



Solicitation Information

11 Jan 07

RFP # 7003076

TITLE: Automated Case Management and Reporting System

Submission Deadline: 12 Feb 07 @ 2:20 PM (Eastern Time)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **26 Jan 07 @ 12:00 Noon (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems**

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- This solicitation, and any subsequent award(s) are governed by the State's General Conditions of Purchase, which is available at www.purchasing.ri.gov
- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder(s).
- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

- The State of Rhode Island has a goal of ten percent (10%) participation by Minority Business Enterprise's (MBE) in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 457-8253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP/LOI

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

PRE-PROPOSAL QUESTIONS & PROPOSAL SUBMISSION

Interested parties may submit emailed questions, in accordance with the terms and conditions expressed on page one of this solicitation, no later than the date and time indicated. Questions received, if any, will be answered and posted on the DOA/Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Interested offerors may submit proposals to provide the services covered by this Request on or before the deadline for submission posted on page one of this solicitation. Proposals received after this time and date may not be considered.

Responses **(an original plus ten (10) copies)** should be mailed or hand-delivered in a sealed envelope marked **“RFP # 7003076: Automated Case Management & Reporting System”** to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

Proposals should include the following:

- A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov
- A Signed, Sealed, & Separate Cost Proposal Form which is included in the Appendix.
- A separate Technical Proposal describing the qualifications and background of the offeror, the offeror's ability to service, maintain and support the product in a hosted environment, quality of the equipment and hardware, experience with similar implementations and projects, as well as the work plan or approach proposed for this requirement.
- A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov
- In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom or Diskette). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, call the MBE Officer at (401) 574-8253.

SECTION ONE

1.1 TERMS AND ACRONYMS USED HEREIN

406 Handbook	=	Participant data collection and reporting requirements for the Wagner-Peyser Program, issued in TEGL No. 1-02, as amended
AJB	=	America's Job Bank, a USDOL-sponsored national job bank of openings and resumes that connects to state job banks
AOSOS	=	America's One-Stop Operating System
Bidder or Offeror	=	Any individual, partnership, firm, corporation, joint venture, or other entity submitting directly or through a duly authorized representative or agent, a bid for the good, service, or construction contemplated
Common Measures	=	Federal performance measures and reporting requirements that apply to 29 workforce programs (Refer to TEGL No. 28-04, as amended, and http://workforcesecurity.doleta.gov/dmstree/tegl/tegl2k3/tegl_15-03.htm)
DoIT	=	Rhode Island's Division of Information Technology
E-MILE	=	ETA Management Information and Longitudinal Evaluation Reporting System, USDOL's proposed effort to establish a single reporting and recordkeeping system for education and training (Refer to TEGL No. 18-04 for an update.)
ETA	=	Employment and Training Administration, U.S. Department of Labor
ETA Form 5148	=	ETA Form 5148, Employment Service Provided Migrant and Seasonal Farmworkers Equity Ratio Indicators, ES Services Provided Migrant and Seasonal Farmworkers Minimum Service Level Indicators, required by [USDOL] Employment Service Program Letter No. 01-97, as amended
Exit	=	Exit occurs when a participant does not receive a service for 90 days from a program in which a participant is enrolled (Refer to applicable TEGLs for complete definitions.)
ISD	=	Information Services Division
O*NET	=	Occupational Information Network, a comprehensive data base of worker attributes and skill requirements, published by USDOL
Participant	=	Individual who is enrolled in the Wagner-Peyser, WIA, TAA, or other programs covered by Common Measures (Refer to applicable TEGLs for complete definitions.)
RFP	=	Request for Proposals
RIDLT	=	Rhode Island Department of Labor and Training
RIDLT WDS	=	Rhode Island Department of Labor and Training, Workforce Development Services Division
RI RED	=	Rhode Island Research and Economic Database
SOC	=	Standard Occupational Classification (Part of O*NET)
State	=	State of Rhode Island, Department of Labor and Training
TAA	=	Trade Adjustment Assistance Program, as established in Trade Act of 1974, Public Law 93-618, as amended
TAPR	=	Trade Act Participant Report, as required by USDOL in TEGL No. 11-00, as amended
TEGL	=	Training and Employment Guidance Letter, which contains federal policies issued by USDOL

UI	=	State Unemployment Insurance
USDOL	=	U.S. Department of Labor
VETS	=	Veterans Employment Training Programs, as provided in Jobs for Veterans Act, Public Law 107-228, as amended
VLMI	=	Virtual Labor Market Information
Wagner-Peyser	=	Wagner-Peyser Act of 1933, as amended by WIA and any subsequent amendments
WDS	=	Workforce Development Services, Rhode Island Department of Labor and Training
WIA	=	Workforce Investment Act of 1998, Public Law 105-220, as amended
WIASRD	=	Workforce Investment Act Standardized Record Data, as issued by USDOL in Training and Employment Guidance Letter (TEGL) No. 28-04, as amended
WIB	=	Workforce Investment Board, as defined in WIA
WPRS	=	Worker Profiling Reemployment Services, which assists Unemployment Insurance claimants, pursuant to Public Law 103-152
WRIS	=	Wage record Information System

1.2 INTRODUCTION

The purpose of this engagement is to provide RIDLT WDS with a combination of an automated Management Information System (MIS) and case management system (“System”) for RIDLT WDS’s employment and training programs, including the hardware and software infrastructure and hardware and software maintenance to support the System.

**SECTION TWO
BACKGROUND INFORMATION, STATEMENT OF WORK,
SCOPE OF SERVICES AND TECHNICAL ENVIRONMENT**

SECTION TWO

2.1 BACKGROUND INFORMATION

RIDLT WDS staff currently uses the America's One-Stop Operating System (AOSOS) for the employment and training programs administered and/or operated by WDS. The AOSOS is a comprehensive one-stop management information system that supports both customer self-service and case management services performed by staff. AOSOS is designed around the principles of universality, customer choice, service integration and performance driven outcomes. In addition, it has features that support staff functions associated with implementation of the WIA such as customer tracking, identification of eligible training providers and other service providers, and maintenance of performance information on those providers. AOSOS produces federally mandated reports and has an open design that enables it to interface and exchange data with a broad range of state and federal programs.

The USDOL awarded America's Job Bank Service Center (AJBSC), a division of the State of New York Department of Labor, a grant to develop a computer software program for purposes of case management and tracking of services and performance outcomes, which AJBSC provided at no cost to states. AJBSC, in turn, subcontracted NaviSite (formerly called Applied Theory and ClearBlue Technologies respectively) to develop the software called the AOSOS.

In 2001 RIDLT contracted with the State of New York Department of Labor to host the hardware and maintain the software needed to operate the AOSOS system in Rhode Island and to maintain the AOSOS 24 hours a day, 7 days a week, 365 days a year.

The AOSOS provides reports and automated case management services for six One Stop Career Centers called netWORKri and administrative WDS staff who administer a variety of federal and state workforce development programs. The netWORKri Career Centers are located in the following Rhode Island cities and towns; Pawtucket, Providence, Wakefield, Warren, West Warwick, Woonsocket and RIDLT operates one Reemployment Center in Newport.

Some of the services the One-Stop Centers provide are:

- Employment counseling, job matching, referral of qualified job seekers to job openings, job preparation workshops, and training assistance for job seekers and employers. Note: Employers who have federal contracts of \$100,000 or more along with their sub-contractors, affiliates, branches and subsidiaries are required to list their job vacancies;
- Self-service resource rooms for public users that include job search assistance tools, computers, Internet access with job search and career development

sites, copiers, telephones, fax machines, self-help videos, current labor market information and career development literature; and.

