Solicitation Information
10/11/12

RFP# 7458179

TITLE: DHS Project Management (DHS)

Submission Deadline: October 30, 2012 @ 10:00 AM (ET)

Questions concerning this solicitation must be received by the Division of Purchases **at David.Francis@purchasing.ri.gov no later than October 18, 2012 @ 12:00PM- Noon** (ET). Questions should be submitted in a *Microsoft Word attachment.* Please reference the RFP# 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

David J. Francis
Interdepartmental Project Manager

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

Note to Applicants:

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

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1.0 - Introduction

The State of Rhode Island, Division of Purchases ("Division"), on behalf of the Department of Human Services ("DHS") is requesting proposals in the form of a Request for Proposals ("RFP" or "Request") from qualified firms to provide a project manager to assist DHS with project management by working closely with Department of Human Service Director, Deputy Director, Associate Director Management Services, DHS staff, community partners and stakeholders to perform the Project and Performance Management function for the Ford Foundation Work Support Strategies Grant Phase II in order to enable the State of Rhode Island to effectuate change and streamline access to work support benefits and systems and to strengthen families.

The Foundation and its partners are committed to sharing information, lessons, questions, and concerns surfaced by the experiences of the demonstration states with the relevant federal agencies.

The project duration is expected to be three years beginning approximately November, 2012.

The successful vendor will perform in accordance with the terms of this solicitation, the State's General Conditions of Purchase (available on the Rhode Island Vendor Information Program (RIVIP) Website at www.purchasing.ri.gov).

This is an RFP; responses will be evaluated on the basis of the relative technical merits of the proposals received in addition to cost.

INSTRUCTIONS AND NOTIFICATIONS TO VENDORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. 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 RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

4. 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.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to

be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 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 to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, 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 is a requirement only of the successful vendor(s).

14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

2.0 - Background

2.1 Ford Foundation Grant

The Ford Foundation Grant "Work Support Strategies: Streamlining Access, Strengthening Families" (WSS) is a demonstration project through which a select group of states, including Rhode Island, are provided the opportunity to design, test, and implement more effective, streamlined, and integrated approaches to delivering key work support benefits to low-income families, including health coverage, nutrition benefits, and child care subsidies. The initiative aims to build on recent state and federal innovation while taking these efforts to a new level. Funded by the Ford Foundation and partners, Work Support Strategies is directed by the Urban Institute with technical assistance from the Center on Budget and Policy Priorities.

The WSS initiative consists of two phases: a one-year planning phase and a three-year implementation phase. Phase I is complete. During the planning phase, Phase I, the nine selected grantees received grant funding, expert technical assistance, and peer support from other grantees as they perform an intensive diagnostic assessment and develop an action plan addressing both policy and practice changes. States that successfully demonstrated the capacity and commitment to execute their plans were selected for the implementation phase, Phase II, and received additional grant funding. Rhode Island DHS was selected as one of six states to move to Phase II Implementation, and therefore shall receive further opportunities for peer convening and technical assistance to execute the strategies they have developed to create a more integrated, responsive, and flexible work support system

The Rhode Island Work Support Programs included in the Grant are the SNAP (Food Stamp) Program, RI Works, Rite Care and the Child Care Assistance Program plan. Rhode Island created a multi-level, multi-faceted planning initiative to improve and increase access to work support benefits for low-income families and individuals, with a focus on SNAP, Medicaid, Child Care, and the state's TANF program. It is the Implementation of this PLAN, which includes integration with the Rhode Island Health Benefits Exchange, that requires Implementation over the next three years and is the reason RIDHS seeks Project and Performance Management.

Phase I Completed. The State of Rhode Island Department of Human Services was one of nine states selected to participate in Phase I of the Ford Foundation Grant, Work Support Strategies: Streamlining Access, Strengthening Families and received $250,000.00 in planning funds for the time period of March 1, 2011 through June, 2012. During the planning phase, Rhode Island and the other states received expert technical assistance, and peer support from other grantees in addition to the funding. RI DHS performed intensive diagnostic self-assessments, explored business process strategies, established leadership structures, and developed a data-driven action plans addressing both policy and practice changes. Rhode Island was successful in receiving the Phase II Implementation Grant.

