



**Solicitation Information  
February 14, 2013**

**RFP # 7461237**

**TITLE: INFORMATION TECHNOLOGY & REAL ESTATE  
CONSULTING SERVICES**

**Submission Deadline: MARCH 15, 2013 AT 2:30 AM (EST)**

**PRE-PROPOSAL MEETING: Yes Date: March 11, 2013 Time: 2:00 PM  
Mandatory: No  
Location: Department of Attorney General's Office at (3rd floor), 150 South Main  
Street, Providence, RI.**

Questions concerning this solicitation must be received by the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than **March 4, 2013 at 12 Midnight**. 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.

**Gail Walsh  
Chief Buyer  
State of Rhode Island  
Division of Purchases**

**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 four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

*Rhode Island  
Department of Attorney General*

*IT and Real Estate Consulting Services*

*Request for Proposal #7461237*

*February 14, 2013*

*Rhode Island Department of Attorney General*  
*IT and Real Estate Consulting Services*  
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**REQUEST FOR IT AND REAL ESTATE CONSULTING SERVICES PROPOSAL:**

The Rhode Island Department of Administration, Division of Purchases, on behalf of the Rhode Island Department of Attorney General (RIAG) is requesting proposals from qualified Bidders to provide Information Technology (IT) and Real Estate consulting services, in accordance with the scope of services and terms of this solicitation.

The Rhode Island Department of Attorney General is headquartered at 150 South Main Street, Providence, Rhode Island. RIAG has approximately 231 employees, 150 of which represent the criminal division and another 25 that represent the executive/administrative division. The current facility is in need of significant capital improvements. There is a need to either upgrade the existing facility which is comprised of 4 floors totaling 54,000 square feet or build a new facility. More details are provided in Section 4: Project Background and Goals and Appendix B.

The office also has significant Information Technology needs. The SAN storage capacity is reaching a tipping point where incremental improvements may struggle to support future business needs. There are other interdependent infrastructure issues concerning firewall, data security, network connectivity, server updates, etc. The office would like to evaluate various options available (including Cloud service models) before making decisions for future state storage, backup and disaster recovery solutions while weighing in the impact on existing systems and applications. More details are provided in Section 4: Project Background and Goals and Appendix A.

The RFP seeks qualified Bidders to provide one or more of the following services. The "Scope of Services" section provides more detail on the service requirements.

**Task Order 1: Information Technology Consulting Services:** Analyze the current state IT environment, evaluate available options, work with the Real Estate consulting team (options for file storage, CAT three wiring, server space, etc. as per Task Order 2) and develop a phased technical infrastructure roadmap to help the RIAG office make informed decisions about infrastructure improvements that includes storage, backup and disaster recovery solutions.

**Task Order 2: Real Estate Consulting Services:** Analyze the current requirements and assess potential real estate alternatives available to the RIAG office. The solution should be aligned with RIAG's future state IT strategy requirements (as per Task Order 1).

**Task Order 3: Other Value Added Services:** Provide other value added consulting services, as may be requested by the RIAG office, to help manage and implement the IT and Real Estate improvement initiatives. As per RIAG's requirements, any critical value added services can be included in the contract on an on-going review basis.

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Bidders will be reviewed and ranked for each of these three categories of services. Responses submitted for only a subset of above services will be rejected as incomplete.

The State reserves the right to award to one or more vendors.

## **1 INSTRUCTIONS AND NOTIFICATIONS TO THE BIDDERS**

- All respondents **MUST** register online at the RIVIP's Internet website @ [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Proposals must be in accordance with the guidelines outlined in this request and the state's General Conditions of Purchase which can be accessed through the website.
- A fully completed and signed *RIVIP Bidder Certification Cover Sheet – All four pages should* accompany response submitted. Failure to make a complete submission inclusive of this four-page document may **result in disqualification**.
- 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.
- 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.
- Should there be a need for technical assistance in registering and/or downloading any document, call the RIVIP HELP DESK @ (401) 222-3766 or [Lynda.moore@doit.ri.gov](mailto:Lynda.moore@doit.ri.gov). Office Hours: 8:30 AM – 4:00 PM.
- All costs associated with developing or submitting documents in response to this Request and/or in providing oral or written clarification of its content shall be borne by the respondent. The State assumes no responsibility for these costs.
- All pricing submitted will be considered to be firm but negotiable during the development of scope requirements in conjunction with the availability of funds.
- Submissions in response to this solicitation are considered to be irrevocable for a period of not less than sixty (60) days following the established due date and may not be withdrawn without the express written permission of the State Purchasing Agent.
- Responses misdirected to other State locations or which otherwise are not received by the State Division of Purchases by the established due date for any reason will be determined to be late and will not be considered. The office clock, for the purpose of registering the arrival of a document, is in the reception area of the Department of Administration (DOA), Division of Purchases 2<sup>nd</sup> Floor, One Capitol Hill, Providence, Rhode Island.