- Services provided to employers include: Recruitment assistance including listing of job openings in a local and national job bank, job matching, planning and operation of mass recruitments, industry specific planning and coordination to address workforce needs, labor market information and information on tax credits and incentives for employers, Alien Employment Certification applications processing and various employment and training programs.
- Recruitment assistance including listing of job openings in the local and national job bank databases (currently AJB), and planning and operation of mass recruitments for employers;

In addition to RIDLT WDS staff located in the One-Stop Centers, staff users include administrative WDS staff and local Workforce Investment Board staff. The list of users may expand to other organizations in the future including other divisions within RIDLT that provide services to employers.

In September 1999, the Labor Market Information (LMI) unit of the RIDLT contracted with Geographic Solutions for its Internet-based system, Virtual Labor Market Information (VLMI), to deliver labor market information services to various customer groups including, but not limited to, jobseekers, employers, and research analysts. This system is available at no charge to our customers 24 hours a day, 7 days a week.

In Rhode Island, VLMI (known as the RI Research and Economic Database or "RI RED") is marketed primarily to One Stop Career Center staff as a resource to assist their clients in their job search and making informed career decisions. VLMI provides the functionality of a comprehensive LMI web site and more including the display and manipulation of ALMIS data; occupation, industry, and economic data analysis; integrated job search capabilities (including America's Job Bank and various private job banks); O*Net data review; skills assessment; education providers and programs; access to Info USA's Employer Database; and built-in tools that allow LMI staff to update content quickly and easily. LMI staff is responsible for maintaining data files in the VLMI system, while the ISD Division provides technical support relating to program updates and server issues.

2.2 STATEMENT OF WORK

The RIDLT WDS wishes to engage an individual or organization ("Contractor") to furnish, install and host the necessary software and hardware to provide a single cost effective MIS and case management system ("System"). The System will provide the following services and functions:

- Employer and Jobseeker Portals -- Provide job search engine technology that enables jobseekers and employers to post resumes and job openings on a public website to match jobs to applicants;

- Mediated Job-Matching -- Enable One-Stop Center counselors and other authorized staff to match job openings with qualified job seekers;
- Case Management -- Enable case managers to track all participants in Wagner-Peyser, WIA, TAA, WPRS, and other programs operated by WDS and its partner agencies;
- Federal Reports -- Produce reports required by the federal government for applicable programs in accordance with Common Measures.
- State and Local Reports -- Produce reports required by WDS, local Workforce Investment Boards and service providers to effectively manage their programs.
- Ad-Hoc Reports -- Produce ad-hoc reports that are easily usable by system users including: Administrative WDS staff, One-Stop Career Center Managers and Local Workforce Investment Board Staff.
- Labor Market Information – Provide an electronic delivery system that has all the functionality of the current comprehensive LMI RI RED web application (www.dlt.ri.gov/rired) and more, which could ideally be integrated into a single, cost effective MIS and case management system for use by One-Stop Career Center counselors.

RIDLT WDS reserves the right to bring all associated software and hardware in-house after the completion of the contract. RIDLT WDS will provide the Contractor a minimum of 120 days notice of such a change in service.

The contract resulting from this RFP is intended to be a (3) three year contract and must be installed, tested and fully operational within 180 days of the award date.

2.3 SCOPE OF SERVICES

The Contractor shall provide the following to carry out item 2.2 above:

- Hardware and software necessary for the System;
- Management services, systems analysis, and computer programming support for the System;
- Conversion of all existing data bases for inclusion in the new System;
- Interfaces (application programming interfaces) with the following State data bases that conform with confidentiality and disclosure requirements of state and federal laws, rules and regulations and requirements:
 - Unemployment Insurance – initial claim registration
 - Unemployment Insurance – reemployment services extraction of job orders
 - Unemployment Insurance – reemployment services posting of job referrals
 - Employer Tax – posting new employers to WDS system
 - Wage Record – update WDS system customer data
 - WRIS – update WDS system customer data

- Comprehensive documentation consisting of user manuals, user training procedures, system and program documentation; and
- The necessary hardware and software maintenance during the contract period.

All requirements of this RFP are subject to changes in state and federal requirements, including, but not limited to, those pertaining to data collection and reporting.

Consideration will be given to the Contractor's proposal, demonstrated ability to obtain additional funds, and likelihood of obtaining federal grants and/or other funding that complies with applicable state and federal requirements and that defray a portion of the cost to RIDLT.

The **Employer and Job Seeker Portals** should provide an attractive and user-friendly self-serve site with the following features:

- Provides job search engine technology that gives applicants a fast and easy way to target jobs that meet their specific criteria;
- Enables job seekers to perform job searches, save them, and re-run searches later;
- Provides job seeker resources, including those to build resumes, that are organized in a clear, easy-to-use manner;
- Develops a profile of the skills, abilities, and knowledge of job seekers and provides information on possible job market opportunities;
- Enables employers to create and manage accounts, post jobs, and use search, screening, and ranking tools to quickly focus on candidates that meet their needs;
- Provides job seekers and employers with up-to-date labor market information to help job seekers and employers make informed choices; and
- Performs other functions and services the Contractor deems necessary to improve the RIDLT WDS's current employer and job seeker portals.

The Contractor also shall market the products and services of the System to attract and expand the number of new users of the System, including employers and job seekers.

The **Mediated Job Matching** component requires the System to be able to store and develop reports on the following information entered by counselors, managers, and other authorized staff of One-Stop Centers, RIDLT, Local Workforce Investment Board staff, and service providers:

- Information on employers, including, but not limited to, industry category by Standard Occupational Code (SOC), location, and contact information; and services provided by counselors and other staff to employers;

- Information on job seekers, including but not limited to, demographic information, work experience, education, skills, type of job desired and location; O*NET codes for jobs desired; and services provided by staff and/or service providers; and
- Information on job openings, including but not limited to, type of job by O*NET code; requirements for education, experience, and/or skills; pay rates; referrals of job seekers to job openings; and outcomes of referrals.

The Mediated Job Matching component also should do the following:

- Provide automated matching of job openings with qualified job seekers based on education, skills, experience, wages, location, and other requirements of the jobs and characteristics of job seekers;
- Provide daily importing of job orders from America's Job Bank or a Job Bank that provides the same and/or similar functionality as AJB as identified by RIDLT WDS into the System (federal funding of AJB expires in June, 2006); daily exporting of job orders from the System into the Job Bank; the functionality to "spider" other national and local job banks, and daily exporting of jobseeker information from the System into the identified Job Bank; and
- Performs other functions and services the Contractor deems necessary to improve the RIDLT WDS's current mediated job matching system.

The **Case Management** component of this project requires that the System be able to store and develop reports on data on job seekers, employers and other recipients of services provided in One-Stop Centers, services provided by a variety of divisions within RIDLT that serve employers in many different capacities including workforce development, labor standards, regulations/safety, and data provided by service providers that include, but are not limited to, the following:

- Demographic data of participants;
- By each program, services provided to each participant, training provided, and outcomes;
- Employment data obtained from an interface with State of Rhode Island Unemployment Insurance wage records and/or other automated employment information sources acceptable to the State and USDOL; and
- Performs other functions and services the Contractor deems necessary to improve the RIDLT WDS's current automated case management system.

The **Federal Reports** component of this project requires that the System be able to generate accurate reports required by the federal government in accordance with

Common Measures that include, but are not limited to, reports as outlined in item 3.2.8 for the following programs:

- WIA;
- Wagner-Peyser Act;
- Veterans Employment Training Services;
- Worker Profiling and Reemployment Services; and
- Trade Adjustment Act.

