



Solicitation Information
30 Sept 08

Request for Proposal # 7323189

Title: Voice Response System – DHS / Child Support

Submission Deadline: 26 Oct 09 @ 11:00 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.state.ri.us no later than **13 Oct 09 at 12:00 Noon (ET)**. 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

SECTION 1 – INTRODUCTION

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Department of Human Services is soliciting proposals for a Voice Response System 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>

This is a Request for Proposals, not an 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 will 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.
- Also, Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or cnewton@gw.doa.state.ri.us Visit the website <http://www.mbe.ri.gov>
- 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 or via email raymond1@gw.doa.state.ri.us
- 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.
- If you wish to seek to do business with the State of Rhode Island, you must register and utilize the E-Verify Program. Please refer to www.dhs.gov/E-Verify or the Division of Purchases website at www.purchasing.ri.gov for more information.

SECTION 2- BACKGROUND INFORMATION

The Rhode Island Department of Human Services has many divisions under its umbrella: Medicaid, RI WORKS, Child Care, SNAP and the Child Support Program to mention a few. The Voice Response system requested should have the capability to expand to, and connect to, any division within the Department of Human Services. Each division will have its own set of specifications and a separate purchase order will be requested for each division when appropriate.

Part A of the RFP where appropriate, applies to the Office of Child Support Services.

PART A

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
- 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.

CP	Custodial Parent
DHS	Department of Human Services
DOIT	Department of Information Technology
IVR	Integrated Voice Response System
NCP	Non-Custodial Parent
RIWORKS	Case that is receiving cash benefits.
OCSS	Office of Child Support Services
Offeror	Respondent to this Request for Proposal
RFP	Request for Proposal
SDU	State Disbursement Unit
SNAP	Supplemental Nutrition Program

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 voice response system. The system must be provided with the most currently available software release. The system must include all software and hardware for a fully operational system upon turnover to the Department division, capable of expansion for other divisions of the Department and can be custom designed for each division separately. DHS goal is to respond to the high volume of calls received by the various divisions within the Department, to streamline phone calls, to provide information via the integrated interactive system, to decrease the need for customers to speak to an employee in order to gather information, and to overall increase customer service satisfaction.

DHS Responsibilities

1. To provide specification to design the voice response system for each of the divisions.
2. To assign a Division Project Director to work with the vendor on the design and implementation of the Voice response System and to coordinate with the vendor for the mainframe system.
3. Work with vendor on understanding customer base and requirements
4. Work with vendor in development of instructional materials
5. Provide customers access to 24/7 IVR system as well as Internet system inquiries.
6. Provide the appropriate network and telephone connectivity
7. Provide remote, secure access to the system via the network

Vendor Responsibilities:

1. Appoint a Project manager
2. IVR Analysis
3. Develop a script and flowchart design and analysis
4. Develop custom telephone application programming

5. Voice prompts
6. Provide testing in Lab environment
7. Provide recording utility
8. To provide complete documentation for the system design, application administrative procedures, users guide, report data, and implementation.
9. To provide a detailed application design per division and receive approval in writing before proceeding.
10. Provide browser based custom reporting package
11. Provide on site system training and assistance per division
12. Provide remote system monitoring
13. Provide training of staff including user and technician training to allow state DOIT staff to provide complete support for the installed system.
14. Provide outreach to the customers

Project Oversight and Staffing

Following the award of this procurement, and the issuance of the division purchase order, the state will appoint a division 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

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.

Experience

The vendor must describe and provide evidence in having extensive background with IVR development and configuration systems as well as a number of successful implementations of voice response systems.

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

General

The components of the Voice Response System must comply with the following standards:

1. The system should be completely modular so that other functionality can be added at a later date. Features such as speech recognition, text to speech, unified messaging, VoIP endpoints, ACD, recording, workforce management, should be able to be added without additional hardware expense but by purchasing additional software licenses.
2. The system should support TDD access by the hearing impaired using their touchtone phones to respond to TDD prompts.
3. The system should be capable of integrating with databases via ODBC as well as the mainframe systems via terminal emulation
4. The system should be easily scalable to allow more users and ports to be added in the future.
5. The system should be upgradeable in the future to VoIP, if desired.
6. A web based reporting application should be included.
7. The Voice response system should have the ability to be monitored on a daily basis by the particular division.
8. A hosted disaster recovery system should be available in the event of a total system failure.
9. A recorded utility should be included that allows management to quickly and easily record a message of the day in the event of something unexpected such as an office closure.
10. Due to call volume 2 T1s or PRIs must be included in the bid
11. Coordination with the Rhode Island Division of Information Technology DOIT for network configuration, virus protection and VPN access is required.
12. The system should be capable of adapting to specification for each division. For example the Office of Child Support Services will design its own Voice Response System as will the RIWORKS program. However, the separate systems may be linked in the initial entry into the Department of Human Services.