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- 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.
- Respondents are advised that all materials submitted to the State for consideration will be considered to be public records as defined in Title 38, Chapter 2 of Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award is made.
- All proposals should include the vendor's FEIN or Social Security number as evidenced by a W-9, downloadable from the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Please include the W-9 in the **original proposal only**.
- The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
- 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. It is the responsibility of all potential offerors to monitor the website and be familiar with any changes issued as part of an addendum.
- 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 or [raymond.lambert@hr.ri.gov](mailto:raymond.lambert@hr.ri.gov).
- 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).*
- The vendor(s) 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, visit the website at [www.mbe.ri.gov](http://www.mbe.ri.gov), or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).
- **During the life of this contract, the State reserves the right to solicit separately for selected initiatives within this scope of work.**

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The State reserves the right to award to one or more vendors, to accept or reject any or all options, bids, proposals, to award on the basis of cost alone, and to act in its best interest.

At any point during the review process, any proposal found to be substantially non-responsive will be dropped from further consideration.

The State may, at its sole option, elect to require presentation(s) by respondents clearly in consideration for award. Other submissions, certifications, or affirmations may be required, as appropriate.

## **2 ESTIMATED PROCUREMENT TIMELINE**

The RFP process will proceed according to the following anticipated schedule:

<b>EVENT</b>	<b>DATE</b>
Solicitation: Release Date	14 February 2013
Deadline for submission of written questions	4 March 2013, 12 Midnight
Pre-proposal meeting	11 March 2013
Solicitation Close Date / Submission Due Date and Time	15 March 2013, 2:30 PM
Down-selection: Elimination of Bidders that did not meet minimum requirements	20 March 2013
Oral Presentations for Selected Bidder(s)	Bidders will be notified individually and be given at least 1 week notice if Oral Presentations are required.
Solicitation: Announcement of awarded Bidder(s) (Estimated)	22 March 2013
Contract: Estimated Contract Start Date	25 March 2013

- Responses will be due no later than **2:30 p.m. EST, on March 15, 2013**. Responses received later than the date and time specified will be rejected or deemed non-conforming and returned to the Respondent unopened. The State assumes no responsibility or liability for late delivery or receipt of responses.
- The responses will be evaluated pursuant to the criteria set forth in this RFP. Notification of selection or non-selection of all Respondents who submitted conforming responses will be mailed when the selection process is final.

### **3 PROPOSAL SUBMISSION**

All document pages are to be **numbered in consecutive order.**

**Separate TECHNICAL/COST PROPOSALS** ("original" plus **FOUR (4) copies of both Technical and Cost Proposals**). Cost proposals should be submitted in a separate sealed envelope. Submissions are to be either mailed or hand-delivered in a sealed envelope marked: "**RFP 7461237 –RIAG IT and Real Estate Consulting Services**" by **March 15, 2013 @ 2:30 PM:**

**RI Dept of Administration  
Division of Purchases  
One Capitol Hill  
Providence, RI 02908**

**NOTE:** 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. The "official" time clock is located in the Division of Purchases Reception area.

In addition to multiple hard copies of proposals required, vendors shall provide one (1) copy of their technical proposal and one (1) copy of their cost proposal in electronic format (CD-ROM). Microsoft Word/Excel or PDF format is preferable.

#### **3.1 Services Proposal**

In this section, the Bidder must describe its proposed approach to meeting the scope of services set forth in "Scope of Services" section. Bidders must propose all of the following services:

**Task Order 1 and Task Order 2:** The Bidders must describe in detail

- Phased approach
- Duration of each phase
- Key activities of each phase
- Bidder vs. RIAG responsibilities
- Proposed team structure (key personnel)
- Expected deliverables (should include the minimum list in Scope of Services section)

**Task Order 3:** For Task Order 3, Bidder must describe the value added services in detail and how these services can help RIAG manage and implement the IT and Real Estate improvement initiatives. The methodology and key deliverables for the value added services offered should be included.

RIAG office will not consider proposals that offer services through sub-contractors.

### **3.2 Cost Proposal**

The Bidder must, in its proposed solution, provide separate cost proposals for each task order specified in Scope of Services section. The cost proposal for each task of the project will be used to identify and cost the key milestones and deliverables for that phase. The cost proposal for all tasks will be used to establish a maximum obligation for the contract, but the Department reserves the right to negotiate a lower price in contract negotiations with the successful Bidder. The cost proposal template specified in Appendix C must be used as the Bidder's Cost Proposal.

**Task Order 1 and Task Order 2:** The State prefers that each of these Task Orders be performed on a fixed price basis (the price can be negotiated during the scoping/planning phase of the project), inclusive of all costs and expenses including travel. The key deliverables, duration, cost per unit and total cost for each deliverable must be provided as specified in the template in Appendix C.