All federal reports must be accurate as certified by report validations required by the federal government, and the System must be able to prepare the reports within due dates established by RIDLT WDS.

The **State and Local Reports** component of this project requires that the System be able to generate accurate local and state reports on job seekers and employers required by RIDLT WDS, Local Workforce Investment Boards, and service providers. The System must be able to produce reports by geographic area, and workforce investment area, One-Stop Office and staff. Reports must include, but not be limited to, the following types as outlined in item 3.2.9:

- Report on outcomes;
- Report on numbers served and exited;
- Report on services provided;
- Report on demographic characteristics of persons served, exited, and outcomes;
- Report on pending and actual exits;
- Report on employers served and the ability to produce reports by industry
- Report on Job Orders and outcomes including timeliness of filling orders
- All of the above by case manager, service provider, geographic area, industry and different demographics; and
- Ticklers for case managers to notify them of pending automated actions such as pending exits of current clients.

The System must be able to prepare State and Local Reports within due dates established by the RIDLT WDS. In addition, the system must have ad hoc report functionality that is easily usable by system users.

2.4 TECHNICAL ENVIRONMENT

The WDS network connects eight (8) different sites including six (6) One-Stop Career Centers – Bristol, Pawtucket, Providence, Wakefield, West Warwick and Woonsocket, one (1) RIDLT Reemployment Center in Newport and one (1) Administrative Office in Cranston, to the core computer room located at the Center General Complex. Of the eight (8) sites, seven (7) are remote sites, five (5) sites communicate via T1; the remaining three (3) communicate at a speed up to 384K. Internet connectivity is provided by the State of Rhode Island through a secure firewall frame relay connection.

The WDS network consists of approximately 500 personal computers and 50 network printers statewide. The PCs currently operate in the Windows 98, 2000 and XP environment. Each PC uses a DHCP private IP address; internet access is via a firewall and proxy connection.

Each One-Stop Center has its own network server to handle print, file and application sharing. The network operating system is Windows 2000 active directory with a possibility of migration to 2003 active directory.

Each One-Stop Center also has a Resource Center containing personal computers, which are used by the public to access the Internet and various applications for employment purposes. The public computers are locked down and have limited access to network resources.

The current system contains approximately 42,300 active job seekers and 13,300 open job orders. The system serves other One-Stop centers statewide and WIA youth program service providers and the general public via the Internet. During a normal business day, there are approximately 70 users logged on simultaneously to the system who are either entering participant or employer data, searching for jobs and/or creating reports out of a possible 130 active system users.

SECTION THREE

SPECIFICATIONS AND REQUIREMENTS

3.1 RFP STRUCTURE

The work described in this RFP is comprised of those specifications that will aid the Offeror in preparing a proposal that will best meet the needs of the State.

3.2 FUNCTIONAL REQUIREMENTS

This section describes the specifications for a fully integrated System.

Contractors must respond and reference by section every functional, technical and performance requirement contained in this section using the following criteria.

“Fully Compliant” - Feature, function or product is fully operational using the version proposed and will be delivered as part of the total cost proposed.

“Non-Compliant” - Feature, function or product is not available, in development, or planned.

For any specification with “Non-Compliant” as response, Contractor may describe how the specification might otherwise be met using alternative features, functions, and products, plus the associated costs.

Where further explanations or descriptions are specified, contractors are expected to provide written narrative responses, supported by sample screen shots/printouts and/or other relevant materials.

3.2.1 GENERAL HARDWARE AND SOFTWARE REQUIREMENTS

Rhode Island's Division of Information Technology (DoIT), governs all hardware and software standards. All purchases of hardware and software by RIDLT WDS must conform to these standards. For more information on these standards please inquire at www.doit.ri.gov.

3.2.1.1. The System must be able to function efficiently with the existing and expanding number of concurrent users.

3.2.1.2. The System must be operational 24 hours a day, seven (7) days a week, 365 days a year, except for agreed-upon periods for maintenance.

3.2.1.3. The System must communicate with users at reasonable response rates that are at least equal to existing response rates throughout the State.

3.2.1.4. The System must be capable of storing the existing and expanding volume of job seekers, job orders and case management data.

3.2.1.5. The System must have online technical documentation.

3.2.1.6. The System must include a test environment for testing future application and system upgrades.

- 3.2.1.7. The System must be compatible with the existing WDS network and computers.
- 3.2.1.8. The System must be web-based and compatible with Internet Explorer as well as other popular web browsers, e.g., Mozilla Firefox.
- 3.2.1.9. The application hardware must be up-to-date and efficient. All equipment used for the System must be in good condition as determined by the State and must not be refurbished or obsolete.
- 3.2.1.10. The hardware and software must have the capability of being hosted by the contractor or an agent of the contractor, or the equipment may be housed in the RIDLT Central Computer Room at 1511 Pontiac Avenue, Cranston, Rhode Island, and at another site designated by the State.
- 3.2.1.11. The System must have a robust, scalable framework to allow for easy application customization. Using the built-in tools, application updates ranging from the addition of data elements to the creation of entire new screens and processes can be accomplished without the need for reprogramming.
- 3.2.1.12. The System must include a daily automated back up and recovery system (tape or other media).
- 3.2.1.13. The System must include a power back up system to allow proper shutdown of the system. Proper documentation of the shutdown and power up of the system must be included.
- 3.2.1.14. The System must support networking protocols for connectivity with the WDS network environment (local and remote).
- 3.2.1.15. The System must contain a help feature to assist users.
- 3.2.1.16. The System must be entirely compliant with the Americans with Disabilities Act and Section 508 of the Rehabilitation Act.
- 3.2.1.17. The System must be able to support the following:
 - Simultaneous access by multiple agencies and users;
 - Reporting and case management for multiple federal, state and local programs, including but not limited to:
 - Wagner-Peyser (Labor Exchange);
 - Veterans programs, including Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representative (LVER);
 - Workforce Investment Act (WIA Adult, Dislocated Worker, Youth, National Emergency Grants, and WIA Earmark Grants);
 - Trade Adjustment Assistance (TAA);
 - Worker Profiling Reemployment Services;
 - Disability Program Navigator;

- Potential partner federal programs, such as Adult Education, Vocational Rehabilitation, Migrant Seasonal Farmworker (MSFW), Indians NAP (INAP), National Farmworkers Jobs Program (NFJP), Food Stamps Employment and Training, Temporary Assistance to Needy Families (TANF), Youth Build, and
 - State-funded programs, such as incumbent worker programs and job development efforts for TANF recipients.
- 3.2.1.18. The System must allow for the storage of data and reporting on additional federal, state, and local programs and/or by additional providers without modifying the System.
- 3.2.1.19. The System must allow State administrators to interactively modify which programs participate in Common Measures.
- 3.2.1.20. The System must allow non-Common Measures programs to specify whether the staff user may enter the exit date (formerly considered a “hard-exit” under WIA) for a participant, unlike the automatic soft exit required under Common Measures.
- 3.2.1.21. The System must allow RIDLT WDS to define new activity and service types and funding and to associate these with the programs that are supported in the One-Stop Centers.
- 3.2.1.22. The System must be able to interface with the following:
 - The State's Unemployment Insurance (UI) database to request and load State UI wage data for program participants. The System shall record and store the wage data in a table not to be seen by the user;
 - The federal Wage Request Information System (WRIS), an interstate Unemployment Insurance wage record data and retrieval system, to request and load Unemployment Information wage data for program participants who are employed in other states. The System shall record and store the wage data in a table not to be seen by the user; and
 - The O*Net SOC Autocoder server, a software product of USDOL, that suggests O*Net SOC occupation codes for jobseekers (<http://autocoder.itsc.org/default.htm>) and for job orders posted by and for employers;
 - System should interface with America's Labor Market Information (ALMIS) Database and InfoUSA's ALMIS Employer Database.
- 3.2.1.23. The System must be able to interface with the State's UI computer system for additional purposes as follows:
 - WDS Registration
 - Allow WDS or the One-Stop Center to provide the UI office with certain claimant's occupational codes to confirm proper registration

with WDS or the One-Stop Center. To provide a bi-directional flow of information between UI and WDS to synchronize the transfer of appropriate data fields between UI systems and the WDS case management and reporting system. The claimant's status must be kept active (non-exit status to the extent allowed by Common Measures) until the claimant is no longer eligible for benefits, has been disqualified from receiving benefits, or no longer filing for benefits. To facilitate this requirement, the interface must enable UI to provide WDS with a "daily transaction report". The report informs the WDS of new, additional and reopened claims, claimant address changes, disqualifications, claimants who return to work, inactivated claimants, etc.

