

TexasOnline Electronic Government Initiative and State Web Portal



REQUEST FOR INFORMATION

DIR-TXO-RFI-010



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RESPONSES DUE: AUGUST 24, 2007

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Welcome from the Procurement Team

June 6, 2007

Re: TexasOnline Electronic Government Initiative and State Web Portal

Welcome to the first step in the State of Texas re-bid process for the TexasOnline project – which we consider to be one of the most innovative and successful uses of technology in state and provincial government worldwide. While we are justifiably proud of TexasOnline’s broad range of services and exceptional citizen adoption rate, we are also enthusiastically and aggressively seeking out innovative ideas and new possibilities.

We hope that your firm shares our enthusiasm for this project. This is a unique challenge, and a special opportunity for your creativity, hard work, and dedication to make a meaningful contribution to the lives of Texas citizens.

As we discuss in Section 1.2 titled “Who Should Respond?”, we are casting a wide net in this Request for Information (RFI). Any and all firms that feel they have something to offer should respond, whether or not you intend to be a prime vendor on the ultimate solicitation. This broad approach to participation is designed to facilitate innovation and ensure that a wide range of companies are part of the process. To achieve this goal, we have attempted to keep the time needed for your firm to complete this RFI to a minimum.

DIR is acting in partnership with many other stakeholders, including state agencies and local governments, and we intend for this process to be highly collaborative. As you engage in the RFI process, DIR will be building the inter-agency oversight and governance that will ensure a truly statewide solution.

We challenge you to apply your best and brightest to this task, and we thank you in advance for the time and attention that such a commitment entails.

If you have questions about this document, please contact Denny Ross at denny.ross@dir.state.tx.us.

Respectfully,

John Miri

Project Director, TexasOnline Re-Procurement

How to Use to this Document

1.0 WHAT IS THE GOAL OF THIS DOCUMENT?

The Texas Department of Information Resources (DIR), as the principal contract holder for the TexasOnline Project, is issuing the attached Request for Information (RFI) document as the first step in the re-bid of the current contract. Our goal is to construct high-level profiles of the vision, level of commitment, capabilities, and track record of interested firms who have something to offer to this unique project.

This RFI is for informational purposes only and will not be scored as part of a formal evaluation.

1.1 WHAT GOALS ARE NOT INTENDED FOR THIS DOCUMENT?

It is not our intention to make this RFI any sort of "pre-proposal," nor do we expect companies to provide information that is proprietary or competitively sensitive at this time. While we expect that the information gathered through the RFI process will help shape the ultimate project scope and requirements, it is not our goal to define such things at this stage.

We do not intend to convey any predisposition to a particular solution, method, or service delivery methodology, nor do we hope to limit the creativity of your response. If you feel that the format we have provided is in conflict with any of the above statements, please raise such questions at one of our planned question and answer venues.

1.2 WHO SHOULD RESPOND?

The intended audience for this RFI is quite broad. In addition to primary contractors and systems integrators, we strongly encourage subcontractors, software vendors, hardware companies, and other firms that offer any product or service that could be useful to this project to respond. This is an excellent chance to showcase your company's potential to advance electronic government in the State of Texas, regardless of your size or the potential role that you may ultimately play in the subsequent Request for Offer (RFO) phase. In other words, any of the following types of firms – and even types that are not listed – are encouraged to respond:

- Systems Integrators
- Software Product Vendors
- Hardware Vendors
- Systems Management / Monitoring Firms
- Call Center Services Firms (for telephonic help desk support)
- Document Management Products and Service Companies
- Application Maintenance and Support Vendors
- Web 2.0 Firms
- Search Engine Providers
- Content Providers
- Security Product or Service Companies
- Potential Subcontractors of Any of the Above Firms
- Other Types of Firms that have Something to Offer the Project

1.3 IS PARTICIPATION IN THE REQUEST FOR INFORMATION MANDATORY?

Response to this RFI is not required in order to bid on the RFO, but participation is highly encouraged. RFI responses will not be scored in the final evaluation.

1.4 HOW WILL MY COMPANY BENEFIT BY PARTICIPATING?

Not only will you ensure that your company is part of the process, but participating in the RFI will also ensure that you receive pre-bid communications from DIR.

Project Background

2.0 HISTORICAL CONTEXT

TexasOnline is the state's official electronic government (e-government) Web portal for the citizens and businesses of Texas, and it serves as the one-stop-shop for Texas government information and services. TexasOnline was constructed and is operated utilizing a self-supporting public-private partnership.

