



**Solicitation Information**  
16 Feb 07

**RFP # 7003245**

**TITLE: Stored Value Card**

**Submission Deadline: 16 March 07 @ 2:30 PM (Eastern Time)**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than 2 March 07 at 12:00 Noon (Eastern) .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](http://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**

## **SECTION 1 – INTRODUCTION**

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Department of Human Services – Office of Child Support Services is soliciting proposals from qualified firms to develop, implement, maintain and manage a Electronic Debit Card Program as described elsewhere herein, and in accordance with the terms of this Request and the State’s General Conditions of Purchase, which may be obtained at <http://www.purchasing.ri.gov> ..

The contract will be awarded for a five-year term beginning approximately 1 May 07 . The contract will also contain a unilateral option to cancel the contract on each of the annual anniversary dates during the five-year period , at the discretion of the State.

This is a Request for Proposals, not a Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

- 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 per cent (10%) participation by MBE's in all State procurements. For further information, the web address is [www.mbe.ri.gov](http://www.mbe.ri.gov) and the telephone number is 401 574-8253.
- 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

## **SECTION 2- BACKGROUND INFORMATION**

The Child Support Program is established under Title IV-D of the Social Security Act. Under this Act, States are mandated to deliver child support services to recipients of Temporary Assistance to Needy Families (TANF), Foster Care (FC) recipients, Non-Public Assistance Medical Assistance families (MAO) and individuals who make application and pay the required application fee (Non Welfare) for child support services.

The RI Department of Human Services – Office of Child Support Services is the single and separate organization responsible for the delivery of child support services in the State of Rhode Island. These services include location of Non-custodial parents, establishment of paternity, establishment and enforcement of child support and medical support obligations, review and adjustment of support ordered amounts, and collection and disbursement of child support payments.

The Office of Child Support Services coordinates with other agencies in providing mandated services. TANF and MAO clients are referred to the child support agency from the RI Department of Human Services (DHS) via electronic referrals from the state's InRHODES integrated database. DHS is responsible for sanctioning the client's assistance grant in cases of non-cooperation and for closing TANF cases if court ordered collections exceed the assistance grant. In addition, the obligor's private medical insurance information and/or cash medical payment regarding coverage for dependent children is transmitted by DHS to the DHS Medical Assistance Office or to the Custodial parent. Non-Welfare child support apply directly to the OCSS Office via a written application for support services.

The RI Department of Children, Youth & Families (DCYF) refers State and federally funded (IV-E) foster care cases to the child support agency, which attempts to establish child support orders against both parents to reimburse the foster care grant.

The current child support active caseload in the state of Rhode Island is approximately 72,000 cases. Approximately 53% of these cases have child support obligations established.

The DHS OCSS coordinates with other states in processing interstate requests for paternity establishment, and for establishment, enforcement and modifications of child support obligations. Effective January 1, 1997, Rhode Island processes interstate actions under the Uniform Interstate Family Support Act (UIFSA).

DHS OCSS directly operates several centralized functions related to Non-custodial parent locations, paternity establishments, enforcement and collection of child support obligations and interstate case processing activity. These activities include

- State Parent Locator Service;
- Child Support Enforcement Network (CSENET);
- New Hires Reporting;
- In-hospital Paternity Acknowledgment Program;
- Managing statewide genetic testing contract;
- State and federal offset programs;
- Unemployment Insurance Benefit Intercept program;
- Worker's Compensation benefit Intercept program;
- Insurance Settlement Intercept program: [www.childsupportliens.com](http://www.childsupportliens.com)
- Lottery Intercept Program;
- Credit reporting;

Driver's License Suspension Program;  
Professional License Suspension Program;  
Interstate Registry;  
Coordination of URESA and UIFSA interstate child support actions.  
EFT & EDI ACH Debit Service  
Collection & Disbursement of Child Support

The RI Department of Human Services, Operations Management Office is responsible for the maintenance and operation of the statewide InRHODES Automated System; an integrated system that includes the statewide child contractor provides these services to D.H.S. and its InRHODES users.

**Key Definitions, Abbreviations and Terms Used in This RFP**

The following terms and abbreviations are used as follows in this RFP.