- Negative Referral Results

Enable WDS to identify and report potential issues to UI which may be the basis for disqualification from UI benefits. These situations include failure to apply for job referrals, failure to accept work offered and failure to report to job interviews and other reemployment activities.

- Worker Profiling Program

Enable WDS to notify the UI computer system by updating a UI "screen" with the number of claimants it is capable of servicing. The UI then runs a UI computer program which selects the appropriate number of claimants to be referred and generates listings and claimant notification letters. The entire output is provided to the respective WDS offices via the interface.

- The interface must provide information necessary to produce the quarterly ETA 9048, which includes the number of claimants who were provided with re-employment services.
- The interface also shall generate the quarterly ETA 9049 report which includes the employment outcomes of claimants referred to re-employment services.
- The interface must enable the WDS office to notify the appropriate UI claims office of any claimant who fails to report or participate in re-employment services, unless the claimant completed those services previously.

3.2.1.24. The Contractor shall design the System to comply in all its interfaces with the UI computer system and/or uses of UI data with the confidentiality and disclosure requirements of section 28-42-38 of the General Laws of the State of Rhode Island, Employment Security-General Provisions, Records and Reports-Confidentiality of Information and all applicable state and federal laws.

3.2.1.25. The software must allow for State-defined batch and/or on-line interfaces to be developed for any user interface function.

- 3.2.1.26. The software must allow authorized users to interactively define any number of new data capture screens. These screens must have the following characteristics:
- Be fully functional and consistent with the rest of the user interface;
 - Capable of supporting all common visual screen elements (such as checkboxes, entry fields, drop down lists, field groupings);
 - Fully secured per rules specific to each screen;
 - Supported by database tables that are related to any of the system's base data tables;
 - Supported by user help documents specific to the purpose of the new screen; and
 - Allow for definition of searchable data fields, available in the main search screens.

3.2.2 APPLICATION SECURITY REQUIREMENTS

- 3.2.2.1. The System must allow authorized users the ability to manage the security and access levels of users and report capabilities.
- 3.2.2.2. The System must provide the ability to create custom workgroups within an organization that display only the tools needed to perform specific tasks based on user type and security levels.
- 3.2.2.3. The System must provide robust security architecture, such that users are allowed or disallowed access to screens, screen functions by role, WIB, One-Stop Center, provider, and site.
- 3.2.2.4. Options must be provided to restrict access to data by specific organizations.
- 3.2.2.5. The System must include Internet security to protect from external attacks.

3.2.3 DATA CONVERSION

- 3.2.3.1. The System must be able to convert data from all existing data bases including, but not limited to, data on approximately 40,000 job seekers and 17,000 job openings, to the new System within 180 days of the award date. The data conversion includes but is not limited to data on participants in the following WDS programs; Wagner-Peyser, WIA, Veterans, Trade, Reemployment, and Profiling.
- 3.2.3.2. The System must convert existing Application Program Interfaces (API) including, but not limited to, current APIs with State Unemployment Insurance Division for wage record data and WPRS within 180 days of the award date.
- 3.2.3.3. The System must be able to convert the labor market information data files

from the present ALMIS database and InfoUSA's ALMIS Employer Database to the new System within 180 days of the award date.

3.2.4 DOCUMENTATION OF THE SYSTEM

- 3.2.4.1. The system must be fully documented, including a complete summary and detail of the following:
- User documentation;
 - Business Requirements;
 - System installation, administration and procedural documentation;
 - System architecture documentation, including hardware and network infrastructure, and application design architectures;
 - API documentation;
 - Conversion of existing data to the new System; and
 - Data model documentation.
- 3.2.4.2. The Contractor must make available to the State the source code for the system.

3.2.5 EMPLOYER AND JOBSEEKER PORTALS REQUIREMENTS

- 3.2.5.1. The Contractor must market the products and services of the System to attract and expand the number of new users of the System, including employers and jobseekers.
- 3.2.5.2. The employer and jobseeker self-service feature must be accessible to the public via the Internet.
- 3.2.5.3. The System must interface with AJB or a Job Bank system with the same or similar functionality as determined by RDLT WDS, send resumes and job orders to the identified Job Bank, and load job orders from AJB or the Job Bank system on a daily basis.
- 3.2.5.3.1 The System must have the functionality to “spider” other national and local job banks.
- 3.2.5.4. The jobseeker portal must enable job seekers to do the following:
- 3.2.5.4.1. Set up, maintain their account and contact information, and save the information;
- 3.2.5.4.2. Log back on at a later time to continue where they left off from the last session, thus not requiring re-entry of information;

- 3.2.5.4.3. Develop a highly personalized profile using helpful prompts or other user friendly features that guide the user to capture skills, interests, abilities, knowledge, and interests;
- 3.2.5.4.4. Locate relevant careers based on current labor market information and the user's profile;
- 3.2.5.4.5. Be notified of new job opportunities that match their skills, experience, and interests via their on-line job seeker account;
- 3.2.5.4.6. Gain insights into job market opportunities based on past jobs, current jobs available, and job forecasts;
- 3.2.5.4.7. Receive tips on how to improve employment prospects based on the profile and job market;
- 3.2.5.4.8. Have access to useful resources on resume development;
- 3.2.5.4.9. View other resources that are organized in a clear, easy-to-use manner, including but not limited to, topics such as interviewing skills and career building information;
- 3.2.5.4.10. Develop and post their resumes on-line;
- 3.2.5.4.11. Store resumes, cover letters, and applications on-line for quick and easy access;
- 3.2.5.4.12. Perform job searches automatically, with or without an account, based on skills, experience, location, and other relevant criteria, and e-mail results to the user account;
- 3.2.5.4.13. Save and re-run job searches; and
- 3.2.5.4.14. Link to career resource information of RIDLT.
- 3.2.5.5. The employer portal must enable employers to do the following:
 - 3.2.5.5.1. Create, update, post, and manage employer information;
 - 3.2.5.5.2. Post job openings;
 - 3.2.5.5.3. Select the fields of information to be disclosed to the public;
 - 3.2.5.5.4. Use search, screening, and ranking tools to quickly focus on the candidates that meet their needs; and
 - 3.2.5.5.5. Use labor market information that is delivered or accessible to the employer.
 - 3.2.5.5.6. The employer and job order information must be forwarded to internal staff for review and approval prior to its public posting.