Phase II (Three Year Implementation August 2012 through August 2015)): Six states, including Rhode Island received funding for three years in order to implement their strategic action plans. These states shall receive continued technical assistance and peer support to execute the strategies they have developed during Phase I to create a more integrated, responsive, and flexible work support system. The Rhode Island Action Plan is incorporated herein. Implementation of this WSS Action Plan is required as the deliverable as a result of the receipt of the WSS Ford Foundation Grant, Phase II.

2.2 Additional Background Information:

Technical Assistance and Peer-to-Peer Support

Rhode Island and the other selected five states shall receive on-going and tailored technical assistance from national experts in policy, operations, program evaluation, and project management based on their unique needs, including on-site visits and telephone support. Rhode Island will continue to build close connections to peers in other states and will share experiences and problem-solve collaboratively.

Information-Sharing with Federal Officials

This WSS initiative provides a structure for offering input to federal policymakers around state ideas for policy guidance and clarifications.

3.0 - Scope of Work

3.1 Procurement Objective

The objective of this RFP is to competitively procure a qualified Project Manager from a qualified vendor. The state is seeking an experienced individual who has preferably worked with State Government officials, understands the federal grant process, and have a working knowledge of DHS.

3.2 Statement of Need

A Project Manager is necessary to establish the project management for Ford Foundation Grant. DHS will rely upon the Manager for the following critical needs:

- The Project Manager will assist DHS by providing support to the State in the oversight, management and implementation of the Ford Foundation Grant.
- The Project Manager may assist DHS by providing support to the State in the oversight and management of other DHS projects as it relates to the Ford Foundation Grant.
- The Project Manager will perform project management-related consulting services in support of the overall project efforts.

DHS has estimated that it will need the Project Manager based upon the following information:

Time Period	Hours/Week	Total Hours
Year 1	20 Hours/Week * 50 Weeks	1,000
Year 2	15 Hours/Week * 50 Weeks	750
Year 3	To be Determined	100
	Total Estimated Hours:	**1,850**

3.3 Vendor Requirements

The following criteria will provide the basis for the bidders' responses. Bidders should use their own expert knowledge in replying to each of these criteria.

DHS will provide space for one project manager to be co-located with State and other contractor staff. The office space will be equipped with cubicles, chairs, desks, telephones, power and Internet. However, the bidder is required to supply all other materials to be used by their staff, including but not limited to:

- Computer hardware, software, and other such technology required to complete the work of the contract
- Licensed software including test tools, VPN, and software maintenance;

- Legal copies of anti-virus and anti-spyware software on all computers;
- Long distance telephone service;
- Office equipment not supplied by DHS, e.g., fax machine, additional printers, etc;
- Offices and ancillary supplies;
- Physical storage facilities;
- Transportation to project-related meetings in Rhode Island.

The vendor will provide DHS with a monthly status report, detailing significant activities of the previous month with a description of problems and estimated completion times, a summary of risks to not completing the tasks on time, and proposed solutions to mitigate risk to project quality and timeline.

The vendor shall be responsible for materials preparation and keeping detailed meeting notes for periodic planning meetings. The vendor is expected to continuously evaluate/prioritize those project activities that most impact the project's desired outcomes and make recommendations to effect positive change.

All deliverables will be submitted to DHS electronically with an original non-PDF file(s) using the Microsoft Office 2003 suite of tools (Word, Excel, PowerPoint, etc. and Microsoft Project 2003 for project planning.) Deliverables and correspondence produced in the execution of this RFP must be clearly labeled with the project name, deliverable title, deliverable tracking or reference number, version number and date.

The vendor will perform all responsibilities defined in this RFP (at a minimum) throughout the term of the contract.

The vendor is expected to actively participate in meetings and to contribute their expertise to all phases of the project.

The vendor will be responsible for maintaining a consolidated Project Management plan and schedule.