**Task Order 3:** The State seeks to gain an understanding of the blended hourly rates, inclusive of travel and all expenses, for the value added services. The rate card template in Appendix C can be used for this purpose.

**NOTE: Failure to fully disclose all costs could result in disqualification.**

## **4 PROJECT BACKGROUND AND GOALS**

### **4.1 Project Background**

The Rhode Island Department of Attorney General ("RIAG"), as the central legal agency of the State, is responsible for the prosecution of all felony criminal matters and misdemeanor appeals, as well as prosecution of all misdemeanor matters brought by state law enforcement agencies in addition to being the State's Chief Legal Office, representing all State agencies, departments and commissions in litigation matters and initiates legal action where necessary to protect the interests of Rhode Islanders, as well as being charged with the sole responsibility of operating and maintaining the State's Bureau of Criminal Identification, which is the central repository for all criminal records in the State. The agency is called upon to prosecute thousands of cases annually, without the benefit of the required resources needed to effectively and efficiently litigate these cases. Since the agency is an independently elected constitutional office that also happens to be a member of the state's executive branch, their needs are often at the bottom of the list for statewide funding.

The Real Estate and IT Infrastructure initiatives mentioned in the RFP are being funded through a Federal equitable funds sharing program.

To ensure appropriate management of the funds, the RIAG has established a Federal Asset Fund Accountability Committee along with an Expenditure Authorization Protocol. The Committee will be in charge of approving or denying expenditures related to the workplace improvements outlined below.

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**Current State Issues**

The needs of the RIAG affect mostly the Criminal Division, Bureau of Criminal Information ("BCI") and the Executive/Administrative Divisions. The office is comprised of approximately 233 full time employees, consisting of 150 Criminal, 16 BCI, 22 Executive/Admin, and 44 Civil employees. The main office of the RIAG is located on South Main Street in Providence, but there are also satellite offices in Washington, Kent and Newport Counties. The main RIAG office has a desperate need to either upgrade the existing facility or build a new one.

The South Main Street building has extensive issues related to its failing infrastructure. To name a few, the RIAG needs to repair or replace major portions of the HVAC system, replace the entire roof, conduct asbestos abatement, repair the building's façade, replace pipes, and install a modern generator sufficient to operate the facility in times of emergency. The office also has general structure issues as the existing building was formerly used as a bank and needs remodeling in order to accommodate the functionality of a prosecution office. Some of the issues which need to be addressed include: privacy concerns, trying to maintain current service levels during the remodel, creating room for adequate in-house training and file storage, and upgrading existing CAT three wiring.

In terms of space, the main office has serious issues as the foot print of the existing structure, which is comprised of four floors totaling 54,000 square feet, is not sufficient to accommodate the needs of the office. The BCI division handles 150-200 clients per day, and all visitors must mingle intermittently with prosecutorial staff at the only access point to enter the facility (sometimes passing by the attorney who prosecuted them).

Parking is also a critical issue as the office is located on one of the busiest streets in downtown Providence, with little to no available parking. There are 25 parking spaces available for the executive staff on-site, but the remainder of the 200+ employees must walk over a mile to and from their parking spot. Many staffers conduct official business at crime scenes, state and local police departments and various state agencies represented by the RIAG so they are often walking to their vehicles at varying times throughout the day and night. As a result, there is a pressing need to provide a nearby, secured parking facility for RIAG employees.

Additional space requirements are also needed in each of the three county offices outside of Providence: Washington County, Kent County and Newport County. The RIAG maintains limited room in each of the county court houses, but has outgrown the space and staff must vacate the premises outside of the posted hours of operation.

The Office has significant Information Technology needs. The SAN storage is reaching its limit and requires immediate attention with a focus on appropriate backup and disaster recovery solutions. Most of the servers may need to be upgraded to current supportable and compatible systems. Additional servers are needed to develop databases for file control, redaction banks, consumer protection complaints, case management and other systems. The office needs to provide mobile connectivity for staff while staying compliant with information/data security requirements.

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There are other systems/applications that require to be upgraded or to be built following a prioritized phased roadmap development. These systems include, but are not limited to, the Case Management System, video library of witness statements, training environment that simulates a functional courtroom, database platform consolidation, etc.

A list of RIAG office's planned IT projects and current state network diagrams are included in the Appendix A. The list is not an exhaustive list of all IT initiatives. It is meant to provide an indication of some of the IT needs.

**Project Funding Considerations**

Bidders must in their IT, Real Estate and Other Value Added Services cost proposals demonstrate an understanding that the services specified in this RFP for each task must be implemented in a manner such that they will operate whether or not the subsequent tasks are funded. Same consideration should be applied to the IT and/or Real Estate initiatives roadmap development.