Governments gain efficiencies by offering self-service online transactions. Because agency legacy systems can be integrated with the state treasury and the Uniform Statewide Accounting System (USAS), agencies that offer online services see a reduction in the manual processing needed to provide services. The addition of new online services can also accelerate re-engineering of internal processes and systems.

TexasOnline provides a secure technical and service infrastructure that can be used by all state and local governmental entities to leverage economies of scale. By sharing the processes and systems of TexasOnline, government entities are able to reduce redundancy of effort.

2.1 TEXASONLINE SERVICES PROVIDED

- Information technology security. Security for the project covers the full range of network and application security.
- Common hardware and software (asset ownership transferred to the State of Texas in 2006, including all hardware and perpetual licenses to developed software). This common architecture is scalable and allows for rapid expansion and changes to applications.
- 24 x 7 availability.
- Common payment system. TexasOnline accepts both credit cards and electronic funds transfer payments. In addition, interfaces can be developed to link legacy systems to TexasOnline's electronic payment system.
- Bilingual Web site. TexasOnline offers a Spanish version.
- Section 508 of the Rehabilitation Act compliance.
- Call center services for help desk support.
- Web application development services. TexasOnline develops online applications. Where feasible, TexasOnline develops templates and component libraries to reuse code. Component reuse reduces time and resources required for development.
- Outreach marketing to customers.
- Project and product management services for development projects.
- Tracking of project assets, financial transactions, and project internal/external reporting.
- Supporting operational and financial audits.

2.2 PRINCIPAL ONLINE SERVICES

TexasOnline.com receives millions of unique visitors each month and is ranked in the top 3,500 most visited sites on the Internet by Alexa.com. The comparison of selected websites below illustrates the high scale and performance required to operate TexasOnline.com.

Site Rank by Web Traffic for Selected Websites¹

Website	State / Province	Rank of Most Visited Sites on the Web (Low rank means high traffic)
Yahoo.com*	Private Sector	1
CNN.com*	Private Sector	65
CA.gov	California, USA	1,076
TexasOnline.com	Texas, USA	3,238
Myflorida.com	Florida, USA	4,830
Michigan.gov	Michigan, USA	7,616
Utah.gov	Utah, USA	9,343
USA.gov	Federal Govt., USA	23,517
Maine.gov	Maine, USA	37,789
NY.gov	New York, USA	143,996
Snb.ca	New Brunswick, CA	527,954

* Non-government sites included for comparison.

In addition, the online payments system has processed more than \$4 billion in state revenue since its inception in 2000.

Key online services include:

- Driver license renewals
- Driver records
- Vital records (birth, death, etc.)
- Electronic filing of court documents
- Electronic grants directory (state grants)
- Occupational licensing and business permitting
- Automated vehicle inspection (in development)
- Emergency preparedness portal
- Business portal
- Tax payment
- Traffic ticket payment

¹ Alexa site traffic ranks as of May 23, 2007. For more information on the Alexa methodology, visit http://www.alexa.com/site/help/traffic_learn_more. These rankings are based on a sampling methodology and can vary widely over time.

2.3 PROJECT AWARDS AND RECOGNITION

TexasOnline.com has won several prestigious awards, including:



The State of Texas was ranked in 11th place in the "Electronic Commerce Category" in the 2001 Digital State Survey From the Center for Digital Government
October 2001



"Government Technology Leadership Award" ("Gracie") From Government Executive magazine
November 2001



"George Mitchell Payments System Excellence Award" From NACHA--The Electronic Payments Association
March 2002



"E-Gov 2002-Trailblazer Award" From E-Gov
April 2002



"Excellence Award for the Innovative Use of Technology in State Agencies" From the Texas Association of State Systems for Computing and Communications
May 2002



5th place in the 2002 "Best of the Web" Contest for State Government From the Center for Digital Government
September 2002



"Excellence in IT Collaboration" Award in the 2002 Best of the Texas Contest From the Center for Digital Government and Government Technology
November 2002



Computerworld Honors Program
Finalist
April 2003



2003 American Council for Technology
Intergovernmental Solutions Award
Winner
May 2003.



Finalist, National Electronic Commerce
Coordinating Council (NECCC) Cost
Effectiveness Through E-Government
Award, Internet Occupational License
Renewal System
August 2003



"Excellence Award for the Innovative
Use of Technology in State Agencies"
from the Texas Association of State
Systems for Computing and
Communications.
August 2005



"Best of the Texas Award -
Demonstrated Excellence in Project
Collaboration" for the Licenses, Permits
and Registrations System from the
Center for Digital Government.
October 2005



Winner of the 2006 Center for Digital
Government Achievement Award in
the Government-to-Government
category for the TexasOnline Vital
Records Application service. This
service allows citizens to order Texas
birth and death certificates or
verifications, as well as marriage and
divorce verifications online.