PART A- Office of Child Support Services- In addition to the general requirements stated above, the following requirements must be met:

1. IVR Server
2. SCL Server

3. Basic Server License
4. External Call Port
5. Intel HMP Voice
6. Intel HMP RTP Audio G 711 only
7. Language Spanish component
8. Year one Standard Support
9. Server Software License SQL server
10. Telephone Interface Gateways 1000 Dual Span for SIP
11. Professional Services must include: System integration, voicing, System Integration IVR integration administration, Business Hours, Technical Support, Business Hours, Customized IVR Configuration/Basic, Business hours.
12. Maintenance Year 2- Includes remote and onsite support Upgrade, licensing, services, annual updates and licensing support, Support Level 8 AM –11Pm Monday through Friday
13. Warranty which covers 1 year on hardware and software.
14. Script changes for the first 6 months.

Program Management

Communications

1. The vendor will provide a Project Manager for assisting DHS divisions with customer problem resolutions.
2. There shall be no outsourcing of the IVR application except for the professional voice component.
3. Weekly status meetings via phone or Webex should be conducted throughout the design and implementation process.

Project Schedule and Work Plan

Vendor must provide a detailed plan for the implementation of each DHS division. Include a work plan explaining how the vendor intends to meet the project deliverables. The plan should include the following at a minimum;

1. Statement of understanding of the project,
2. Timeline and description of the plan for design of the Voice Response System.
3. Timeline and description of the plan for implementation of Voice Response System, including a period for testing prior to implementation.
4. Timeline and plans for instructional materials and training to be provided to staff and customers per division,

5. Description of how the project will be managed, prioritized, and controlled.

Quality Management

The vendor should fully describe its proposed Quality Management Plan, addressing all features and performance measures considered necessary when providing the cost. The vendor should describe in detail, any existing 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 inconvenience would be minimal.

Contractor Reporting Requirements

1. The vendor will demonstrate its ability to generate reports to the department related to employee calls by providing sample summary and detailed reports.
2. A testing period should be conducted in a lab environment to allow staff the opportunity to call a specified number to listen to the application prior to actual implementation.
3. The vendor, at a minimum, shall submit reports which provides the following information: number of calls per employee, types of calls, number of calls that bypassed the information and went directly to the employee.

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 and outreach materials.

PROPOSAL SUBMISSION

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.

Submission of Proposals

Proposals must be submitted in two (2) parts; a Technical Proposal and a Fee Schedule. The proposal packages must be sealed and identified as follows:

Proposals of (Your Company's Name):

RFP Number: Voice Response System for The Department of Human Services

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 four (4) hard copies 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

Response to RFP -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. 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 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 Program Cost. All fee information related to the procurement should be included. The cost proposal should be clear and determinative for the contract term. It should also include a cost proposal for maintenance, what it entails including hardware maintenance. The proposal will be scored based upon the greatest value over the term of the contract. The cost proposal is worth 200 points.

Pre-Proposal Questions / Proposal Submission:

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.state.ri.us no later than **13 Oct 09 at 12:00 Noon (ET)**. 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 four copies) should be mailed or hand-delivered in a sealed envelope marked "RFP 7323189: Voice Response System" to:

RI Department of Administration
Division of Purchases, 2nd Floor

One Capitol Hill
Providence RI 02908-5855

NOTE: Proposals received after the due date and time listed on the cover sheet of this solicitation may not be considered. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or e-mailed 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:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.us.
2. A Cost Proposal reflecting the hourly rate, or other fee structure, proposed for this scope of services, including completion of the Cost Proposal Summary form, enclosed, and
3. A *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.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom , diskette, or flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".
6. A Confidentiality statement must be present in the proposal

EVALUATION CRITERIA- The following criteria will represent 200 points

Criteria	Points
<u>Experience and Qualifications</u>	100 points
Experience of individuals from the project management team on similar projects	10
Experience of the organization working with government agencies on similar projects	10
Demonstrated experience of the organization completing similar projects on time and within budget	10

References supporting the firms ability to perform this project	20
Organization's financial stability and capability of performing the project	10
Current and active technology and network in use within the state	20
Pending or threatened litigation against the organization that could affect the ability of the vendor to perform the project	20
TOTAL	100

Understanding the Project **100** points

Thorough understanding of the purpose and scope of this project and Management Plan that supports the project requirements	20
Identified pertinent issues and offered solutions for potential problems related to this project	10
Demonstrated understanding of the deliverables related to this project or alternate deliverables, which exceed the minimum tasks necessary to meet the objectives of the RFP	10
Demonstrated understanding and ability to meet the time schedule of the project, which includes addressing all issues to allow for a successful and timely implementation of the project	20
Demonstrated approach to partnering and ongoing oversight	20
Organization of the project team	20
TOTAL	100

Proposed Specifications

A Selection Committee will evaluate submitted proposals on the basis of the above criteria items. Consultant Teams may be invited to appear before the Committee for in-person presentations. The Committee will then make a qualifications based recommendation for final selection to the Rhode Island State Purchasing Agent, or his designee, who will make the final award decision.

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

Responses 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 reject any or all responses submitted and to waive any informalities in any vendor's submission