5. MS The contractor must have experience in planning, designing or implementing Secure Electronic Transactions (the use of credit/debit card payment over the Internet). This should include but is not limited to the following:

1. VISA
2. Master Card
3. American Express
4. Other major credit or debit cards

**The contractor must have experience in 3 of the 4 items to meet this specification for Categories 3 & 4.
The contractor must have experience in 1 of the 4 items to meet this specification for Categories 1 & 2.**

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.6. **MS** The contractor must have experience in either planning, designing or implementing database(s) and/or search engine(s) to support the client’s application(s). This should include but is not limited to the following:

1. Structured Query Language (SQL) standard
2. Input Query forms
3. Java Database Connectivity (JDBC)
4. ODBC
5. Standard APIs for accessing enterprise data-sources. APIs handle proprietary data access mechanisms.
6. Ability to connect to a broad range of corporate data-sources: Oracle, DB2, ADABAS, Teredata, Sybase, SAP, PeopleSoft, Notes, CICS/MQSeries, MS SQL Server.
7. Connection pooling of database connections: connections open and close based on application component requirements.
8. Extensible Markup Language (XML) and Extensible Style Sheet Language (XSL)

**The contractor must have experience in 6 of the 8 items to meet this specification for Categories 3 & 4.
The contractor must have experience in 3 of the 8 items to meet this specification for Categories 1 & 2.**

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 “contractor overall performance”. The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.7. **MS** The contractor must have experience in either planning, designing or implementing E-

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

Business tools to meet the client’s application needs. This should include but is not limited to the following:

1. Shopping Cart
2. Secure Order Form
3. Secure Email inquiry and reply
4. Reusable components – shopping cart, login module, standard reports.
5. Provide standard mechanisms for specifying component persistence, transaction handling requirements, and threading requirements.
6. Enterprise Java Beans (EJB)
7. Proprietary frameworks or extensions to “standard” frameworks
8. Extensible Markup Language (XML) and Extended Style Sheet Language (XSL)
9. Catalog
10. Standard Reports

**The contractor must have experience in 6 of the 10 items to meet this specification for Categories 3 & 4.
The contractor must have experience in 3 of the 10 items to meet this specification for Categories 1 & 2.**

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 “contractor overall performance”. The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

- B.8. MS** The contractor must have experience in planning, developing or implementing E-commerce oriented Web Sites. This should include, but is not limited to the following:
1. Determining detailed requirements, analyzing business issues and needs, determining application function needs, necessary interfaces, integration requirements, security requirements and analyzing competing design strategies.
 2. Producing a functional design of a specific design strategy, defining application function and flow, developing infrastructure requirements and integrating application with current systems.
 3. Implementing design; managing and developing software application and hardware design components, implementing software and installing hardware.
 4. Testing of site; developing tests for the application environment, configuring the test environment, executing tests and analyzing test results.

10/27/00

**Section VI, Page 7
Scope of Services Requirements**

0006SEC6. Reopening Version 1

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

5. Deploying a site; producing a deployment plan, configuring environments, deploying a site, and fine tuning the site.
6. Providing end-user education; transferring application development, maintenance, and operation knowledge to the end-users.

The contractor must have experience in 4 of the 6 items to meet this specification for Categories 3 & 4. The contractor must have experience in 2 of the 6 items to meet this specification for Categories 1 & 2.

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 “contractor overall performance”. The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B .9 MS The contractor must have experience in planning, developing or implementing E-commerce oriented E-Commerce application types. This should include, but is not limited to the following:

1. Electronic services & retailing: business to consumer.
 - a. Product catalog
 - b. Content publishing
 - c. Secure electronic transactions
 - d. Consumer help/assistance
2. Electronic trade connections between multiple enterprises, business to business.
 - a. Catalogs
 - b. EDI
 - c. Integration with heterogeneous databases located at other partners.
3. Electronic transactions.
 - a. EDI – electronic data interchange of documents – purchase orders, invoices, and electronic payments.
4. Electronic financial services. Internet integration with established financial services world – banks, commercial credit institutions.

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

- a. SET, Secure Electronic Transactions protocol for secure, private and integral credit card payment transactions.
- b. Cybercash
- c. Micropayment systems

The contractor must have experience in 3 of the 4 items to meet this specification for Categories 3 & 4. The contractor must have experience in 1 of the 4 items to meet this specification for Categories 1 & 2.