The funding for this project and subsequent improvement initiatives will come from a Federal Equitable Sharing program which will require:

- Coordination with RIAG's Federal Fund Accountability Committee for request and approval of funds
- Supporting the Expenditure Authorization Protocol through adequate documentation
- Observe Federal guidelines for spending of funds

Additionally, all employees of the contractor who will work on this project will be required to undergo a criminal background check. The decision as to whether an employee of the contractor can work on the project based upon the results of a criminal background check will be at the discretion of the Rhode Island Department of Attorney General

## **5 SCOPE OF SERVICES**

The Bidder must describe its proposed approach and deliverables to meet the requirements and specifications set forth in this section

The work effort will involve the following Tasks:

### **5.1 Task Order 1: IT Consulting Services**

#### **5.1.1 DEVELOP TECHNICAL INFRASTRUCTURE ROADMAP**

Under Task Order 1, the winning Bidder will develop technical infrastructure architecture roadmap to help the RIAG office make informed decisions on selecting and implementing the future state infrastructure solution options and initiatives.

The immediate focus of infrastructure roadmap development will be defining the future state storage, backup and disaster recovery solution. The selected Bidder will recommend a solution based upon comparative analysis of cost, benefit and impact on current systems for the available storage, backup and disaster recovery options. The options must include the Cloud service models and deployment models.

The development of technical infrastructure roadmap will involve an analysis of existing requirements, systems, projects pipeline and prepare a detailed phased roadmap of improvement initiatives to mitigate gaps for implementing future state infrastructure strategy. The Bidder will also be required to coordinate with Real Estate workstream to plan/evaluate options for file storage, data cabling, server space, etc.

A list that includes but is not limited to RIAG's current and planned IT projects is included in Appendix A. The high level infrastructure network diagram is also included to help Bidder gain an understanding of current state environment and the initiatives that may be impacted or should be included in the IT roadmap.

The Bidders must describe in detail

- Phased approach
- Duration of each phase
- Key activities of each phase
- Bidder vs. RIAG responsibilities
- Describe how the activities will be aligned with Real Estate workstream
- Describe a plan for keeping project management informed
- Proposed team structure (key personnel)
- Expected deliverables (should include the minimum list in Scope of Services section)

### **5.1.2 REQUIRED DELIVERABLES (AT A MINIMUM):**

The required deliverables for technical infrastructure roadmap will at a minimum include:

- i. An assessment of current state infrastructure inventories and requirements
- ii. Storage, backup and disaster recovery solution assessment (with overall supporting business case)
- iii. Future state IT infrastructure strategy
- iv. Gap mitigation plan
- v. Execution and transition roadmap for future strategy

## **5.2 Task Order 2: Real Estate Consulting Services**

### **5.2.1 REAL ESTATE OPPORTUNITY ASSESSMENT**

Under Task Order 2, the winning Bidder will have the expertise and capacity to analyze, make recommendations and implement a solution that will better align our real estate facilities to the objectives and requirements needed to support our business activities.

As part of this we would anticipate the consulting firm to develop an understanding of the current operations of the RIAG offices including departmental activities, future space and facility requirements and current and future methods of working. Based on this analysis, comparable benchmarking and your understanding of leading practices, the winning bidder will develop potential alternative real estate solutions. These solutions should factor in the IT infrastructure strategy, workplace solutions and other requirements and needs identified during the assessment of operations.

The successful bidder will work with the RIAG's office to analyze and prioritize the real estate alternatives. Potential alternatives might include renovation/reconfiguration, new lease, or build-to-suit. The leading alternatives will be analyzed from a quantitative and qualitative perspective and a recommended solution developed.

A detailed phased roadmap of the recommended solution and other identified improvement opportunities should be developed to support RIAG's office with execution and transition.

### **5.2.2 REQUIRED DELIVERABLES (AT A MINIMUM):**

The required deliverables for real estate consulting services will be:

- i. An assessment of RIAG's current real estate portfolio
- ii. Current and future departmental business requirements
- iii. Future state real estate opportunities and supporting analysis
- iv. Execution and transition roadmap for future strategy

### **5.3 Task Order 3: Other value added services**

The Bidder will be required to provide other value added consulting services, as may be requested by the RIAG office, to help manage and implement its IT and Real Estate initiatives. These services can include but are not limited to Project Management, Program Management Oversight, Contract Risk Services, Information Security Compliance, Audit Compliance and Risk Assessment.

### **5.4 Project Management Requirements**

The project requires a well structured project management shared by both the RIAG office and the Bidder using proven tools and processes. An effective governance and coordination between different workstreams is required to meet both Real Estate and IT project goals, keep the project on time and in scope and to plan the funding for initiatives shortlisted for implementation in the roadmap.