Brown University



TexasOnline.com has been named the
best state e-government site in the
United States in the 2006 study of state
and federal e-government conducted
by the Taubman Center for Public
Policy at Brown University.

2.4 FUNDING MECHANISM

The self-supporting funding model allows for multiple funding options, including:

- Convenience fees
- Subscription fees
- Fees for premium services
- Cost-sharing with the agency requesting service

2.5 FIRST CHOICE FOR ONLINE GOVERNMENT SERVICES

State law provides that “a state agency may not duplicate an infrastructure component of TexasOnline” without a waiver from DIR. This means TexasOnline should be considered as first choice by agencies for certain services like online electronic payments processing and online authentication systems for replacing the need for a notarized signature on some documents. This drives high usage of these components of TexasOnline.

2.6 HOSTING

TexasOnline is hosted at the Texas State Data Center (TxSDC) in San Angelo, Texas.

2.7 ESTABLISHMENT AUTHORITY

DIR provides the vision, leadership, and operational oversight for the TexasOnline portal project. The primary statutes under which TexasOnline operates are found in Chapter 2054, Texas Government Code, Subchapters F, I and K.

2.8 DIR'S ROLE

DIR is responsible for the TexasOnline project. DIR focuses on three functional areas concerning TexasOnline: Contract Oversight and Performance Monitoring, Planning and Policy, and Program Management. Within the scope of these three areas, the Department assumes the following roles in support of the TexasOnline project:

- Sets goals and vision for the project
- Tracks performance against metrics and report to stakeholders
- Assists agencies and local governments in bringing their services to TexasOnline
- Provides project/contract management of the public/private partnership
- Researches and develop technology policies, standards, and procedures

2.9 INCUMBENT VENDOR ROLE

In May 2000, BearingPoint, Inc. (then KPMG Consulting, L.L.C.) was selected through a competitive procurement to develop and operate the portal for the State of Texas. BearingPoint, as the TexasOnline Primary Contractor, is currently responsible for all the services provided in Section 2.1 in this document. TexasOnline's other private partners are generally subcontracted through the Primary Contractor.

2.10 RELATED DOCUMENTS

Related documents and background materials will be posted on the DIR website starting on June 20, 2007. While those documents are provided as a resource, you are not required to review them before submitting a response to this RFI.

The DIR website can be accessed at <http://www.dir.state.tx.us>.

RFI Timeline and Key Milestones

3.0 ANTICIPATED SCHEDULE OF EVENTS FOR RFI

DIR intends to comply with the following schedule for this RFI. These dates represent a tentative schedule of events. DIR reserves the right to modify these dates at any time.

Date/Time (US Central Time)

June 6, 2007	Publish RFI on Electronic State Business Daily
June 13-26, 2007	Vendor RFI Questions Submitted via Email <i>All vendor questions should be submitted via email to denny.ross@dir.state.tx.us.</i>
July 10, 2007	Responses to Emailed RFI Questions Posted Online
July 19, 2007 10:00 am	Vendor Presentation Webcast & RFI Q&A <i>DIR Staff will present background materials on the project and point participants to online resources. A transcript of the event, including Q&A, will be provided. All presentation materials, including archived video, will be posted online</i>
July 23-August 3, 2007	Vendor RFI Questions Submitted via Email <i>All vendor questions should be submitted via email to denny.ross@dir.state.tx.us.</i>
August 10, 2007	Responses to Emailed RFI Questions Posted Online
August 15, 2007 10:00 am	Online Chat / Q&A with Procurement Team
August 23, 2007 10:00 am	Online Chat / Q&A with Procurement Team
August 24, 2007 <u>1:00 pm</u>	Deadline for Responses to RFI