Bidder Meets this Requirement? Yes ____ No ____

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ____ No ____

Check the Budget Category(ies) that apply 1__ 2__ 3__ 4__ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B. 10. MS The contractor must have experience in planning, developing or implementing E-commerce oriented Application presentation. This should include, but is not limited to the following:

- 1. Application presentation.
 - a. For both internal and external clients.
 - b. Accessible by multiple types of clients
 - i. Thin clients – Internet browsers. Hyper Text Markup Language (HTML), javascript.
 - ii. Rich clients – java, activex.
 - iii. XML
 - iv. Dynamic HTML (DHTML)
- 2. Presentation services
 - a. HTTP servers (standard web service)
 - b. Servlets/Java Server Pages (JSP)
 - c. Active Server Pages (ASP)
- 3. Application Logic –Business and processing logic
 - a. Characteristics
 - i. Reusable components – shopping cart, login module, standard reports.

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

- ii. Provide standard mechanisms for specifying component persistence, transaction handling requirements, and threading requirements.
- b. Specific technologies
 - i. Enterprise Java Beans (EJB)
 - ii. Proprietary frameworks or extensions to “standard” frameworks
 - iii. Extensible Markup Language (XML)
- 4. Transaction Management
 - a. Must provide these capabilities and features
 - i. Transaction handling. Transaction can be rolled back in event of a commit failure
 - b. Should provide there capabilities and features
 - i. Centralized management of transaction boundaries. Developers write code that issues the SQL and notifies the server whether the logic was successful or not. If any component in a sequence of calls fails, the centralized control service rolls back the transaction(s); otherwise, it commits.
 - ii. Various levels of transaction control. Some components might require it’s own transaction control.

The contractor must have experience in 3 of the 4 items to meet this specification . The contractor must have experience in 2 of the 4 items to meet this specification for Categories 1 & 2.

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No _____

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 “contractor overall performance”. The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

- B.11. **MS** The contractor must have experience in planning, developing or implementing E-commerce oriented application services. This should include, but is not limited to the following:
- 1. Integrated security services
 - 2. Load Balancing and Fail-Over
 - a. Group of application servers hosted as a cluster or farm. A dispatcher dictates which server is used based on server loading.
 - b. If a server fails, new requests are rerouted to another server.

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

- c. Session fail-over will place session data in persistent storage so that it may be recovered in case of an app server failure.
- 3. Business and Processing Logic
 - a. Reusable components.
 - b. Provide standard mechanisms for specifying component persistence, transaction handling requirements, and threading requirements.
- 4. Multiple Client Access
 - a. Browsers – IE Explorer, Netscape, AOL, etc.
 - b. Java clients
 - c. Native client
- 5. Data Access
 - a. Connection management to relational DB systems
 - b. Standard APIs to access a broad range of datasources.
- 6. Transaction Management
- 7. Connection Pooling

Database connections, which are time consuming and memory expensive, are pooled between all using components. Instead of having a database connection open and close for each user session, connections open and close based on server component requirements.
- 8. Thread Pooling and Instance Pooling

High-end servers allow thread pooling and instance pooling for thread and component instantiations. Reusing threads and component instances lead to higher performance.
- 9. A well-integrated development environment.

Developer can quickly build and deploy Web applications through advanced visual GUIs. The same system is used to code business components, to manage database objects, to develop forms and report for the clients. Security management is managed by the application server and not necessarily within the coding environment.
- 10. Management features.

Provides consoles for system management functions including performance monitoring, viewing log files, security management and SNMP monitoring.

The contractor must have experience in 7 of the 10 items to meet this specification for Categories 3 & 4. The contractor must have experience in 3 of the 10 items to meet this specification for Categories 1 & 2.

Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes _____ No _____

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 “contractor overall performance”. The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

10/27/00

**Section VI, Page 11
Scope of Services Requirements**

0006SEC6. Reopening Version 1

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

B.12. **D** The contractor must have experience in planning, developing or implementing E-commerce oriented Specific technologies. This should include, but is not limited to the following:

1. BEA/WebLogic
2. Allaire Cold Fusion
3. Sun's Enterprise Java Beans (EJB)
4. IBM WebSphere
5. Persistence Software Power/Tier EJB 5.0
6. Microsoft MTS
7. Microsoft Message Queue Server
8. Microsoft Commerce Server
9. ATG Dynamo 4.5
10. Netscape Application Server
11. Oracle Application Server
12. SilverStream Application Server
13. Sybase Enterprise Application Server

Bidder Meets this Requirement? Yes ____ No ____

The contractor will receive one (1) bonus point, (up to a maximum of five (5)) for each of the specified technologies the contractor has experience in planning, developing or implementing E-commerce applications. This means there is a maximum total of five bonus points available to be earned.