The vendor will follow industry standard methodologies and approaches.

The vendor's specific deliverables related to this task will include:

- The vendor shall be responsible for creating and maintaining detailed project plans and schedules that support project scope, costs, milestones, and deliverables.
- The vendor shall track project progress against the plan, do bi-weekly status reports, and perform project evaluations. The vendor shall be responsible for materials preparation and keeping detailed meeting notes for periodic planning meetings.
- The vendor shall provide assistance to the State in the form of independent oversight, monitoring, and reporting on activities and metrics critical for on-time delivery of quality technology services to meet needs of the State.
- The vendor shall be responsible to update and maintain the Ford Foundation progress report.
- The vendor shall do other work as required in support of this project.

3.4 Project Manager Qualifications

The Project Manager selected as a result of this RFP will be required to have the following minimum credentials, as applicable:

- Successful track record at managing multi-process projects.
- Significant knowledge of and experience with state human service programs.
- Must be employed by the respondent when the proposal is submitted, or committed to join the respondent's organization by the beginning of the contract start date. If the intended employee is not an employee, a letter of commitment to join the organization must be submitted with the respondent's proposal.
- Must be on-site in the DHS facility in Cranston, Rhode Island for a majority of DHS business working days or at the request of DHS.
- Must have a proven record of delivering projects on time and within budget.
- Must have project management-related experience creating and managing comprehensive project plans utilizing project management flows and tools.
- Must have experience performing scope management for projects including a disciplined change control process.
- Must have excellent verbal and written communication skills.
- Must be able to communicate effectively with clients and technical staff in English.

4.0 Vendor Responsibilities

4.1 Compliance with Statutory, Regulatory and Other Standards

The Vendor must comply with all applicable State and Federal regulations and statutes.

4.2 Confidentiality and Protection of Public Health Information and Related Data

DHS does not anticipate providing any protected health information to the successful vendor. However, in the event that protected health information or other confidential data must be shared by DHS with the vendor, the vendor shall be required to execute a Business Associate Agreement Data Use Agreement, among other requirements, shall require the successful vendor to comply with 45 C.F.R 164.502(e), 164.504(e), 164.410, governing Protected Health Information ("PHI") and Business Associates under the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191), 42 U.S.C. Section 1320d, et seq., and regulations promulgated thereunder, and as amended from time to time, the Health Information Technology for Economic and Clinical Health Act (HITECH) and its implementing regulations, and regulations promulgated thereunder, and as amended from time to time, and the Rhode Island Confidentiality of Health Care Information Act, R.I. General Laws, Section 5-37.3 et seq. The successful Vendor shall be required to ensure, in writing, that any agent, including a subcontractor to whom it provides Protected Health Information received from or created or received by and/or through this contract, agrees to the same restrictions and conditions that apply through the above-described Agreements with respect to such information. Any information provided by Medicaid or EOHHS to the Vendor for the completion of the projects may not be sold, given or otherwise shared with outside parties.

4.3 Data and Reports

Data, information, and reports collected or prepared by the Vendor as well as equipment purchased by the Vendor in the course of performing its duties and obligations and paid by the State under this contract shall be deemed to be owned by the State of Rhode Island. This provision is made in consideration of the Vendor's use of public funds in collecting and preparing such data, information, and reports, and in purchasing equipment.

4.4 Travel

All travel costs for Vendor staff, including in-state and out-of-state travel necessary to carry out the tasks within the contract, shall be included in the fully loaded price point.

4.5 Contract

4.5.1 Single Award

One contract will be awarded for the work specified herein.

4.5.2 Duration

Services under the contract are subject to approval of the State's Chief Purchasing Officer and his or her designee. Services shall commence upon completion of the award, contract, and the issuance of a state Purchase Order, and will expire on or about April, 2015 or until the funding runs out.

4.5.3 Final Contract Terms

It is the intent of DHS to purchase all activities outlined in this RFP. Additional specific activities will be determined, based on the need and available funds, at the time of contract establishment.

