



**Solicitation Information  
April 10, 2013**

**RFP# 7461415**

**TITLE: PRECIOUS METALS AND PAWNS DATABASE – DEPARTMENT OF ATTORNEY  
GENERAL**

**OPENING DATE AND TIME: May 9, 2013 at 11:30 AM (ET)**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) **no later than April 25, 2013 at Midnight.** Please reference the LOI / RFP # on all correspondence. Answers to 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**

**Gail Walsh  
Chief Buyer**

**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**

## **Introduction:**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Attorney General requests proposals to install and configure a new web based software system that will replace the current Precious Metals and Pawns database to allow vendors to enter the data directly into the database in lieu of using contracted help to enter the vendor data into the system manually. Minimally the desired changes must equal or be greater than the requirements set forth in legislation that recently passed (RI General Assembly bill 2011-H5811). Ideally all vendor pawn and precious metal slips will be entered directly by the vendor. (Please see addendum attached that depicts functionality requirements and diagrams of proposed system and existing system)

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](http://www.purchasing.ri.gov)).

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

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

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

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

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

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

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This will be a requirement only of the successful bidder (s).*

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

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 [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov). 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.

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 [Raymond.Lambert@hr.ri.gov](mailto:Raymond.Lambert@hr.ri.gov).

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.

RIGL 37-13-3.1 State public works contract apprenticeship requirements. \* (a) Notwithstanding any laws to the contrary, all general contractors and subcontractors who perform work on any public works contract awarded by the state after passage of this act and valued at one million dollars (\$1,000,000) or more shall employ apprentices required for the performance of the awarded contract. The number of apprentices shall comply with the apprentice to journeyman ratio for each trade approved by the apprenticeship council of the department of labor and training.

**When quoting pricing for this bid, the vendor should supply an all-inclusive price for the services outlined in the "scope" and "deliverables" sections, as well as a breakdown of hourly rates by job classification.**

**Overview:**

The purpose is to provide a web based software application installation, configuration, testing, documentation and orientation services to the Department of Attorney General in support of a new web based Precious Metals and Pawns database. The project is segmented into phases within the total scope of the project to include:

Segment A:

Current database evaluation and current and future business process review for the build out of the final database.

Segment B:

The development aspect of creating the actual database, including but not limited to the acquisition of any and all proprietary licensed software needed for the development, staging, testing and reporting functions for the end product. (Note: The project will require a new database, new business rules and a workflow design which accommodates the functionality requirements identified in the Scope section (b) below).

Segment C:

The equipment needs determination, inclusive of equipment acquisition and installation including but not limited to the servers, switches cabling and other miscellaneous matters with hardware installation.

Segment D:

Testing, evaluating and fixing end user bugs and glitches, report generation to customer satisfaction, document preparation of final end user manual.

Segment E:

Project Management services will be required from an independent third party vendor who will be selected jointly between the developer and the Attorney General to provide assurances that the business needs are scoped appropriately and that those functionalities are incorporated in the end product. Additionally, the project manager will ensure the web portal portion is created in a highly usable html format using current technological standards. The project manager will be responsible for sign off on various agreed upon milestones in order for the Attorney General to process payment.

**Scope:**

Vendor is to provide the following services within eight weeks of commencing the project. The required go-live date for this system is July 30, 2013. Preliminary testing and implementation will need to be completed no later than July 1, 2013 in order to provide a full month of testing to note and correct system bugs and malfunctions: (NOTE 1: a review of existing system will be permitted to any bidder. However there is no source code available for review purposes, therefore screen shots and views will be made available. NOTE 2: an extension of time may be granted should the state legislature and governor extend the due dates of these provisions in existing Rhode Island General Laws.)

**a) Pre-Installation Meeting**

- Vendor will meet with Attorney General personnel to review the project scope, review current database system, identify security standards, server and database naming conventions, IP addressing, Windows update servers, contact information and timeline
- Vendor will create and provide a checklist of project tasks and milestones which includes dates, vendor resources and status notes to be updated as the project progresses

**b) Development of data base and workflow with the following minimum business services functionality over and above the current database functionality:**

- Develop new data entry form for pawn Shops dealers to enter electronics transactions online (with revised fields)
- Mechanism to change dealer on a slip
- Entry date fields in numeric format
- Option to click previous seller and system will populate information kept of seller (i.e., DOB, Address, etc)
- Correction of password field in security form, such that duplicate password is not created
- Entry of new required fields in database (i.e., make model serial number)
- Insert of new fields in query form (i.e., make model, serial number)
- Capability of dealers to query their own slips, but not others
- Reporting run option by: date entered, dealer, user
- Audit feature to view the information entry or update for Administrator user in AG's office
- Place Hold on stolen items by police departments which will trigger notification to dealers and AG's office
- Correction electronic form for dealers/pawn shops