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ____ No ____

Check the Budget Category(ies) that apply 1__ 2__ 3__ 4__ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

10/27/00

**Section VI, Page 12
Scope of Services Requirements**

0006SEC6. Reopening Version 1

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

B.13. **MS** The contractor must have experience in the use of servers to host and implement E-commerce applications. This should include, but is not limited to the following:

- 1) Operating Systems
 - a) Microsoft Windows NT
 - b) Sun Solaris
 - c) Hewlett Packard HP-UX
 - d) IBM AIX
 - e) Novell Netware
 - f) Open Source operating systems such as Linux and FreeBSD
 - g) Other UNIX operating systems
- 2) Database Servers
 - a) Microsoft SQL Server
 - b) Sybase
 - c) IBM DB2
 - d) Oracle
 - e) Other client-server databases

The contractor must have experience in 4 of the 7 sub-items in item # 1, and 3 of the 5 sub-items in item #2 to meet this specification for Categories 3 & 4.

The contractor must have experience in 2 of the 7 sub-items in item # 1, and 1 of the 5 sub-items in item #2 to meet this specification for Categories 1 & 2.

Bidder Meets this Requirement? Yes ___ No ___

A separate Exhibit VI-1 for each client referenced is completed to verify compliance to these requirements? Yes ___ No ___

Check the Budget Category(ies) that apply 1___ 2___ 3___ 4___ (see Section V item U1)

SCORING

Contractor will receive one point per client (up to a maximum of five clients). The contractor will also receive points based on item #9 of Exhibit VI-1 "contractor overall performance". The same client may be used to verify compliance for more than one item but will only be counted as one reference. The exhibit should detail the services provided to verify compliance to this requirement.

1 client -- 1 Pt.	Overall performance rated 1--4	0 Pts
2 clients -- 2 Pts.	Overall performance rated 5 -- 7	2 Pts
3 clients -- 3 Pts.	Overall performance rated 8 – 10	4 Pts
4 clients -- 4 Pts.		
5 or more clients 5 -- Pts.		

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

C. NON-SCORABLE REQUIREMENTS: E-Commerce Labor Classifications

The State recognizes that there can be wide variances in job classifications related to E-Commerce activities. Therefore, in order to bring some consistency to types of personnel being proposed to the State, the following classifications are defined, along with skills and experience that the job title entails.

In order to assure the State that the proposer is able to perform the anticipated tasks that will come out of the Multiple Award Contract, the proposer must submit representative resumes of staff that supports the skill sets identified below and has expertise in at least one subcategory, if applicable.

For example: In Item 5, "Internet Developer" there are two main categories, a and b. "a" has three subcategories. The resume must show experience in at least one of the subcategories to be considered compliant. The same applies to "b". In those requirements with no subcategories, such as Item 3, "Software Architect/Senior Software Developer" the resume must show experience in all four categories.

More than one resume can be submitted for each classification. In fact, the state would prefer more than one for each classification. It is also acceptable to have the same staff member provide more than one of the job classifications. In other words, a contractor does not have to have a separate person for each job classification. However, if a proposed staff member is going to be providing several job classification services, it must be shown on their resume, their experience in all the areas, so the state can verify that the job classification is covered by the proposer. While no attempt will be made to score or put a point value to the resumes of the proposed personnel, the State will make a determination if the proposer has the staffing to support future projects. Proposers will either receive a pass or a fail in this section. In order to help receive a "pass" proposers need to provide detailed resumes that support their proposed staff members. The state will have the final determination of whether or not a bidder receives a "pass" on this section.

The State also recognizes that the proposed personnel may leave the proposer's firm. It is therefore, expected that they will be replaced with comparable staff. Contractors who make the Multiple Award List must make every attempt to provide services throughout the entire contract term, with staff of comparable qualifications and experience as those originally proposed to the state.