ACH	Automated Clearing House
ADA	Assistant District Attorney
CA	Cooperative Agreement (County Staff)
CASS	Cooperative Agreement State Staff
CP	Custodial Parent
DHR	Department of Human Resources
FDIC	Federal Deposit Insurance Corporation
FSLIC	Federal Savings and Loan Insurance Corporation
FSR	Family Support Registry
GTA	Georgia Technology Authority
IVR	Integrated Voice Response
MAO	Medical Assistance Only
NACHA	National Automated Clearing House Association
NCP	Non-Custodial Parent
NCUSIF	National Credit Union share Insurance Fund
Non-TANF	Case that is not receiving TANF benefits but is receiving child support
OCSS	Office of Child Support Services
Offeror	Respondent to this Request for Proposal
PIN	Personal Identification Number
PPD	Pre Paid Debit
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
RFP	Request for Proposal
SAAG	Special Assistant Attorney General
SDU	State Disbursement Unit
TANF	Temporary Assistance to Needy Families
Un-banked	A DHR customer or employee without a bank savings or checking account

## **Current System Description**

In 2005 OCSS began offering direct deposit to clients. Rhode Island also uses Electronic Funds Transfer/Electronic Data Interchange (EFT/EDI) to send payments to other states child support offices. In state fiscal year 2005, RI collected and distributed \$72,000,000; 85% of the distribution was by paper check. As the caseload has grown and the number of checks issued increases the challenge to handle the mass volume of paper checks increases as well. The OCSS is seeking ways to drastically reduce or even eliminate paper checks. OCSS is required to process and disburse child support collections within 48 hours of receipt of the collection.

The OCSS currently makes payments to its customers by either direct deposit to customers' designated bank accounts or through paper checks. It is the desire of the Department to replace payments by paper checks with electronic debit cards. See Appendix E, Estimated Collections.

Some of the benefits of electronic payments are that it:

- Significantly decreases postage cost
- Reduces the time it takes for payments to reach families
- Decreases banking costs
- Decreases check writing costs including paper stock, mail handling, printing
- Decreases staff time for researching missing or stolen checks
- Decreases fraud investigations due to lost or stolen checks
- Decrease the amount of undistributed collections
- Improves customer service
- Gives un-banked clients a method of banking.

## **DESCRIPTION OF REQUIREMENTS**

### **Objective of the Procurement**

The RI Department of Human Services (DHS) is seeking to procure services of a qualified vendor to provide an efficient and cost effective electronic payment method to parents receiving child support payments, who are "un-banked" or otherwise do not currently wish to use direct deposit for their child support. DHS/OCSS's goal is to significantly decrease the number of paper checks generated. The project seeks to secure the services of a qualified vendor to manage full service debit card activity at no cost to the State. Implementation of the DHS/OCSS Debit Card program will offer a more efficient way to disburse money to child support eligible families. The successful implementations will create operational and productivity improvements and will reduce the administrative burdens associated with paper checks.

**The Department will not consider proposals that include charges to the State for operational costs of this contract.**

## **Overall Expected Outcome**

The DHS/OCSS Electronic Debit Card will provide a secure, convenient, and accurate payment delivery mechanism for child support payments sent to custodial parents. The cardholder fees must be structured to ensure convenience and cost effective services to the payment recipients. Payments must be posted to accounts and the customer must have immediate access to the funds. DHS/OCSS expects to implement this solution in a negotiated phased approach the objective is to mandate this service in all cases.

## **DHS Responsibilities**

1. Provides mutually agreed information of eligible customers to the vendor to establish and maintain the account.
2. Payment transactions from the department to the bank will be made according to NACHA-approved Pre Paid Debit (PPD) format.
3. Work with vendor on understanding customer base and requirements
4. Work with vendor in development of instructional materials
5. Provide OCSS customers access to 24/7 IVR system as well as Internet system inquiries.

## **Project Oversight and Staffing**

Following the award of this procurement, the state will appoint a project manager who will act as the vendor's primary point of contact for the project.

## **Office Space and Support**

The Department will not provide vendor office space for this project.

## **Mandatory Requirements (Evaluation Phase I)**

The following requirements provide the mandatory qualification of an Offeror's proposed solution that will be considered in Phase 1 of the evaluation. Failure to meet the following requirements will result in disqualification of Offeror's proposal.

## **Contractor and Subcontractor Qualifications**

The vendor and sub-contractor(s) will assure and provide evidence of certification and/or membership and compliance with FDIC, FSLIC, of NCUSIF rules and regulations.

## **Minimum Requirements (Evaluation Phase II)**

The following requirements provide the minimum functionalities and capabilities of Offeror's proposed solution that will be considered in Phase II of the evaluation.