3.2.6 MEDIATED JOB-MATCHING REQUIREMENTS

- 3.2.6.1. The System must interface with AJB or a Job Bank with either the same or similar functionality as AJB as determined by RIDLT WDS, send resumes and job orders to AJB or a similar Job Bank, and load job orders from AJB or a similar Job Bank on a daily basis.
- 3.2.6.2. The System must allow authorized staff of One-Stop Centers and other providers to do the following:
 - 3.2.6.2.1. Enter and maintain job seeker resume data, which must include the applicant's job history, schools, licenses, certificates, education history, desired job by O*NET code, and other pertinent information;
 - 3.2.6.2.2. View the job seeker's complete service history at a glance;
 - 3.2.6.2.3. Enter and maintain data on employers, job openings, job requirements, referrals made, and results;
 - 3.2.6.2.4. Track employer activities and notes pertaining to the employer or job order;
 - 3.2.6.2.5. Enter and maintain job order information, which must include the capability to duplicate job order information previously entered for a current job order;
 - 3.2.6.2.6. Perform automated matching of job seekers and job openings based on O*NET codes, skills, experience, education, location, and other relevant criteria;
 - 3.2.6.2.7. Create employer and job seeker correspondence;
 - 3.2.6.2.8. Search for job seekers, employers, job orders, service providers and offerings using any combination of defined search criteria, including by program participation and by services used; and
 - 3.2.6.2.9. Link to career resource information of RIDLT.

3.2.7 CASE MANAGEMENT REQUIREMENTS

- 3.2.7.1. The case management software must be accessible via the Internet to One-Stop Center employment counselors, RIDLT staff who serve employers in a variety of capacities including workforce development, labor standards and regulations/safety, staff of WIA youth providers, System administrators, partner agency counselors, and other staff authorized by the State.
- 3.2.7.2. The System must allow authorized staff to do the following:
 - 3.2.7.2.1. Perform intake for new participants, including but not limited to, new job seekers;
 - 3.2.7.2.2. Enter and maintain applicant and participant data, including contact information, demographic information, work history, schools, licenses, certificates, skills, education, jobs and/or

- training desired, personal circumstances, and other pertinent information;
- 3.2.7.2.3. Enter and maintain counselor notes on the participant, and if necessary, on the applicant;
 - 3.2.7.2.4. Enter data required by WIA, TAA, VETS, and other applicable programs for comprehensive assessments conducted on all participants, including but not limited to, test scores, interest inventory results, supportive services needs, training needs, personal circumstances that affect desired vocation or employment plan, and/or other information that will help the counselor better serve the participant;
 - 3.2.7.2.5. Capture eligibility data for all participants in programs operated by One-Stop Centers, WIA Youth Providers, and other partner agencies;
 - 3.2.7.2.6. Track enrollments of participants in each program by provider, site, and WIB;
 - 3.2.7.2.7. Track all self-service activities as defined by Common Measures;
 - 3.2.7.2.8. Track all staff assisted activities as defined by Common Measures;
 - 3.2.7.2.9. Record skill goals for each participant as applicable and track progress toward those goals;
 - 3.2.7.2.10. Automatically record and display the first date of a service or activity provided a participant as the enrollment date for that participant in the program funding the service or activity, consistent with federal requirements;
 - 3.2.7.2.11. Automatically maintain enrollment data as services are added or cancelled, or funding streams change;
 - 3.2.7.2.12. Enter and track program outcomes data;
 - 3.2.7.2.13. Allow users to view eligibility data and reportable enrollment characteristics;
 - 3.2.7.2.14. Capture data required under Common Measures, including but not limited to, Literacy/Numeracy information (reading and math levels);
 - 3.2.7.2.15. Enter and maintain information about services provided to each participant by provider;
 - 3.2.7.2.16. Enter and maintain information about service providers and contacts, including status of providers as eligible training providers;
 - 3.2.7.2.17. View automated System-generated reminders;
 - 3.2.7.2.18. Notify organizations who access the System that a participant is being referred to them and enable them to have access to that participant's data; and

- 3.2.7.2.19. Have a variety of case management tools to help staff manage cases, schedule appointments, etc.
- 3.2.7.3. The System must enable authorized staff to schedule and track services provided by different providers including the following:
 - 3.2.7.3.1. Payments made for services provided by each funding source;
 - 3.2.7.3.2. Planned and actual start dates, end dates, costs, completion status, service type and the related achievement objective, and
 - 3.2.7.3.3. Estimated and actual training costs for each participant.

3.2.8 FEDERAL REPORTS REQUIREMENTS

- 3.2.8.1. The System must be compliant with Common Measures and be able to produce all ETA-mandated federal reports. The requirements for these reports are included in the Appendices of this RFP. The current reports (which may be expanded in the future) are the following:
 - ETA 9002 A to E
 - VETS 200 A to C
 - ETA 9090 WIA Quarterly Report
 - ETA 9091 WIA Annual Report
 - WIASRD file
 - TAPR file
 - Trade 563 Report
 - ETA 9048 and ETA 9049 WPRS reports
 - ETA Form 5148 Migrant and Seasonal Farmworkers Equity Ratio Indicators, and Migrant and Seasonal Farmworkers Minimum Service Level Indicators
 - WIA National Emergency Grant Reports
 - Data Validation files
- 3.2.8.2. The System must create necessary report validation extract files and necessary report submission files for Labor Exchange, VETS, Migrant and Seasonal Farmworkers, WIA and TAA that comply with federal and State requirements and deadlines.
- 3.2.8.3. The System must execute and report on the standard federal report edits (e.g., row C must be <= row A).
- 3.2.8.4. The System must make reports available to the State via a user interface.
- 3.2.8.5. The System must be capable of being modified to meet revised federal mandates.
- 3.2.8.6. The System must automatically capture data needed for WIASRD and other reporting at the point of a participant's enrollment into a program.

- 3.2.8.7. The System must automatically set outcome data based on the presence of wage data from the State's Unemployment Insurance systems, WRIS, and other wage data sources.
- 3.2.8.8. The System must be Common Measures-compliant so that participating program enrollments are related and share a common exit date.
- 3.2.8.9. The System must be able to track common enrollment date and reportable enrollment characteristics for each set of participants who are co-enrolled in different programs for which Common Measures apply. In addition, the System must track separate characteristics for individual participants in each program.
- 3.2.8.10. The System must provide for a single set of outcome data for all participants who are co-enrolled in different programs for which Common Measures apply.
- 3.2.8.11. The System must automatically soft-exit participants (as "exits" are defined in Common Measures) in Wagner-Peyser, WIA, TAA, and other programs for which Common Measures apply and for other programs as determined by the State.
- 3.2.8.12. The System must be capable of easily adapting to additional data capture requirements of E-MILE when E-MILE becomes effective or any like system as defined by USDOL.
- 3.2.8.13. The System must generate and store for a minimum of five (5) years all data reflected in Annual Reports for all programs. All of the data must be accessible to the State as supporting documentation for annual reports.

3.2.9 STATE AND LOCAL REPORTS REQUIREMENTS

- 3.2.9.1. The System must allow users to view the set of participants for any federal reporting item and must combine this capability with any other supported search criteria.
- 3.2.9.2. The System must allow for geographic breakouts of each statewide report for each program by WIB, One-Stop Center, provider, and site and via ad hoc report by city or combination of cities.
- 3.2.9.3. The System must allow for each report to be filtered by multiple, interactively specified criteria, including but not limited to age brackets and other demographics, in school/out of school, provider, education level, veteran status, program participation, funding stream, types of services received, and other criteria established by the State.
- 3.2.9.4. The system must allow users to routinely and easily create ad hoc reports for criteria, or a combination of criteria, included but not limited to numbers 3.2.9.3 and above.
- 3.2.9.5. The System must provide the ability to create custom reports, graphs, charts, and data exports.
- 3.2.9.6. The System must retain both raw and refined reporting data for subsequent ad hoc analysis.