The proposer agrees to the above requirement? Yes _____ No _____

1) CLASSIFICATION: Business Applications Development Specialist

- a) Abilities and knowledge
- i) In-depth knowledge of business practices
- ii) Translate user requirements to implementation details
- iii) Manage a software development team
- iv) Steer development team in leading edge technologies
- v) Project management skills
- vi) Drive software development practices
- vii) Object Oriented design

Names of Proposed Personnel who meet the above classification: _____

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

Resumes for each of the above names are submitted: Yes _____ No _____

2) CLASSIFICATION: E-Commerce Architect:

- a) Abilities and knowledge.
- i) Can create high and low-level design documents from business requirements.
- ii) Steer development team in leading edge technologies, E-commerce development systems and tools
- iii) Drive software development practices
- iv) Object Oriented design
- v) Strong development skills.
- vi) A primary POC for the technical project team.

Names of Proposed Personnel who meet the above classification: _____

Resumes for each of the above names are submitted: Yes _____ No _____

3) CLASSIFICATION: Software Architect/Senior Software Developer

- a) Software architecture skills
- b) 3 tier/n – tier development knowledge
- c) In-depth knowledge of host operating systems
- d) Knowledge of software development frameworks/toolsets

Names of Proposed Personnel who meet the above classification: _____

Resumes for each of the above names are submitted: Yes _____ No _____

4) CLASSIFICATION: Application Developer/Programmer

- a) Abilities and knowledge
 - i) one or more programming languages
 - ii) object oriented programming
 - iii) n-tier programming
 - iv) interfaces to system platforms(databases, messaging, directories)
- b) Specific technologies
 - i) Languages: C, C++, Java, Delphi
 - ii) Programming Object models: CORBA, OLE, DOM, DCOM, CORBA, ActiveX
 - iii) Application servers

Names of Proposed Personnel who meet the above classification: _____

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

Resumes for each of the above names are submitted: Yes _____ No _____

5. CLASSIFICATION: Internet Developer

a) Abilities and knowledge

- i) Scripting languages
- ii) Presentation – multimedia, graphic design
- iii) Use web servers

b) Specific technologies

- i) Javascript, Vbscript, Active Server Pages(ASP), HTLM, DHTML, Perl
- ii) Internet browser plugins, components such as Netshow, Flash, RealAudio, RealVideo
- iii) **a. Common Gateway Interface (CGI)**

b). Internet Server Application Programming Interface (ISAPI) and other web service interface schemas.

- iv) Web servers – Apache, Microsoft IIS, Netscape.
- v) Application servers

Names of Proposed Personnel who meet the above classification: _____

Resumes for each of the above names are submitted: Yes _____ No _____

6) CLASSIFICATION: Database Developer

a) Abilities and knowledge

- i) Relational Database Management Systems (RDMS)
- ii) Object Oriented Database Management Systems (OODMS)
- iii) Legacy database systems
- iv) Data modeling, normalization

b) Specific technologies

- i) SQL, XML
- ii) ODBC, JDBC
- iii) Oracle
- iv) Microsoft SQL Server, Access, FoxPro
- v) IBM DB2
- vi) Sybase
- vii) Informix

Names of Proposed Personnel who meet the above classification: _____

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

Resumes for each of the above names are submitted: Yes _____ No _____

7) CLASSIFICATION: Systems Architect

a) Abilities and knowledge

- i) LAN, WAN and Enterprise network experience
- ii) Architect the technical infrastructure for enterprise solutions
- iii) Can put together high and low level designs from business requirements.
- iv) Can design large complex networks

b) Specific technologies

- i) Unix- HP-UX, RS-6000, Sun Solaris, AIX, Linux
- ii) Windows NT, Exchange, SMS, IIS, Site Server, BackOffice
- iii) AS-400, MVS, VAX
- iv) ATM, switches, routers

Names of Proposed Personnel who meet the above classification: _____

Resumes for each of the above names are submitted: Yes _____ No _____

8) CLASSIFICATION: Project management

The contractor must submit project management information for at least one project in the category that they are bidding. This project management information for each project should include:

- a) Name of the project manager.
- b) Number of years experience as a project manager.
- c) Description of technology projects that they managed.
- d) Dollar value of technology projects managed.
- e) How many hours were spent on project management?
- f) Was the project completed on time and within budget?