Throughout all phases and work activities of the project, the selected Bidder will be required to provide:

**Project Management Support:** The Bidder will be expected to assemble project management team that may consist of both Bidder and RIAG employees. The Bidder will take responsibility for conducting regular team status meetings, keep RIAG management informed, create workplans, manage project issues/risk logging and resolution. The project managers may also be called upon to coordinate with program management oversight activities.

**Project Plan:** The Bidder must agree, in its proposal, to develop a schedule of major deliverables and prepare, submit, and maintain a comprehensive detailed project plan at the beginning of the project based on an mutually agreed upon schedule of major deliverables. This plan must incorporate all tasks, milestones and deliverables that the Bidder will undertake through the end of the project. The plan must also include tasks that specify RIAG's level of effort.

**Reporting:** The Bidder must agree that, throughout the project, the Bidder's project lead and other key personnel **must** attend weekly meetings with the RIAG Director of Administration, RIAG CIO, and the RIAG project team, as applicable. (RIAG and the Bidder may deem it mutually acceptable for these meetings to take place more or less frequently than once per week during particular phases of the project. A similar mutual determination on the requirement for an onsite meeting as opposed to a conference call may also be made.) A written status report **must** be provided by the Bidder's project lead prior to each weekly meeting. These status reports must describe all activities that occurred since the last report, including: whether deadlines were met, any problems that will have arisen that need to be addressed before proceeding to the next task, and anticipated tasks to be completed in the next week.

The Bidder's proposed format and level of detail for the status report will be subject to RIAG approval. These weekly meetings **must** follow a preset agenda developed by RIAG and the contractor.

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Additionally, Bidder will be expected to conduct regular/weekly status meetings with their own project teams discussing the progress of detailed activities.

Please describe your project management approach that includes staffing model, assumptions, prior experience in managing projects that involve multiple workstreams, resource/budget planning and management reporting.

## **6 BIDDER REQUIREMENTS AND QUALIFICATIONS**

### **6.1 Bidder Background, Qualifications and Previous Experience**

In this section, the Bidder should describe the firm's background and its experience in IT Infrastructure and Real Estate assessment projects for other government and/or private industry clients that are similar in scope to the Rhode Island Department of Attorney General defined in this RFP. In addition, each bidder must provide a list of relevant projects where Bidder was the prime vendor and include the customer's and Bidder's role in these projects.

As part of this section, the Bidder must also provide following information:

- Company name
- Federal Identification Number
- Home office address
- Telephone
- Name and phone number of contact person. This person must have the authority of committing the Bidder to an agreement with the State
- Year the company was founded
- Brief description of the nature of the company's business
- Type of organization (corporation, individual, partnership)
- Total number of employees in United States
- Number of employees in United States providing IT Consulting Services
- Number of employees in United States providing Real Estate Consulting Services
- Ability of Bidder to allocate resources to perform this project if selected

#### **6.1.1 RELEVANT EXPERIENCE**

Respondents are to include a listing of similar projects and/or clients served similarly in concept to the project being proposed. Please specify successful experience with the methodologies and technologies that you have proposed in your responses to the IT and Real Estate initiatives requirements of this RFP. Please explain the previous client work in following format:

- Customer name
- Type of government/organization
- Type of Project
  - IT Infrastructure - (IT Strategy, Roadmap Development, Storage Solution Assessment, Data Warehouse Outsourcing, Data Warehouse Migration, Cloud Solution Assessment, etc.)

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- Please include the technical environment of project (type of platform, email servers, databases, etc.)
  - Real Estate – (Portfolio Strategy, Site Selection, Valuation, Project Management, Construction, etc.)
- Bidder's role (Please include only if you were a prime vendor on the project. Please do not include projects where work was performed by a sub-contractor).
- Project status
- Project duration

**References:** Bidders must provide four references (two per Task Order) related to IT Infrastructure and Real Estate consulting work. The work should have been completed within the last five years or be currently in process and similar in size and scope to the work described in this RFP. References must include the firm name, contact person, address, phone number, and a description of the work performed. No Rhode Island Department of Attorney General employee may be used as a reference.

### **6.1.2 PERSONNEL EXPERIENCE**

**Staff Qualifications:** Respondents are to include a profile of the staff proposed to support the scope of work defined in the RFP. Include qualifications and resumes of all the key personnel that will be involved in this project. This proposal should reflect a commitment of key staff personnel to this project should this proposal be selected. Respondent must demonstrate that staff has the knowledge and experience of similar management projects.

For each project resource/role in the proposed team structure from 'Scope of Services' section, please provide:

- Resource name
- Position/title
- Description of position
- Years of work experience
- Years of relevant experience (IT Infrastructure or Real Estate consulting) experience
- Qualifications/Certifications
- Expected percentage of time this individual will be dedicated to project

## **7 EVALUATION AND SELECTION**

### **7.1 Minimum Evaluation Criteria**

All proposals received at the Division of Purchases by the submission deadline will be reviewed to determine if the proposal meets all of the submission and minimum criteria as prescribed below. If the proposal meets these requirements, then the RIAG Selection Committee will evaluate the services and cost proposals applying the comparative evaluation criteria prescribed in section 7.2.