4.5.4 Payment

The bidder will be paid through a payment schedule based on the nature of the work. The vendor will invoice the State monthly for work performed the previous month using a detailed invoice the State will provide.

5.0 - Proposal Submission

5.1 The Required Proposal

The Division shall be the primary point of contact for all vendors from the date of release of the RFP until the contract is fully executed and signed. **Any attempt by a vendor to contact any State employees regarding this procurement, other than those named on page one of this RFP, may cause rejection of the proposal submitted by the vendor.**

Questions concerning this Request for Proposals may be emailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time specified on page one of this RFP. Questions should be submitted in a Microsoft Word attachment. **Please reference the RFP number on all correspondence**. Questions received, if any, will be posted on the Division's website as an addendum to this RFP. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at (401) 574-8100.

Vendors should recognize that the only official answers to any questions are those made in writing and issued by the Division of Purchases to prospective vendors.

Interested vendors may submit proposals to provide the services covered by this Request on or before the date and time specified on page one of this RFP. Proposals received after this time and date will not be considered.

Responses (**one original plus 4 copies**) and two electronic copies on CDs or flash drives should be mailed or hand-delivered in a sealed envelope marked **"RFP #7458179: DHS Project Management " to:**

Rhode Island Department of Administration
Division of Purchases,
2nd Floor
One Capitol Hill, Providence, RI 02908

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 will 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:

- In the proposal, the bidder is expected to describe the actions necessary to produce the deliverables. In addition, the bidder should use examples to describe the format and content of the deliverables.
- DHS expects the Bidder to present a clear understanding of the methods and tools used to ensure that its resources are managed to complete required tasks and deliverables. The Bidder's proposal must describe its Project Management process in sufficient detail to provide the DHS with an understanding of its approach.

Proposals must include:

- A signed and completed three-page RIVIP Vendor Certification Form with a letter of transmittal signed by an owner, officer or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the Executive Office of Health and Human Services. The signature of the official with legal authority to bind an organization into a contractual agreement should also be included. This form is downloadable at http://www.purchasing.ri.gov.
- A (**separate) Technical Proposal** describing the Vendor's relevant experience and expertise, subcontracts, and experience with similar programs.
- A (**separate, sealed)** Cost Proposal reflecting the hourly rates and other fee structures proposed for this scope of services.
- The Technical Proposal and Cost Proposal shall be separately sealed and clearly marked. There shall be no reference to price(s) in the Technical Proposal
- In addition to the **original** and **4 hard copies** of the proposals required, vendors are requested to provide their proposal in **electronic format (CD ROM, Flash Drive).** Microsoft Word, Excel, or PDF format is preferable. Two electronic copies

are requested. The CDs or flash drives shall be included in the proposal marked "original" and clearly labeled with vendor information.

5.2 Technical Proposal

The technical proposal submission must contain the following sections:

5.2.1 Executive Summary

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide the State evaluators with a broad understanding of the vendor's technical approach and ability. The executive summary should include the following:

- A clear and concise summary of the vendor understands of the project and the State's needs.
- A clear and concise summary of the proposed approach.
- A brief summary of the vendor's experience and ability to perform this project.
- A general description of the capabilities and role of any subcontractors.

5.2.2 Relevant Experience and Expertise

This section shall include the following information:

- Qualifications: Provide a summary within the technical proposal. In an attachment to the technical proposal (not included in the 30 page limit), please include resume(s) for the vendor and any subcontractors.
- Relevant experience: Describe experience with prior or current projects related to the scope of work in this RFP.
- A brief description of the vendor's financial position and solvency
- The vendor'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 participation by MBE's in all State procurements. Further questions may be directed to the State's MBE officer at (401) 574-8253 or http://www.mbe.ri.gov.
- The vendor shall provide at least three (3) references for projects that are of comparable size and complexity for which the vendor served as the prime QA contractor, preferably within the last five (5) years. These references may be contacted to verify vendor's ability to perform the contract. The State reserves the right to use any information or additional references deemed necessary to establish the ability of the vendor to perform the conditions of the contract. Negative references may be grounds for proposal disqualification.
- For each reference, the vendor shall provide (referencing the subsections in sequence):
    - The agency or company name of the reference;
    - The location where the services were provided (city, state);
    - Primary and secondary contact name, title, telephone number, and e-mail address of the client reference;

    - A complete description of the project;
    - Description of the vendor's role in the project;
    - Beginning and end dates of the project;
    - Maximum number of vendor staff assigned to project at one time;
- If the vendor chooses to utilize subcontractors, references must also be provided for each subcontractor.
- Resumes for all proposed full-time project managers should also be included.