Names of Proposed Personnel who meet the above classification: _____

Resumes for each of the above names are submitted: Yes _____ No _____

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

INSTRUCTIONS FOR COMPLETING

CLIENT REFERENCE FOR M

Exhibits VI-1

1. Check the appropriate requirement(s) that pertains to the reference and if applicable the parts of that requirement the reference is fulfilling. Then check the Budget Category this reference fall into.
2. Fill in client's name.
3. Fill in client's contact person's name.
4. Fill in address.
5. Fill in telephone number of contact person.
6. Give start date and completion date of job/project.
7. Fill in dollar amount received for the job/project.
- 7.1 Insert the Budget Category Proposer has selected to be listed on.
8. Give a brief description of the work that pertains to the checked requirements in item 1. If one Exhibit references multiple requirements, make sure, that the brief description of the work done verifies compliance to each requirement checked. Additional pages may be included and cross referenced
9. Have the client circle their satisfaction rating on the Exhibit.
10. The Exhibit must be signed by a responsible party of the referenced client and included with the Final Bid in order to be considered to validate the requirement and to receive the appropriate points.

MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES

SCOPE OF SERVICES REQUIREMENTS

E X A M P L E
CLIENT REFERENCE

1. Check the appropriate requirement(s) that pertains to this reference.

B1 ___ B2 1,3,5,7 & 9 B3 ___ B4 ___ B5 ___ B6 ___ B7 ___ B8 ___
B9 ___ B10 ___ B11 ___ B12 ___ B13 ITEM 1 ___ B13 ITEM 2 ___
Category 1 ___ Category 2 X Category 3 ___ Category 4 ___

2. Client Name: State of Californai, Dept. of General Services, Office of Information Services

3. Contact Name: John J. Jones

4. Address: Street 1500 5th Street

City Sacramento State CA

5. Phone #: (916) xxx-xxxx

6. Date of service: 7-1-99 through 9-30-99

7. Dollar amount of job/project \$35,500

7.1 Budget Category Proposer has selected to be listed in: 2

8. Brief description of work (use additional sheets as necessary; however, DO NOT revise the structure of this form.)

1. Determined appropriate disk space for application needs. 3. Determined multi media needs for the application.
5. Developed mail script to support the application. 7. Identified primary business need and application function to meet the business application. 9. Implemented prototype solution to verify business need.

9. On a scale from one (1) to ten (10) with ten being the highest rating, how would you rate the referenced contractor's overall performance? (Please circle one number)

1 2 3 4 5 6 7 8 9 10

Certification:

I hereby certify that I have made a diligent effort to ascertain the facts concerning the representations made herein and, to the best of my knowledge and belief all information is accurate.

Contact Name Signature : _____

Printed Title of Person Signing : DPM II

Contractor's Name WEB DESIGNS INC.

MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES

SCOPE OF SERVICES REQUIREMENTS

Exhibit VI-1

CLIENT REFERENCE

1. Check the appropriate requirement(s) that pertains to this reference.

B1 _____ B2 _____ B3 _____ B4 _____ B5 _____ B6 _____ B7 _____ B8 _____
B9 _____ B10 _____ B11 _____ B12 _____ B13 ITEM 1 _____ B13 ITEM 2 _____
Category 1 _____ Category 2 _____ Category 3 _____ Category 4 _____

2. Client Name: _____

3. Contact Name: _____

4. Address: Street _____

City _____ State _____

5. Phone #: (_____) _____

6. Date of service: _____ through _____

7. Dollar amount of job/project _____

Budget Category this reference falls into: _____

Budget Category Proposer has selected to be listed in: _____

8. Brief description of work (use additional sheets as necessary; however, DO NOT revise the structure of this form.)

9. On a scale from one (1) to ten (10) with ten being the highest rating, how would you rate the referenced contractor's overall performance? (Please circle one number)

1 2 3 4 5 6 7 8 9 10

Certification:

I hereby certify that I have made a diligent effort to ascertain the facts concerning the representations made herein and, to the best of my knowledge and belief all information is accurate.

Contact Name Signature : _____

Printed Title of Person Signing : _____

Contractor's Name _____

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

**SECTION VI REQUIREMENT MATRIX
EXHIBIT VI-II**

This matrix is designed to provide an overview and check to insure the bidder has provided the needed information. (This matrix is not a scored item.) Bidders should complete this Matrix in order to help the state evaluate their qualifications.