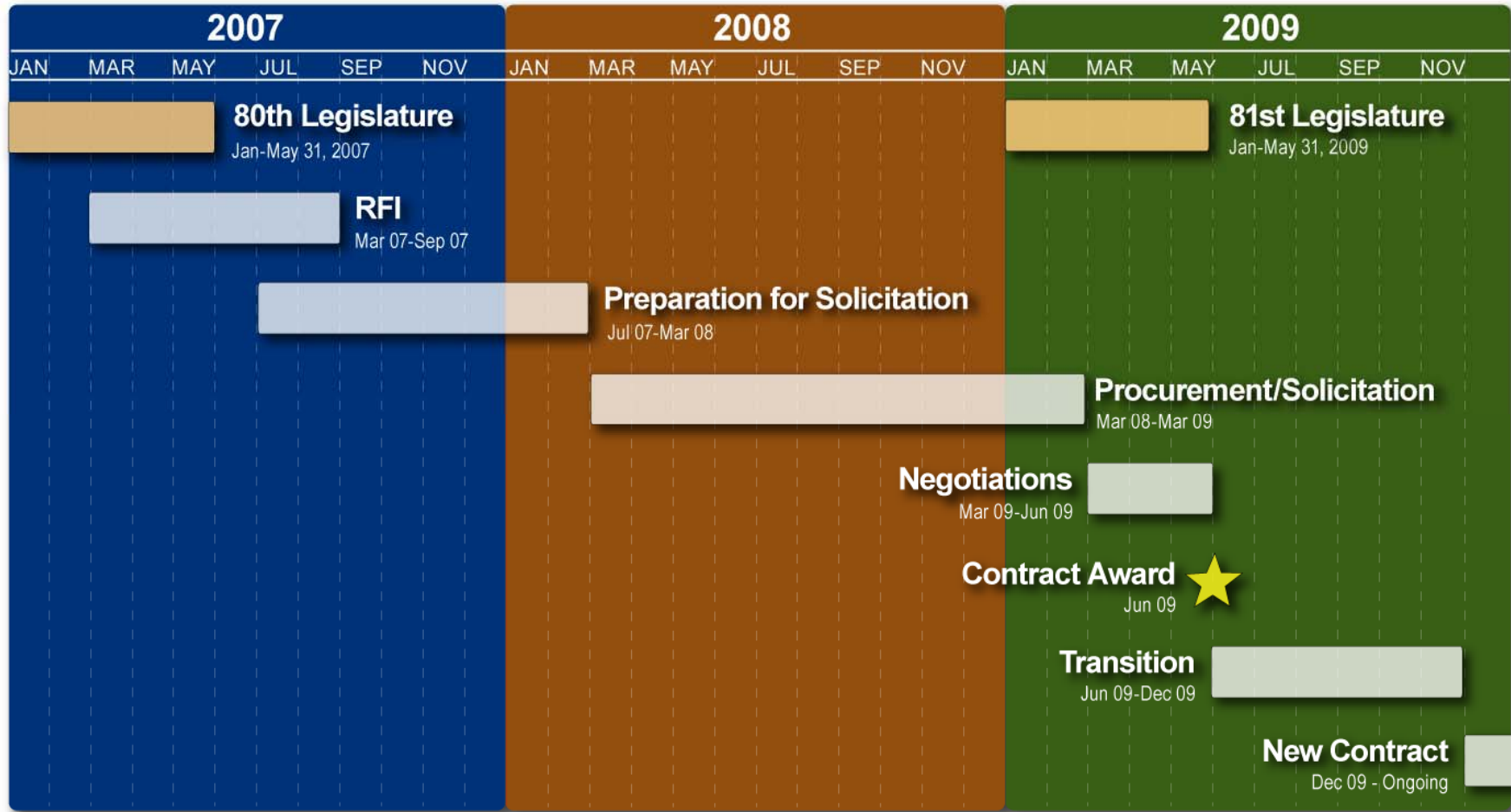
3.1 FORMAT OF RESPONSES

All RFI responses must be delivered via email to denny.ross@dir.state.tx.us. DIR will confirm receipt within 5 business days of submission. If you do not receive a confirmation within that time window, please call our office at 512-936-2353.

All responses must follow the outline in Section 4, using the same labels and section headings. Responses must be returned as email attachments in Microsoft Word format. Electronic copies on CD will be accepted, but are not required.

Paper copies of RFI responses will not be accepted.