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The Bidder must score a 'Yes' in response to ALL of the criteria below in order to be considered for comparative evaluation. A 'No' score to any of following questions may result in Bidder being disqualified for further consideration.

- i) Was the Bidder proposal delivered to the Division of Purchases prior to the deadline for receipt of proposals in accordance with instructions in this RFP?
- ii) Did the proposal include required number of copies?
- iii) Does the response include a valid RIVIP registered vendor code?
- iv) Does the Bidder proposal include full and complete response to Section 5 (Scope of Services) and includes responses to all Task Orders and requirements?
- v) Is Bidder the prime vendor for all of the services proposed and has not included any subcontracted work in the proposal?
- vi) Has Bidder provided answers to all of the requirements specified in Section 6 (Bidder and Staff Qualifications)
- vii) Has Bidder provided the required number of references?
- viii) Has a Cost Proposal been included which separates costs for Task Order 1, Task Order 2 and Task Order 3 as specified in Appendix C?

**7.2 Comparative Evaluation Criteria**

Cost Proposals and IT/Real Estate Services Proposals will be evaluated by the RIAG Selection Committee. The Committee will evaluate and score the responses to Task Orders and corresponding Cost Proposals in this RFP separately utilizing (but not limited to) the following criteria resulting in a final ranking and recommended selection:

Category	Points	Percent
<b>1. Company Background</b>	<b>50</b>	<b>5%</b>
<b>2. Project Experience (Company)</b>	<b>150</b>	<b>15%</b>
<b>3. Staff Experience</b>	<b>150</b>	<b>15%</b>
<b>4. Task Order 1: IT Infrastructure Roadmap Development</b>	<b>150</b>	<b>15%</b>
<b>5. Task Order 2: Real Estate Opportunity Assessment</b>	<b>150</b>	<b>15%</b>
<b>6. Task Order 3: Other Value Added Services</b>	<b>50</b>	<b>5%</b>
<b>7. Cost Proposal</b>	<b>300</b>	<b>30%</b>
<b>Total</b>	<b>1,000</b>	<b>100%</b>

The bidders responses in the following categories will be evaluated according to, but not limited to, the following criteria:

**7.2.1 COMPANY BACKGROUND (SECTION 6)**

- Company's footprint and nature of business
- Number of employees providing IT and Real Estate consulting
- Past experience of working with RIAG office

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**7.2.2 PROJECT EXPERIENCE (SECTION 6)**

- IT Infrastructure Projects
  - Infrastructure Strategy/Roadmap development experience
  - Storage/Backup/Disaster Recovery solution assessment experience
  - Data Warehouse outsourcing or Data Warehouse migration consulting experience
  - Cloud services assessment experience
  - Government/Public sector experience
- Real Estate Projects
  - Real estate requirements definition and workplace strategy experience
  - Site selection experience
  - Portfolio strategy and valuation experience
  - Building conditions assessments / surveys
  - Construction management oversight / project management experience

**7.2.3 STAFF EXPERIENCE (IN RESPONSE TO SECTION 6)**

- Relevant Experience
- Education and Certifications

**7.2.4 TASK ORDERS 1 AND 2: IT INFRASTRUCTURE ROADMAP DEVELOPMENT AND REAL ESTATE OPPORTUNITY ASSESSMENT (SECTION 5)**

- Approaches to each Task Order that demonstrate RIAG office requirements in this RFP
- Key activities that include RIAG responsibilities and that align the IT Infrastructure Roadmap to the Real Estate Opportunity Assessment
- Project timeline for each Task Order, suitable for the services proposed
- List of deliverables per Task Order which include the minimum requirements mentioned in this RFP
- Project management approach that includes
  - Project decision making
  - Scope and risk/issues management
  - Status reporting and meeting process
  - Workplan development and management
  - Communication process

**7.2.5 TASK ORDER 3: OTHER VALUE ADDED SERVICES (SECTION 5)**

- Project Management and Program Management Oversight services
- Suitability of services to RIAG office in managing and implementing IT and Real Estate initiatives mentioned in this RFP
- Bidder's experience in providing these services

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**7.2.6 COST PROPOSAL (APPENDIX C)**

- Unit costs and total costs are included as specified in Appendix C
- Competitive rates

**7.3 Evaluation Process**

The RIAG Selection Committee may request additional information to clarify/correct proposals. Clarifications/corrections provided in response to a clarification/correction request by RIAG shall become part of the Bidder's Proposal. The Bidder must be prepared to commit contractually to all claims and statements made in its Proposal.