- 3.2.9.7. The System must allow authorized users to define local outcomes for any federal, state or local program.
- 3.2.9.8. The System must make reporting data available to local users.
- 3.2.9.9. All of the above requirements apply to all data, including converted and stored data.

3.2.10 BENCHMARK TESTING

- 3.2.10.1. The System shall identify a set of clearly defined measures of performance for the efficiency and accuracy of the System to include but not limited to; response time, data integrity and security.
- 3.2.10.2. The System shall benchmark against these measures and ensure that it has the mechanisms to track and report on these measures.
- 3.2.10.3. The System shall be able to report on these measures through the course of the project for management of each program by staff.
- 3.2.10.4. The Contractor shall conduct formal usability testing in a structured lab at several stages throughout the installation of the hardware and software and this testing will become a critical part of the documented specifications.

3.2.11 ACCEPTANCE TESTING

The Contractor shall provide a plan for acceptance testing.

3.3 VENDOR SUPPORT AND MAINTENANCE

- 3.3.1. The Contractor shall provide a comprehensive description of their work plan for providing the requested services and examples of its ability to accomplish the tasks described herein, including a plan for development and installation, testing, and training.
- 3.3.2. To demonstrate the Contractor's ability to maintain the hardware, which is a requirement of the RFP, the Contractor shall provide a plan for hardware maintenance and support, including any warranty period for hardware. Warranties must be provided as appropriate. The plan shall include a description of personnel intended in order to accomplish the work described herein. Maintenance personnel shall possess industry-recognized certification on the equipment proposed. The proposal shall address the Contractor's experience, maintenance practices and policies, and ability to service RIDLT in a timely manner. The plan must show how the Contractor will provide the necessary hardware maintenance for the contract period.
- 3.3.3. To demonstrate the Contractor's ability to maintain the software, which is a requirement of the RFP, the Contractor shall provide a plan for software maintenance and support. The plan shall include a description and copy of any warranty for software maintenance. The plan also must address how the Contractor will patch, upgrade, and obtain other necessary fixes to the product(s), including those resulting from revised federal or state reporting

requirements. The plan must show how the Contractor will provide the necessary software maintenance for the contract period.

- 3.3.4. Contractor shall identify the circumstances under which additional charges will be assessed the State beyond that which is part of the maintenance services included as part of this proposal.
- 3.3.5. In a hosted environment, the Contractor shall provide live support by phone, electronic mail or in person 24 hours a day, seven (7) days and week, 365 days a year, except for periods agreed upon by the State for maintenance. In a non-hosted environment the contractor shall provide application support 7AM-7PM Monday through Friday.
- 3.3.6. The Contractor shall be responsible for properly announcing, dispatching, and explaining the effects and repercussions of software/hardware upgrades or revision recommendations as dictated by their company, and provide live support - if necessary - during the installation of such upgrades/revisions. The Contractor shall advise RIDLT at least 6 months ahead of making changes to its product, such as requiring changes in the operating system, of client or server, and/or hardware components that would affect RIDLT's costs in providing and/or ability to provide the case management and tracking of services and performance outcomes which is the subject of this RFP.
- 3.3.7. The Contractor shall submit documentation describing the warranty coverage for all services and equipment provided for this project and shall identify and explain circumstances under which additional charges will be assessed the State beyond that which is not part of the warranty offered.
- 3.3.8. All service agreements that are planned between the Contractor and other vendors to carry out any portion of the installation and/or maintenance of the software or hardware that are required by this RFP shall be listed in the Cost Proposal Form. The Contractor shall submit copies of the service agreement listing the terms and conditions of coverage (labor and material), identify circumstances under which services will not be covered under this agreement and a description of the service that will be provided (on-site, phone etc.) for the State to review. The Contractor shall provide the annual cost of the service agreement. The State shall have the option to purchase the service agreement directly from the vendor providing the service. If the State purchases the service agreement, the purchase will reduce the Contractor's cost for maintenance and/or installation of the System.
- 3.3.9. The Contractor shall make changes and correct "bugs" and/or defects to the software at no extra cost to the State. The Contractor shall work with the State to prioritize the changes to fix "bugs" and/or defects and shall provide documentation of the changes and corrections to the "bugs" and/or defects.
- 3.3.10. The Contractor shall provide hands-on, on-site training in Rhode Island for all staff that use the System. The following types of training and written manuals specific to each type of training must be provided prior to implementation of the System:

- Staff who access the System (training should cover functions performed by authorized staff as well as self-serve features used by the public);
- Administrators of the System; and
- Technical training for technical support.

The training must be offered on site in Rhode Island prior to implementation of the system as well as prior to any major software/hardware upgrades, as appropriate.

3.4 QUALIFICATIONS OF FIRM AND STAFF

Contractors (or "Offeror") shall provide a comprehensive description of its ability to meet the staffing requirements outlined in this RFP. The names and resumes of personnel assigned to this project shall be submitted in the proposal. Substitute or additional personnel shall not be used until a resume is received and approved by the State. The State shall have the right to request the removal of personnel from all work on this project upon written notification to the Contractor.

If subcontractor(s) shall be used, a statement from each subcontractor shall be included in the proposal, signed by an individual authorized to legally bind the subcontractor, and stating:

- The subcontractor's name, mailing address, telephone number, fax number, and contact person.
- The general scope of work to be performed by the subcontractor.
- The subcontractor's willingness to perform the work indicated.

Offeror shall provide a complete list of **all** installations of their proposed system or similar system and the State shall select a minimum of three (3) to speak with or to be made available for inspection. Similar is intended to mean:

- Equivalent or larger in size.
- Utilization of the same or equipment as proposed in the Offeror's response.
- A system installation that is roughly equivalent to the State's requirements.

The above references shall be included for contact:

- Name of Company
- Address of Company
- Name of Contact
- Address
- Telephone Number
- FAX Number
- E-Mail Address
- Business Description

The State may contact some or all of the references. The Offeror shall clear such contact with the reference so as to avoid any communication problems or "proprietary

information” problems with the reference. The State may wish to visit the Offeror’s office and/or one or more similar installations. The Offeror shall, upon request, accompany the State personnel to these sites.

3.5 PRICE STRUCTURE

Price structure must be outlined per listed requirement and by each phase (if applicable). A Total Sum Bid must be given for the project and should be broken down into costs related to the requirements of this RFP, including costs for travel and purchases of equipment or software, which must be itemized. (See Cost Proposal Form for a sample format.) A plan for contingencies including possible cost overruns and change orders must be included. Consideration will be given to the Contractor’s proposal, demonstrated ability to obtain additional funds, and likelihood of obtaining federal grants and/or other funding that comply with applicable state and federal requirements and that defray a portion of the cost to RIDLT. These other sources of funds must be described and the amount defrayed by each source must be shown.

SECTION FOUR PROPOSAL FORMAT AND CONTENT

4.1 INTRODUCTION

One of the objectives of this RFP is to make proposal preparation easy and efficient, giving Offerors ample opportunity to highlight their proposals. The evaluation process must also be manageable and effective. When an Offeror submits a proposal, it shall be a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks the Offeror has identified as necessary to successfully meet the obligations outlined in this RFP.

Technical Proposals shall:

- a. Provide all of the information requested in this RFP in the order specified.
- b. Submit in three-ring binders, organized into sections, with tabs separating each section described below:
 - Table of Contents
 - Executive Summary
 - Solution Architecture
 - Functionality
 - Vendor Support and Maintenance
 - Qualifications of Firm and Staff
 - Technical Information
 - Confidential Information
 - Exceptions
- c. Submit a signed, sealed and separate Cost Proposal Form (See Appendix for form).