3.2 POST-RFI COMPETITIVE PROCUREMENT SCHEDULE



NOTE: The listed dates for the current RFI phase included the development of the RFI document and review of responses.

Vendor Request for Information

4.0 VENDOR CONTACT INFORMATION

Include a single point of contact at your firm for all official communication regarding this RFI.

4.1 VENDOR COMPANY DESCRIPTION

Provide a general description of your firm, limited to 400 words.

4.2 OPEN-ENDED QUESTIONS

Respond to the following questions. Please note that we intend this section to be high-level and not to address specific requirements and proposed services. The information you provide should generally describe your firm and your approach.

1. What best practices do you see nationally and internationally that are applicable to TexasOnline? (Maximum 800 words)
2. How could TexasOnline be improved? (Maximum 800 words)
3. What does your company bring to the table? (Maximum 800 words)
4. What relevant past experience does your company have? (Maximum 800 words)
5. What tools or techniques could speed the rapid prototyping and deployment of new online services? (Maximum 800 words)

4.3 CAPABILITY MATRIX

On the capability matrix on the next page, please check all that apply.

1. Do you have in-house capability to provide this service?
2. Do you have the ability to partner or subcontract to provide this service?
3. Have you implemented this service before for other customers?
4. Have you provided this service before on a relatively similar scale to TexasOnline?
Please note that your responses may be general in nature and need not replicate the exact traffic and performance characteristics of TexasOnline.com.

VENDOR CAPABILITY MATRIX	In-House Capability	Partner/Sub Capability	Past Implementation	Similar Scale Projects
Example Capability	✓		✓	
Business Management				
Strategy Development				
Project & Program Management				
Consumer Marketing & Outreach				
Financial Analysis & Accounting				
Call Center Management & Citizen Support				
Investment Capital and/or Financing for Public-Private Partnerships				
Product Management				
Market Analysis				
Requirements Gathering				
Information Architecture & Usability Analysis				
Product & Service Design				
Customer Surveys & Data Gathering				
Application & Service Development				
Technical Design & Architecture				
Programming Services				
Performance & Scalability Testing				
Functional ("Bug") Testing				
Web Service Implementation				
Technical Documentation				
Systems Integration				
Integration Services to Other Systems				
System Design				
Packaged Product Selection				
Packaged Product Implementation				
Legacy System "Wrapping"				
System Testing				
System Documentation				

VENDOR CAPABILITY MATRIX	In-House Capability	Partner/Sub Capability	Past Implementation	Similar Scale Projects
General Technical Capabilities				
Network Security				
Application Security				
System Monitoring & Reporting				
Mobile Technologies (Wireless, SMS, etc.)				
Document Management				
Web Content Management				
Message Bus / Enterprise Application Integration (EAI)				
Developing for Accessibility (Sect. 508) Compliance				
Identity Management				
Electronic Payment Systems				
Integrated Voice Response Systems (IVR)				
General Operational Capabilities				
State Portal Implementation(s)				
Contract Service Level Monitoring & Reporting				
Software Products				
<i>Please list any software products provided after this matrix, with a short description of each</i>				
Hardware Products				
<i>Please list any hardware products provided after this matrix, with a short description of each</i>				
Next Generation Technologies				
User-Driven Content and/or Blogging				
Internet Search				
Tagging				
Podcasting / Online Video				
Participatory Government / Online Democracy				
Website Personalization				
Social Networking				
Other Web 2.0 Applications				

4.4 SOFTWARE PRODUCTS PROVIDED

For each software product (or software IP asset) that you would likely propose to provide if you submit a response to the RFO for the TexasOnline project, please indicate the following:

1. Name of the product
2. Short description
3. Approximate number of installed systems
4. Delivery / hosting model (ASP, on-site, etc.)
5. Implementations on similar scale (Yes/No)

4.5 HARDWARE PRODUCTS PROVIDED

For each hardware product or device that you would likely propose to provide if you submit a response to the RFO for the TexasOnline project, please indicate the following:

1. Name of the product
2. Short description
3. Approximate number of installed systems
4. Implementations on similar scale (Yes/No)

4.6 OTHER CAPABILITIES THAT WE MISSED

If you feel that we missed any categories of capabilities in the matrix above, please list any additional capabilities that you offer (No maximum response length).

For More Information

5.0 DIR CONTACT INFORMATION

If you have questions about this RFI document or process, please contact Denny Ross, DIR, at denny.ross@dir.state.tx.us.