**7.4 Final Selection**

The RIAG Selection Committee's final selection recommendation will be presented to the Attorney General. Upon receipt of final selection approval from the Attorney General, all respondents will be notified by the State that a final selection has been made.

The level to which a Bidder response demonstrates that its services meets the requirements will factor into the scoring process. The proposal of Desirable Features will also be factored into evaluations. In addition, the following factors will be considered in the evaluation.

**8 ADDITIONAL AWARDED BIDDER REQUIREMENTS / QUALIFICATIONS**

**8.1 Letter of Transmittal**

Bidders must submit a letter of transmittal signed by an owner, officer, or other authorized agent.

**8.2 Bidder Boilerplate Language**

It is desirable that Bidders include any boilerplate contract language that will need to be used if successful in this proposal. This is an optional requirement, but may hasten the award of a contract in the event of a successful proposal.

**9 TERMS OF THE CONTRACT**

The scope of the work may be modified by RIAG prior to beginning work on a given task. RIAG retains the option of granting a time extension to the three year contract described in Appendix C of up to **one year** with additional funding, if available, and if the level of work is expanded by mutual written consent. If necessary, deficiencies in performance of services and/or failure to supply deliverables in a complete and timely manner will be documented in writing by RIAG. Should a pattern of substantial dissatisfaction become apparent, RIAG reserves the right to terminate the contract.

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**10 PRE-PROPOSAL MEETING**

A Pre-Proposal Meeting will be held on **March 11, 2013 @ 2:00PM** at the **Department of Attorney General's Office at (3rd floor), 150 South Main Street, Providence, RI**. At this time all questions relative to the Solicitation of Work (RFP) as well as any questions regarding RIAG procedures and proposal format will be addressed. Persons requesting the services of an interpreter for the hearing impaired may obtain those services by calling (401) 222-4971 forty-eight hours in advance of the scheduled conference date. 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. For computer technical assistance, call the Help Desk at (401) 222-3766 or [Lynda.moore@doit.ri.gov](mailto:Lynda.moore@doit.ri.gov).

## **APPENDIX A**

A list including but not limited to the RIAG's current and future planned IT initiatives is listed below to provide an indication of the types of initiatives which should be assessed and included in the IT infrastructure strategy and roadmap development.

### **Year One**

- HARDWARE REFRESH
  - Server Compute Platform
  - In House SAN Storage
  - Edge Switch Platform
  - Backup / DR Solution w/possible private cloud storage
  - User Workstation / VDI - Zero Client implementation
  - Secure wireless access in all AG locations
- E-MAIL
  - Exchange Server refresh or possible cloud hosting
- END USER PRODUCTIVITY
  - Mobile Devices
  - Necessary Desktop devices
- SECURITY
  - Web based remote workplace functionality
  - Network Access Control
  - Mobile Device management
- CASE MANAGEMENT
  - Enhancements
  - Precious Metals & Pawns

### **Year Two**

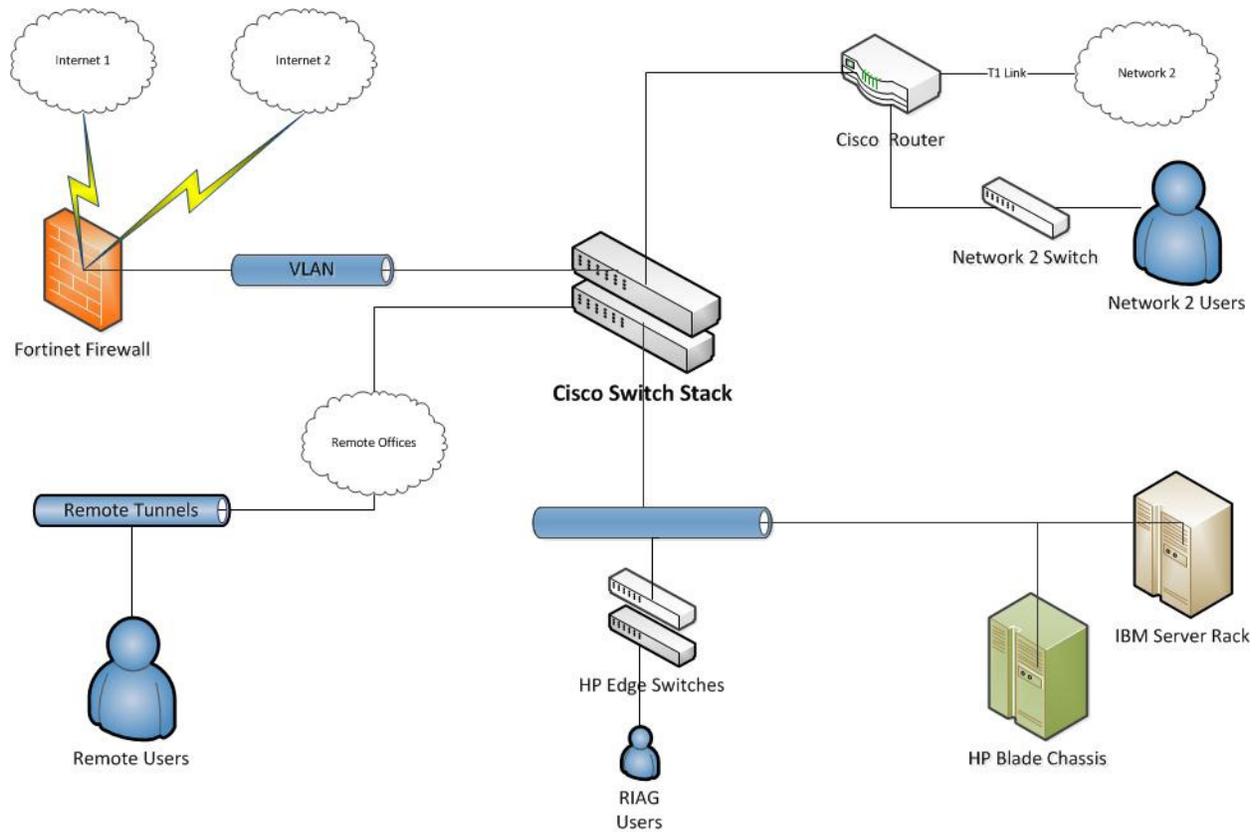
- SOFTWARE
  - Server OS Refresh
- VOICE
  - VOIP solution with new handsets
  - 3G/4G Cellular Amplifier / Antenna for basement and 1st floor of 150 South Main St.
- BUSINESS APPLICATIONS
  - Consolidate Database Platforms
  - Merge outstanding legacy databases table data into CMS