### **Experience**

The vendor and any sub contractors must describe and provide evidence in having experience as an electronic debit card provider, and industry experience as a financial institution.

Offeror's experience with similar projects should include a description of the size of the organizations, including other governmental entities, and capabilities and experience in applying the proposed solution.

### **Technical Requirements**

The components of the Debit Card electronic file process must comply with the following standards:

1. Receive and send an electronic file daily to establish and maintain accounts.
2. Vendor must electronically accept transaction in the NACHA-approved PPD format.

### **Processing of Payment Data**

1. Due to the anticipated volume of transactions, there must be an automated procedure for and electronically secure data connection to accept customer account information from the Department on a daily basis (i.e. new accounts and updates), requiring no manual entry of data by the department.
2. Vendor will describe its timeline and the process of posting ACH payment to accounts.

### **Debit Card Requirements**

#### **Card Capabilities and Features**

1. The card must be a nationally branded card and must be accepted by any participating merchant, and the card must allow for PIN-based purchases.
2. The card must be "Regulation E" compliant and section 205.15 of Regulation E applies. Any sub-contractors who otherwise would be responsible for Regulation E will also be responsible for Regulation E in relation to this contract.

3. The vendor will allow the Department to choose the name and graphic for the card.
4. The vendor will provide for secured card activation prior to use.
5. The vendor must provide a simple means for establishing and changing PIN's.

### **Card Usage and Conditions**

1. The vendor must describe in detail all account services it will provide to cardholders.
2. Describe any limitations placed on the customer, such as amount available to withdraw daily and number of transactions permitted daily.
3. Describe any account transactions which will be disallowed under the program.

### **Card Network Access**

1. The network must be accessible and the technology used must be currently active and available within the state as well as in other states. The vendor must provide a list of locations to access the account.
2. The card must perform through an operating ATM Network as well as Point of Sale (POS) and allow for nationwide/International ATM access and the withdrawal of cash through a normal and unlimited number of ATM Transactions.

### **Card Issuance**

1. The vendor and any sub-contractors who would otherwise be responsible for Regulation E must assume all "Regulation E" responsibility for the card, including providing monthly statements compliant with Regulation E by mail to cardholders. Vendor may offer Internet access to client as an option.
2. The vendor must not deny access to the DHS/CSS Electronic Debit Card Program to any customer referred by the department.
3. The vendor will be responsible for issuance of initial and replacement cards to customers.
4. The vendor will describe its card issuance process and timeline for customer accounts.

## **Card Account Customer Service**

1. The vendor will notify cardholders at least 30 days in advance of changes in policy that affects them or the account.
2. The vendor will provide all instructional materials to the cardholders and the materials will at a minimum be in both fifth grade level English and Spanish.
3. The vendor will provide 24/7 customer service access at a minimum in both English and Spanish via Integrated Voice Response System (IVR), toll free phone access as well as optional Internet access.
4. The vendor will describe its approaches to the following customer service issues:
  - a. How Customers are notified of changes in policy or procedure that affect them.
  - b. How customer's complaints are resolved and the timeframes associated with the process. Include the types of issues you anticipate will be raised and tell how they will be resolved.
  - c. How errors are resolved and timeframes associated with the process.
  - d. Describe the procedure and time line for the replacement of a customer card.
  - e. Describe the process for responding to a lost or stolen card.
  - f. Describe how issues of fraud and liability are handled.
  - g. Describe how returned mail (monthly statements, promotional information) is handled, i.e. are addresses updated?
  - h. Describe what services are available to cardholders who live outside of the continental United States and those with FPO and APO addresses.
5. The vendor will employ continuous outreach efforts with the goal to enroll all customers for receipt of child support payments.

## **Program Management**

### **Communications**

1. The vendor will provide a Project Manager for assisting DHS/CSS with customer problem resolutions.

2. The vendor will notify the Department at least 30 days in advance of changes in policy or other material issues affecting cardholders or the Department.