6.0 - Evaluation and Award

6.1 Review Team

The State will commission a review team to evaluate and score all proposals that are complete and minimally responsive using the criteria described below. The evaluation of any item may incorporate input from sources other than the vendor's response and supplementary materials submitted by the vendor. Those other sources could include assessments made by evaluators based on findings recorded from reference checks (including but not limited to those supplied by the Vendor), prior experience with or knowledge of Vendor's work, responses to follow-up questions posed by the State and/or oral presentations by the vendors if requested by the state. The State may elect to use any or all of these evaluation tools.

6.2 Evaluation Criteria

The State will select 3 candidates from all submissions based upon the criteria described in Sections 3.4, 5.2.2, and 6.2.1. The chosen three candidates, along with their preliminary technical scores, will be provided to the Division of Purchases. The Division of Purchases will then contact the three candidates on behalf of the review team requesting two writing samples (paper copies). The three candidates will then be scheduled for an interview at a time specified by the State. Upon finishing interviews with the candidates, the State will complete scoring Sections 6.2.2 and 6.2.3. Any of the 3 candidates who achieve a minimum score of 56.25 points (75% of 75 possible points) will then have their cost proposal opened and be award the proportionate amount of points as explained in Section 6.2.4.

NOTE: Each vendor may submit up to two (2) candidates.

6.2.1 Relevant Experience and Expertise — 25 Points

The candidate must have significant project management experience, as describe in section 5.2.2. Evaluators will consider prior experience and expertise in the tasks described and the extent to which the vendor meets the minimum criteria defined in the RFP, specifically Section 3.4.

6.2.2 Writing Samples — 15 Points

Selected candidates must provide writing samples that most closely resemble the intent of this RFP.

6.2.3 State Interview — 35 Points

Selected candidates will be questions on relevant topics by a team of State personnel, relating to the job description requirements and the challenges inherent in the project. The answers of candidates are expected to correlate with the resumes presented.

6.2.4 Cost — 25 Points

The lowest costing vendor will automatically receive 25 points, with every additional vendor receiving cost points on a proportional basis compared to the lowest cost. The

cost score is calculated based on the following formula: (lowest cost/[proposed cost of other vendor]) x cost points available).

6.3 Award

- The review team will present written findings, including the results of all evaluations, to the State Purchasing Agent or designee, who will make the final selection for this solicitation. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.

- In order for the Cost Proposal to be reviewed, all technical proposals must meet a minimum technical evaluation score of 56.25 total points. Any technical proposals scoring less than 56.25 points will not have the cost component either opened or evaluated and the proposal will be dropped from further consideration.

- Because the evaluation takes into consideration both the technical and cost components in a value based approach, the lowest costing vendor may not necessarily be awarded the contract.

- Notwithstanding anything above, the State, and its agents reserve the right to either accept or reject any, or all, bids, proposals, award on cost alone, cancel the solicitation and to waive any technicality in order to act in the best interest's of the State and to conduct additional negotiations as necessary.

- 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, at its sole option, may elect to require presentation(s) by offerors in consideration for the award. An award will not be made to a contractor who is neither qualified nor equipped to undertake and complete required work within a specified time.

6.4 Federal and State Approvals

Final contract approval is contingent upon Federal and State approvals. Every effort will be made by the State to facilitate rapid approval upon award.

7.0 - Governing Terms and Conditions

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL:

https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf

Additionally, all of the terms and conditions contained in the Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Form are incorporated.