**Year Three**

Data Retention

- Historical Data
  - Video Library
  - Data Archive
  - Email Archive

**CURRENT NETWORK DIAGRAM**



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**APPENDIX B**

In addition to the main office at 150 South Main Street in Providence, RIAG maintains facilities in Washington, Newport and Kent Counties, as well as Licht Superior Court House and Garrahy District Court House. The following list provides the address of each property along with estimated square footage, and number of assigned staff.

Rhode Island Attorney General's Office space and FTE allocations:

Main Office, 150 South Main Street, Providence RI 02903  
54,000 Square Foot  
204.1 FTE's

Kent County Court Facilities  
Noel Judicial Complex  
222 Quaker Lane, Warwick RI 02886  
4,155 Square Feet  
15.0 FTE's

Providence County Court Facilities  
Licht Judicial Complex  
250 Benefit Street, Providence RI 02903  
2,761 Square Foot w/out file room  
3,151 Square Foot w/ file room  
15.0 FTE's

Garrahy Judicial Complex  
Dorrance Street, Providence RI 02903  
195 Square Foot  
2.0 FTE's

Cranston RI Traffic Tribunal  
Howard Complex, Reservoir Ave, Cranston RI  
257 Square Foot  
1.0 FTE

Newport County Court Facilities  
Florence Murray Judicial Complex  
45 Washington Square, Newport RI 02840  
728 Square Foot  
4.0 FTE's

Washington County Court Facilities  
J. Howard McGrath Judicial Complex,  
4800 Tower Hill Road, Wakefield RI 02878  
966 Square Foot  
6.0 FTE's

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**APPENDIX C**

The Bidders shall submit **separate sealed** Cost Proposals (an original plus 4 copies) using the template specified in this section. Using the template, the Bidder will specify a unit price/hr for each deliverable, duration in hours and total cost of deliverable. Bidder shall assume the responsibility for ensuring that their Cost Proposals are accurate and correct.

In the event there is a discrepancy between the unit price and total cost, the unit price will govern.

All rates/pricing shall be stated inclusive of time, materials and expenses. The Bidder and RIAG will mutually determine a payment schedule once the Bidder's statement of work is agreed upon.

**Cost Proposal Template for Task Order 1 and Task Order 2**

Task Order/ Deliverable	Price per unit/hours	Number of units/hours	Total Cost (\$)
<b>Task Order 1</b>			
Deliverable 1			
Deliverable 2			
<b>Task Order 2</b>			
Deliverable 1			
Deliverable 2			
<b>Grand Totals</b>			

**Rate Card for Other Value Added Services**

The term of the contract for Task Order 3 (Other Value Added Services) shall be for a period of three years. A rate card for these services should be provided using the following template. Bidder must specify the service and corresponding hourly blended rate. A suitable rate for next three fiscal years can be proposed. If an extension to a fourth year is warranted, rates for that year will be agreed upon at that time.

Type of Service Provided	Blended Hourly Rate for Fiscal Year 2013 \$	Blended Hourly Rate for Fiscal Year 2014 \$	Blended Hourly Rate for Fiscal Year 2015 \$