### **Project Schedule and Work Plan**

Vendor must provide a detailed plan for the implementation of DHS/CSS Customers program arrears. Include a work plan explaining how the vendor intends to meet the project deliverables in Section 3. The plan should include the following at a minimum;

1. Statement of understanding of the project,
2. Timeline and description of the plan for implementation of manually enrolled card accounts.
3. Timeline and description of the plan for implementation of electronically enrolled card accounts.
4. Timeline and description of the card design process,
5. Timeline and description of the initial card issuance process,
6. Timeline and description of on-going card issuance process,
7. Timeline and plans for instructional materials to be provide to customers,
8. Description of how the project will be managed, prioritized, and controlled.
9. Description of how Federal Regulation E will be met, including but not limited to providing a secure internet-based management tool for customers to view the financial transaction detail posted to the account; a bilingual (English and Spanish) customer service contact for customers to inquire about new deposits, available balance, recent transaction history, and all service needs related to the use of the card; and periodic statements to cardholders, itemizing deposit amounts, and detailed transaction history for the card.

### **Quality Management**

The vendor should fully describe its proposed Quality Management Plan, addressing all features and performance measures considered necessary when providing the DEBIT CARD services, as outlined in this section. The vendor should describe in any existing of proposed policies, procedures and other efforts to ensure quality, plus an assurance of its commitment to a cooperative effort of development with Department staff and with other external affiliates associated with the project.

### **Disaster Recovery Plan**

Vendors will provide a disaster recovery plan. The disaster recovery plan should demonstrate that in the event of a catastrophe the cardholders inconvenience would be minimal.

## **Contractor Reporting Requirements**

1. The vendor will demonstrate its ability to generate reports to the department related to customer accounts by providing sample summary and detailed reports.
2. The vendor will describe its ability to send a daily electronic data file to inform the Department of the date an account is ready to accept deposits.
3. The vendor agrees to notify the Department when a card or PIN mailer has been returned by the Post Office as undeliverable.
4. The vendor, at a minimum, shall submit reports which provides the following information:
  - Total number of cards issued.
  - Total number of accounts added and deleted.
  - Total number of cards/accounts cancelled.
  - Total number of PIN mailers returned for bad addresses.
  - Total dollar value of deposits.
  - Total dollar value of withdrawals.
  - Total number of accounts with deposits that have had no withdrawal activity for 3 months, 6 months, 9 months and 12 months.
  - A report showing the dates deposits are not credited to accounts in the required time frame.

## **Program Marketing**

1. The vendor will submit a client Marketing Proposal for evaluation and consideration as part of the response to the request for proposal.
2. The vendor agrees the Department will have final approval of instructional materials provided with the card.

### **Value-Added Requirements (Evaluation Phase III)**

The following requirements are value-added requirements that provide additional functionalities and capabilities desired of an Offeror's proposed solution, and that will be considered in Phase III of the evaluation.

#### **Card Program Enhancements**

1. The vendor allows for customer withdrawals at a bank teller window.
2. The vendor allows the card to remain active until the Department indicates otherwise.
3. Vendors should describe any other additional cardholder features and capabilities proposed as program enhancements.

#### **Debit Card Program Fees**

1. The vendor does not charge a monthly account fee to the customer.
2. The vendor allows unlimited balance inquiries at no charge to the state or cardholder
3. The vendor allows a minimum of one withdrawal at no charge for each deposit made to the account.

#### **Program Fee Schedule**

As Part 2 of the proposal, Vendor will submit a comprehensive fee schedule for the proposed debit card program for customers, to include the following:

1. All customer fees associated with card usage.
2. All customer fees associated with card replacement.
3. Overdraft fees which may be attributed to customers and the applicable conditions.

## Pre-Submission Questions and PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than 2 March 07 at 12:00 Noon (Eastern) .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.

Responses (an original plus three (3) copies) should be mailed or hand-delivered in a sealed envelope marked “RFP # 7003245: Stored Value Card” to:

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

### Economy of Presentation

Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of Offeror’s capabilities to satisfy the requirements of this RFP. Fancy bindings, colored displays, and promotional materials are not required. Emphasis on each proposal must be completeness and clarity of content. To expedite the evaluation of proposals, it is essential that Offerors follow the format and instructions contained herein. Content of Offeror’s proposal should be limited to 50 pages.

Proposals must be submitted in two (2) parts; a Technical Proposal and a Fee Schedule.

Proposals should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A sealed and separate Cost Proposal reflecting the fee structure proposed for this scope of services.
3. A sealed and *separate* Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
5. 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.

Technical Proposal must contain the following sections:

- **Executive Summary**

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's technical approach and ability.

- **Offeror's Organization and Staffing**

A description of staffing, including an organizational chart highlighting the persons or units(s) responsible for this project should be demonstrated.

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements of prior experience and qualifications.