These sections are primarily designed to provide information necessary for the State to evaluate offers pursuant to the Evaluation Criteria provided in SECTION FIVE of this RFP. Offeror is advised to review the Evaluation Criteria and to provide all information necessary to allow the State to evaluate Offeror's proposal based on these criteria.

One (1) original and ten (10) copies of each proposal shall be submitted on forms and in the format specified in this RFP

4.2 FORMAT AND CONTENT

Any material deviation from these requirements may adversely affect the evaluation of the proposal.

Offerors must follow the requirements set forth below. Proposals must be organized in the following sections in the exact format using all titles, subtitles, and numbering, with tabs separating each section. Each section must be addressed individually and pages must be numbered.

Section I: **Table of Contents.** A table of contents should list the individual sections of the Proposal and their corresponding page numbers. Tabs should separate each of the individual sections.

Section II: **Executive Summary.** Include an Executive Summary, signed by an officer of the company, describing the Offeror and providing a brief synopsis of the proposal, including benefits to the State if accepted. This synopsis should be three (3) or fewer pages in length and easily understood.

Section III: **Solution Architecture.** Describe how the proposal will accommodate the RIDLT WDS Technical Environment described in Section 2.4.

Section IV: **Functionality.** Describe how the proposal addresses all requirements specified in Section 3.2. For each requirement, the Offeror must indicate whether it is "Fully Compliant" or "Non-Compliant".

Section V: **Vendor Support and Maintenance.** Describe how the proposal addresses requirements of Section 3.3.

Section VI: **Qualifications of Firm and Staff.** Describe how the proposal addresses requirements of Section 3.4.

Section VII: **Technical Information.** Offeror shall place in this section any technical information, product brochures, descriptions, literature, or other materials required by this RFP or referenced in their proposal.

Other brochures and/or specification literature not otherwise required by this RFP shall be submitted upon request. If requested, such brochures and/or specifications shall be delivered within seven (7) business days of the request.

Section VIII: **Confidential Information:** Offeror shall place all Confidential Information in this tabbed section with a request in writing for nondisclosure of designated trade secrets or other proprietary data.

Section IX: **Exceptions.** Offeror shall list any exceptions taken to the terms, conditions, specifications, or other requirements listed herein. Offeror shall reference the RFP section where exception is taken, a description

of the exception taken, and the proposed alternative, if any. The absence of any exception by the Offeror represents compliance with every requirement of this RFP.

Offeror shall not submit their organization's terms and conditions, standard contracts, or other agreements unless requested by the State. General references to such items or attempts at complete substitution of such items may result in disqualification of Offeror's proposal. Offerors are encouraged to submit specific alternate language to the State's terms and conditions if such changes are desired. The decision to accept or reject any exceptions taken shall be at the discretion of the State and its decision shall be final.

4.3 ORAL PRESENTATION

Respondents to this RFP may be required to make an oral presentation of their proposal with a demonstration of their products to ensure a thorough and mutual understanding. The State shall schedule the time and location for these presentations (if required),

**SECTION FIVE
EVALUATION CRITERIA AND CONTRACTOR SELECTION**

5.1 GENERAL INFORMATION

Evaluation Committee. The State will commission a Technical Review Committee that will evaluate and score all technical and cost proposals, using the following criteria. The possible maximum score is 630 points. Proposals scored below 300 will not be considered. The Technical Review Committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will recommend three finalists to the Director of the Department of Administration, who will make the final selection for this requirement. Each proposal will be evaluated on the degree to which the vendor has addressed the following items:

5.2 EVALUATION CRITERIA

Evaluation criteria and the associated points are listed below. One (1) award will be made to the responsive and responsible Offeror whose proposal receives the most points and is determined to be the most advantageous to the State based on the evaluation criteria listed in this section.

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS RFP IS **645**.

5.2.1 EFFECTIVENESS AND RELIABILITY OF THE SYSTEM (170 points)

(Each criteria in this section is worth 10 Points)

- a. Does the proposal demonstrate the effectiveness of the proposed System?
- b. Does the Offeror have a proven track record of its capability to perform the requirements of this RFP?
- c. Does the Offeror have a sound reputation and developed goodwill in the information technology industry and business community?
- d. Does the proposal include an effective marketing strategy to attract and increase the number of employers and jobseekers to use the proposed System?
- e. Does the proposal demonstrate that the proposed System has been tested and proven to work well in a user-friendly manner?
- f. Does the Offeror have a good understanding of the requirements of this RFP?
- g. Does the Offeror clearly state the steps and effort needed to install the new System, including integration with the technical environment and network of RIDLT WDS?
- h. Has the Offeror incorporated industry standards to ensure compliance with existing and future networking needs?
- i. Does the proposal fulfill the requirements of this RFP and identify advantages, alternatives, and/or deficiencies?

- j. Does the proposal demonstrate that the System will be effective, efficient, and user-friendly for the public, counselors, managers, and administrators of One-Stop Centers and other providers?
- k. Is the proper documentation included with the proposal?
- l. Is the proposed System compatible with the existing computers and printers used by RIDLT WDS, counties, and the majority of public users?
- m. Does the proposal have the ability to adapt to expansion of RIDLT needs?
- n. Does the proposal address all the features and desires for a System for RIDLT WDS?
- o. Does the Offeror provide alternatives that show an understanding of the limitations of RIDLT WDS as dictated by the Division of Information Technology's Standards (see <http://www.doit.ri.gov>) and the federal regulations? The federal regulations are available on the USDOL Employment and Training Administration's website.

<http://www.doleta.gov/reports/docs/>

- p. Does the proposal demonstrate that the One-Stop Centers, RIDLT staff, and WIBs can easily generate and/or have access to reports including ad hoc reports that help them manage their programs and meet performance goals for each program by provider, case manager, and demographics?
- q. Does the proposal provide sufficient security to restrict access for different providers and safeguard all data in the System?

5.2.2 QUALIFICATIONS OF FIRM AND STAFF (110 points)

(Each criteria in this section is worth 10 Points)

- a. Has the Offeror submitted a plan, to provide suitable staffing to service the State under the contract?
- b. Is the staff accessible to State employees 24 hours a day, 365 days a year?
- c. Does the Offeror provide phone support with toll free line and fax numbers?
- d. Is the staffing level appropriate to handle the demands expected under the contract?
- e. What are the qualifications and/or certifications of the Offeror's staff assigned to this project?
- f. How long has the Offeror been in business?
- g. If subcontractor(s) are to be used, what are their qualifications in reference to the above criteria?
- h. Has the Offeror's system been successfully installed and operated in comparable environments including data conversion from multiple systems?
- i. Has the Offeror exhibited willingness to service previous customers and provide them with proper references?
- j. Does the Offeror provide training for staff as indicated in 3.3.10?

- k. Have previous customers expressed satisfaction with Offeror's product/services?

5.2.3 REFERENCES AND OFFEROR'S ABILITY TO SERVICE THE PROJECT (80 points)

(Each criteria in this section is worth 80 points)

- a. References support the Offeror's ability to perform the required work.