The bidder should enter the name of the customer reference at the top of each column and enter an "x" in the corresponding requirement box if the reference is being used to meet that requirement. If the reference name will not fit in the space provided, the proposer can abbreviate it, or come up with a coding scheme, such as a different number for each reference, with a key so the state can identify the reference. The matrix should reflect the information from the customer reference sheet (Exhibit VI-I). If more references are needed make additional copies of this form and return them with the bid.

Customer											
Requirement											
B1 Previous Master Service agreement											
B1											
B2 Internet Hosting											
B2.1											
B2.2											
B2.3											
B2.4											
B2.5											
B2.6											
B2.7											
B2.8											
B2.9											
B2.10											
B2.11											
B2.12											
B2.13											
B2.14											
B2.15.a											
B2.15.b											
B2.15.c											
B3 Web Sites											
B3.1											
B3.2											
B3.3											
B3.4											
B3.5											
B3.6											
B3.7											
B3.8											
B3.9											
B4 Internet Security											
B4.1											

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

B4.2										
B4.3										
B4.4										
B4.5.a.i										
B4.5.a.ii										
B4.5.b.i										
B4.5.b.ii										
B4.5.b.iii.1										
B4.5.b.iii.2										
B4.5.b.iii.3										
B4.5.b.iii.4										
B5 Secure Electronic Transactions										
B5.1										
B5.2										
B5.3										
B5.4										
B6 Database and Search engines										
B6.1										
B6.2										
B6.3										
B6.4										
B6.5										
B6.6										
B6.7										
B6.8										
B7 E-Business tools										
B7.1										
B7.2										
B7.3										
B7.4										
B7.5										
B7.6										
B7.7										
B7.8										
B7.9										
B7.10										
B8 E-Commerce orientated web sites										
B8.1										
B8.2										
B8.3										
B8.4										
B8.5										
B8.6										
B9 E-Commerce application types										
B9.1.a										
B9.1.b										
B9.1.c										
B9.1.d										

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

B9.2.a										
B9.2.b										
B9.2.c										
B9.3.a										
B9.4.a										
B9.4.b										
B9.4.c										
B10 E-Commerce application presentation										
B10.1.a										
B10.1.b.i										
B10.1.b.ii										
B10.1.b.iii										
B10.1.b.iv										
B10.2.a										
B10.2.b										
B10.2.c										
B10.3.a.i										
B10.3.a.ii										
B10.3.b.i										
B10.3.b.ii										
B10.3.b.iii										
B10.4.a.i										
B10.4.b.i										
B10.4.b.ii										
B11 E-Commerce oriented application service										
B11.1										
B11.2.a										
B11.2.b										
B11.2.c										
B11.3.a										
B11.3.b										
B11.4.a										
B11.4.b										
B11.4.c										
B11.5.a										
B11.5.b										
B11.6										
B11.7										
B11.8										
B11.9										
B11.10										
B12 E-Commerce oriented specific technologies										
B12.1										
B12.2										
B12.3										
B12.4										
B12.5										

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

B12.6										
B12.7										
B12.8										
B12.9										
B12.10										
B12.11										
B12.12										
B12.13										
B13 E-Commerce oriented server capabilities										
B13.1.a										
B13.1.b										
B13.1.c										
B13.1.d										
B13.1.e										
B13.1.f										
B13.1.g										
B13.2.a										
B13.2.b										
B13.2.c										
B13.2.d										
B13.2.e										

**MULTIPLE AWARD CONTRACT RFQ - 0006
E-COMMERCE / E-GOVERNMENT SERVICES**

SCOPE OF SERVICES REQUIREMENTS

C6.a.ii										
C6.a.iii										
C6.a.iv										
C6.b.i										
C6.b.ii										
C6.c.iii										
C6.d.iv										
C6.b.v										
C6.b.vi										
C6.c.vii										
C7 System Architect										
C7.a.i										
C7.a.ii										
C7.a.iii										
C.7.a.iv										
C7.b.i										
C7.b.ii										
C7.b.iii										
C7.b.iv										
C8 Project management										
C8.a										
C8.b										
C8.c										
C8.d										
C8.e										
C8.f										