- **Work plan/Approach Proposed**

This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. This section shall include a discussion and justification of the methods proposed for each task identified in the Scope of Work (above), and the technical issues that will or may be confronted at each stage of the project. The work plan description shall include a detailed proposed project schedule by task, a list of tasks, activities and/or milestones that will be employed to administer the project, and the task assignments of staff members and level of effort for each linked to the Cost Proposal.

- **Previous Experience and Background**

This section shall include the following information:

- A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects,
- A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position, and
- 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.
- Any other information the Offeror seems relevant to the evaluation process.

Proposals of (Your Company's Name):  
RFP Number: **Electronic Debit Card Program for RIDHS/OCSS**  
Proposal Opening Date and Time: **As determined in Appendix A – Schedule of Events**

## **State of RI Purchasing**

### **Part 1 – Administrative Documents and Technical Proposal Content**

**All offerors must complete this section.** Be specific, as the responses to this section will weigh heavily in choosing the appropriate service.

#### **Administrative Documents**

One (1) original packet and one (1) hard copy are required. The following items should be included in the packet:

1. Completed Coversheet (page 1) of the RFP
2. Signed Proposal Letter (page 2) of the RFP
3. Signed Addenda Document(s) to the RFP (if applicable)

#### **Technical Proposal Content**

See purchasing as to 4.3.2

#### **Response to RFP Section 3.0 Description of Requirements**

The Offeror's Technical Proposal must provide its response and/or approach to all of the requirements in the Description of Requirements Sections 3.6 – 3.9. The Technical Proposal should not contain any pricing information. **The Offeror's organization of responses to the requirements must be arranged in the sequence in which the requirements are referenced, and formatted with responses inserted directly after the requirement or request.** Specific answers may be cross-referenced throughout Offeror response to avoid duplication of material. Additional information may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response.

The following RFP Sections 4.3.2.2 through 4.3.2.8 will be reviewed and used as company profile information for the evaluation of proposals during evaluation phases II and III.

#### **Staffing**

The Offeror's proposed organization and staffing for the project should address:

1. Organizational Chart
2. Description of staff responsibilities

3. Names and resumes of key staff
4. Time commitments of staff (full time/part time and/or number of days/weeks/months/years per person over the course of the project).

### **Subcontractor Staff**

The vendor shall disclose the planned use of subcontractors to perform the services described in the RFP. This includes the following information: Name and address of each subcontractor and the work the subcontractor will be performing.

### **General Business Information**

The Offeror and any subcontractors must indicate the name, address, telephone number, Email address, FAX number, and Employer Identification Number (EIN) of the legal entity with which the contract is to be written.

### **Legal Status of the Company**

The Offeror must indicate the legal status of the company (e.g., sole proprietorship, partnership or corporation and provide the appropriate documentation (such as Corporate Certificate or Authorization to Conduct Business in Rhode Island). The Offeror must describe and provide a corporate charter that reflects all relationships among the bidding company, parent company, and subsidiaries, as well as a list of all officers of the company. The Offeror must also provide the legal status of the program products being offered.

### **Previous Contract Termination**

Termination for Default is defined as, "A notice to stop performance delivered to the Offeror due to the Offeror's non-performance or poor performance." Indicate whether the Offeror or any principal officers of the company have had a contract terminated for default within the last five (5) years. If the Offeror has had a contract terminated for default within this period, then the Offeror must submit full details, including the other party's name, address and telephone number, and the status of the issue of performance:

- Not litigated due to inaction on the part of the Offeror
- Litigated and determined that the Offeror was in default
- Litigated and determined that the Offeror was not in default
- Not litigated and settled out of court

### **Financial Information**

The Offeror must present evidence of financial capability to perform. The State of Rhode Island reserves the right to perform additional due diligence in the area, at its sole discretion, prior to the award of any contract.

## References

The Offeror should identify those private or public organizations that have used the proposed program products in the last three (3) years. Information about such organizations should include the name and address and point of contact (name, phone number and email address). A brief description of the services provided to those organizations should be provided. (See appendix C)

## Part 2 – Program Fee Schedule

The Offeror must provide its response to RFP Section 3.9, Program Fee Schedule. All fee information related to the procurement should be included.

## Evaluation of Proposals

The State will commission a Technical Review Committee that will evaluate and score all proposals using the following criteria:

Experience, Responsiveness of proposal, Capacity, Technology, Client references	0-60 points
Costs	0-40 points

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State reserves the right to accept or reject all offers, bids, proposals, and to act in its best interest. The State reserves the right to award based on cost alone.