5.2.4 MAINTENANCE AND SUPPORT TO BE PROVIDED (105 points)

(Each criteria in this section is worth 5 Points)

- a. What is the Offeror's record of responsive maintenance service and timely delivery of service?
- b. How many service personnel does the Offeror maintain?
- c. Is there adequate coverage for RIDLT WDS?
- d. Will the Offeror's existing maintenance contracts adversely affect their ability to maintain this contract?
- e. Is the Offeror authorized to service the equipment?
- f. Can the Offeror meet the response time requirements?
- g. Are hardware maintenance policies and practices suitable?
- h. Is the Offeror capable of providing hardware maintenance described in the RFP?
- i. Does the Offeror possess the appropriate experience to perform the hardware maintenance described in the RFP?
- j. What is the Offeror's reputation for warranty service?
- k. How complete is warranty coverage?
- l. Is the warranty adequate?
- m. Is the Offeror able to install the necessary parts to maintain the System?
- n. Does maintenance cover all equipment, hardware, and software adequately?
- o. Are the time periods of coverage acceptable?
- p. Are problem escalation procedures detailed and acceptable?
- q. Have extended warranty options been provided?
- r. Does the Offeror exhibit willingness to service their customers and provide proper resources?
- s. Does the Offeror provide support manuals and training?
- t. Does the Offeror provide software upgrades as part of the maintenance agreement?
- u. If there are charges for on-going maintenance, does the maintenance cover all RIDLT WDS needs (hardware and software, technical support, additional license fees)?

5.2.5 HARDWARE (60 Points)

(Each criteria in this section is worth 5 Points)

- a. What is the quality of the products offered?
- b. Does the equipment support integration with RIDLT WDS software, hardware and network and interfaces with Unemployment Insurance (UI)?
- c. What features differentiate it from other products? (e.g., user friendly, intuitive design tools, ease of management, functionality)
- d. Have third-party reports or reviews been submitted substantiating the performance, reliability, reputation, and value of the products offered?
- e. Is the proposed hardware operationally compatible with existing hardware?
- f. Is the proposed equipment capable of handling the volume of data and users?
- g. Does the proposed system provide the same or faster throughput when compared to the existing systems?
- h. Has the equipment been successfully installed and operated in comparable environments? How extensively?
- i. Is the equipment new, not refurbished, and of the quality required?
- j. Is there a product development strategy?
- k. Is there a development commitment to industry standards?
- l. Would implementation of the Offeror's proposal require an extensive implementation effort by RIDLT WDS personnel?

5.2.6 COST AND REASONABLENESS OF PRICE (105 Points)

(Each criteria in this section is worth 15 Points)

- a. The overall cost of the proposal;
- b. The reasonableness of the cost, considering the effectiveness and reliability of the Offeror's System as outlined in section 5.2.1;
- c. The reasonableness of the cost, considering the qualifications of the Offeror's firm and staff as outlined in section 5.2.2;
- d. The reasonableness of the cost, considering the Offeror's ability or inability to service the System as outlined in section 5.2.3;
- e. The overall and annual cost to maintain the System;
- f. The reasonableness of the cost, considering the Offeror's ability or inability to maintain and support the System as outlined in section 5.2.4; and
- g. The reasonableness of the cost, considering the Offeror's ability to defray part of the cost to RIDLT through grants or other sources of funds available to the Contractor

COST PROPOSAL FORM

OFFEROR NAME	
OFFEROR ADDRESS	

The Cost Proposal Form should be submitted in a format that clearly identifies the costs related to the requirements of this RFP as follows:

- I. General Hardware Operating System Component Including Licenses \$ _____
 - II. General Software Component Including Licenses \$ _____
 - III. Application Security Requirements \$ _____
 - IV. Employer and Jobseeker Portals Requirements \$ _____
 - V. Job Matching Software Component Requirements \$ _____
 - VII. Case Management Software Component Requirements \$ _____
 - VII. Federal Reports Software Component Requirements \$ _____
 - VIII. State and Local Reports Software Component Requirements \$ _____
 - IX. Vendor Support and Maintenance
 - First Year Maintenance \$ _____
 - Second Year Maintenance (Info Only) \$ _____
 - Third Year Maintenance (Info Only) \$ _____
- First Year Maintenance Only On This Line** \$ _____

Miscellaneous Costs (List and Include Service Agreements)

_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Total Miscellaneous Cost \$ _____

Total Sum Bid \$ _____

Attach An Itemized List Of All Hardware And/Or Software To Be Purchased Or Leased.
 Attach An Itemized List Of All Travel Costs Of Contractor Staff.
 Attach A List And Description Of The Sources Of Funds To Be Used To Defray Costs To RIDLT and Provide The Amounts To Be Defrayed By Each Source.

 Signature Title Date

Websites

Supplemental information and related documents* can be found at the website addresses listed below:

Federal Report Requirements:

ETA 9002 A to E and VETS 200 A to C:

ETA 406 Handbook (expires 2/28/2009)

URL: <http://www.doleta.gov/Performance/guidance/WIA/ET-406-Handbook-Expiration-022809.pdf#search=%22eta%20406%20handbook%22>

TEGL No. 1-02

http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=1401

ETA Form 9090 - Quarterly Report (expires 2/28/2009)

URL: <http://www.doleta.gov/performance/guidance/WIA/WIA-Quarterly-Report-Specifications-Expires-02282009.doc>

ETA Form 9091 - Annual Report (expires 2/28/2009)

URL: <http://63.88.32.17/performance/Guidance/WIA/WIA-Annual-Report-Specifications-Expires-02282009.doc>

WIASRD File:

Workforce Investment Act Title I-B Standardized Record Data (WIASRD) General Instructions and Specifications:

URL: <http://www.doleta.gov/performance/guidance/WIA/WIASRD-General-Instructions-Expires-02282009.doc>

TAPR File:

http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=1258

ETA 9048 and 9049 WPRS Reports:

URLs: http://www.ows.doleta.gov/dmstree/handbooks/401/iv_5.pdf and

http://www.ows.doleta.gov/dmstree/handbooks/401/iv_6.pdf

ETA Form 5148 Migrant and Seasonal Farmworkers Equity Ration Indicators, and Migrant and Seasonal Farmworkers Minimum Service Level Indicators:

URL: http://www.ows.doleta.gov/dmstree/uipl/uipl97/uipl_0197c1.htm

WIA National Emergency Grant Report:

URL: <http://www.doleta.gov/neg/pdf/eta9104.pdf>

Data Validation files:

TEGL 3-03, Change 3

URL: <http://wdr.doleta.gov/directives/attach/TEGL3-03-Ch3.pdf>

Other websites that provide supplemental information:

AJB – America’s Job Bank

URL: <http://www.ajb.dni.us/>

Common Measures

URL: http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=1711

EMILE – ETA Management Information and Longitudinal Evaluation Reporting System

URL: http://www.doleta.gov/performance/EMILE/FED_REG.pdf

TEGL 18-04

URL: http://workforcesecurity.doleta.gov/dmstree/pl/pl_103-152.pdf
O*NET - the Occupational Information Network,
URL: <http://www.onetcenter.org/overview.html>
Section 508 compliance
URL: <http://www.section508.gov/>
TAA
URL: http://www.dol.gov/dol/allcfr/ETA/Title_20/Part_617/toc.htm
Wagner-Peyser
20CFR Part 654
URL: http://www.dol.gov/dol/allcfr/ETA/Title_20/Chapter_V.htm
Wagner-Peyser Act of 1933
URL: http://www.doleta.gov/programs/w-pact_amended98.cfm
WPRS – Worker Profiling and Reemployment Services
Social Security Act, section 303
URL: http://www.ssa.gov/OP_Home/ssact/title03/0303.htm
WIA National Emergency Grant
URL: http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=1544
WIA - Workforce Investment Act
Workforce Investment Act of 1998, Public Law 105-220--Aug. 7, 1998
URL: <http://www.doleta.gov/usworkforce/wia/wialaw.txt>

*NOTE: Should you require a hard copy of any of these documents, please submit a written request. Printing and mailing/delivery costs may be assessed by the requestor. Account numbers may be submitted to pay for mailing/delivery costs.