

SOLE SOURCE DETERMINATION

The Purchasing Division has been requested to approve a sole source purchase for the commodity or service described below. Pursuant to West Virginia Code 5A-3-10c, the Purchasing Division is attempting to determine whether the commodity or service is a sole source procurement. If you believe your company meets the required experience and qualification criteria stated below, please e-mail the Purchasing Division Buyer at krista.s.ferrell@wv.gov with a copy to Ron.N.Price@wv.gov to express your interest in the project. Please forward any and all information that will support your company's compliance with required qualification and eligibility criteria along with any other pertinent information relative to this project to the Purchasing Division no later than 1:30 PM on 4/20/10.

Requisition Number: ISCK0127 Department/Agency: WVOT

Detailed Description of Project:

The Project vision for this procurement is for a benefit sharing, self-funded, sustainable single portal providing one-stop around-the-clock customer service, constituent-focused and simple service integration. There will be three principle components of the Portal Contractor's responsibilities – participation in the Portal's strategic development and management, application development, and system infrastructure.

The State is seeking to contract with a qualified Vendor to create and manage a web-based portal that will function as an interactive information and transaction system, to enhance the ways in which citizens and businesses access State government information and services over the Internet. Services to be obtained through this procurement are described below:

- Design and development of a customer-centric portal that utilizes intuitive design, and provides search options to enable citizens to find government services and information quickly and easily.
- Customized applications and/or applications developed for the portal that provide electronically delivered services and information to citizens, businesses, and other governmental entities.
- Support and maintenance of the portal hardware, software, and telecommunications facilities, appropriate levels of network security on all devices and access points, and support of the growth in the use of the portal.
- Market and publicize the portal's availability to citizens, businesses, and employees in a variety of ways to increase utilization of the services it offers.

The primary responsibilities of the Vendor for the Portal Project, though not limited to, will be:

- Propose and after review/approval provide advertising for new services.
- Provide and promote a single point of access to State and Local Government services.
- Provide agencies that have existing revenue-generating transaction(s) a portal service connection, at no additional cost.
- Encourage standards-based integration of back-end data.
- Provide end-to-end integration of portal transactions.
- Ensure appropriate access, security and confidentiality of transactions and data.
- Utilize policy, procedures, standards, and technical implementations that comply with security best practices, including the Payment Card Industry's Data Security Standards (PCI DSS).
- Develop portal without capital investment from the State.
- Pursue transactions fees to fund citizen services and premium fees to fund business services.
- Develop for review and approval service performance metrics and service level agreements.
- Support, monitor, manage and maintain web and security infrastructure.

E-government transactions developed under this contract will be financially self-supporting. The vendor should fund all up-front and on-going investment and operational costs. The Vendor will be paid for services delivered by the agency e-government application based upon established procedures. The Vendor, in conjunction with the agency, will define and purpose the best possible funding mechanism for each e-government application. The State may elect to charge the end customer a convenience fee and may choose to pay transaction fees out of any State cost savings for conducting the transaction electronically.

The Vendor would be required to transition all data contained on the current State portal from the current vendor at its own expense as part of the self-funded model.

Proposed Sole Source Vendor: West Virginia Interactive, LLC

Specific Eligibility Criteria:

The vendor must establish a permanent office located in Charleston to house its staff.

Portal Contractor staff must be dedicated solely to the services provided to the state of West Virginia and approved entities under this Contract.

The vendor, the vendor's parent company or its subsidiaries must have implemented a self-funded portal model in at least two state governments for a minimum of two years.

Specific Qualification Criteria:

The vendor must identify the names of at least five major customers currently using the services of the vendor, the vendor's parent company or its subsidiaries in the types of services and funding model required by this proposal. These customers must meet the general requirements described Description of this project detailed above.