- Online license application registration by pawnshops and eligible dealers. Administrative review and approval module mapping to current approval process
- Online payment module should be added as an option for later implementation
- Capturing seller proof of information with photographs helps the police departments track stolen items as well as the shops to retrieve the seller information when a purchase is made from the same seller
- Type-ahead feature for reference values of make and model of the items so that all the reference values need not be pre-loaded by the AG's office. Shops can enter values not available but AG's office can merge similar values. Since classification of all items cannot be known upfront this feature will be helpful and also allow for a structured search
- User account management by pawnshop and dealers, and administrator: i.e., change passwords and account contact, profile, user, information
- Pawnshop and dealer registration renewal functionality: alert and management facility. Pawnshop receives renewal alert @ 30, 15 & 7 days before renewal deadline. They can apply for renewal
- System alert emails to pawnshops and dealers when registration is expired (allowing continued reporting, but alerting to fine and action taken if registration is not renewed). Reports sent to AG staff listing dealers who have expired, such that calls can be made and action taken
- Notification alert to respective town's local police departments when dealers and pawnshops license expires and also to allow the police departments to search expired licenses or terminated dealers at any given point in time
- Police ability to enter item serial number / description and receive system email alert if and when like item of interest is entered into database; with contact phone number
- Enhance reporting for police: seller transaction location and date activity, broker and dealer activity, type of items sold activity, etc.
- News bulletin broadcast capability where police department can place alerts for stolen or other items / individuals of interest for pawnshops, dealers or other broker awareness. In future it can be extended to automatically verify against the police / NCIC stolen property database to prompt while the data is being entered by the shops
- Usage reports: providing access and usage information by pawnshops, and dealers by date, transaction type, volumes, etc. for audit purposes
- The current Precious Metals system was written in PHP language with a MySQL database backend. We require the re-write to be in SQL Server.
- The Precious Metals & Pawn Database re-write must leverage the AG SharePoint environment for internal electronic storage and retrieval of its (current) paper file registration forms from pawn dealers, electronics dealers and police departments.
- Access to online system documentation to allow end users the option of point and click help screens.
- Delivery of a complete documentation package of the final Precious Metals system including, database design, screens, workflow and instructions on use of the system as well as all products used in the development of the solutions with current release levels.
- A data migration from the old database into the new database design is a requirement of the Precious Metals system solution.
- Field level requirements including characteristics (alpha, numeric, alpha-numeric, mandatory, optional etc.) will be determined during the screen flow walkthrough. RIAG users and IT liaison will communicate the field level details to ensure complete delivery of requirements.
- All transactions entered into the system require a date and timestamp capture on the Database record for auditing purposes.
- System generated invoices will require multiple page formats with no limitation on invoice length.
- A system usage disclaimer will be provided by the RIAG legal team to ensure users of the Precious Metals system agree to the terms and conditions in the disclaimer.

c) **Installation Verification Tests**

- Verify system is configured to predetermined settings
- Verify all systems are configured with the latest updates for VMware, Windows Server Datacenter, Microsoft SQL Server, and the backup tool selected by the RIAG's IT team as the tool of choice. In addition the system must support the following browsers; IE, Safari and FireFox as the RIAG's IT team can't control the hardware required within the Pawn Shop facilities.
- Provide source code and functionality documentation for future additions or modification purposes

d) **Post-Installation Meeting**

- Vendor and RIAG or RIAG designated project manager will review the checklist of project milestones and status notes to verify the project scope of work was satisfactory completed. Vendor will perform outstanding work to meet delivery requirements as agreed.

**Qualifications of Senior Systems Developer(s):**

- Vendor attach Resume's for key team members, including SQL Database Architect, SQL developers and Business analyst.
- Please provide references for any previous work done for RI State Agencies.

**Deliverables:**

- Verification Document of items outlined in scope section above.
- Hardware requirements along with a cost proposal for the hardware, cabling and switches
- Project management, jointly selected and paid as a third party vendor through the vendor awarded the contract. Estimated not to exceed 20% of database development costs, payable in milestones for work achieved towards completion.

**Proposal Submission:**

Vendors may submit questions for bid clarification in accordance with the instructions on Page 1 of this solicitation. All Answers to the submitted questions will be posted on the Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the helpdesk at (401) 222-3766 or [lynda.moore@doit.ri.gov](mailto:lynda.moore@doit.ri.gov).

Proposals (an original plus 3 copies) should include the following:

1. A completed and signed four-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A **separate sealed** Cost Proposal as described below (original plus 3 copies).
3. A *separate* Technical Proposal describing the qualifications and background of the applicant and experience with similar projects, as well as the work plan or approach proposed.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). **Please attach to original proposal only.**

Deliver to: **RI Dept. of Administration  
Division of Purchases – 2<sup>nd</sup> Floor  
One Capitol Hill  
Providence, RI 02940-6528**

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. 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 located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website ([www.purchasing.ri.gov](http://www.purchasing.ri.gov)) to check for any additional postings.

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

### **Cost Proposal:**

**Cost Proposals must be submitted in a separate sealed envelope. The vendor name, telephone number and address should be clearly written on the envelope. All cost proposal pages should have the vendor name, address and other pertinent information. A company official is required to sign the cost proposal. The cost proposal should be based on a Senior Systems Administrator(s) hourly rate.**

**When quoting pricing for this bid, the vendor should supply an all-inclusive price for the services outlined in the “scope” and “deliverables” sections, as well as a breakdown of hourly rates by job classification.**

### **Technical Proposal:**

**Please submit the following in your technical proposal:**

1. Resume of proposed Senior System Developer(s). Vendor is allowed to submit one or two candidates. Proposed candidates that meet the minimum required score in “Phase 1” of the Technical Proposal will be interviewed. Not all submissions will get interviews.
2. Resumes of other supporting staff that are available for consultation to the Senior System Developer(s). Vendor is allowed to submit one or two candidates. Please label these resumes as “Supporting Staff”. This will make it clear which candidates are available for the position and which are supporting.
3. A statement of the vendor’s ability, experience, and approach to meet the State’s needs for implementing the items identified in “Scope” section of this RFP.  
Vendor is allowed to submit no more than 3 pages.

## **Evaluation and Selection:**

The State will commission a Technical Review Committee, which will evaluate and score all proposals, category by category using the following criteria:

**Technical Proposal - (70 Points):** The technical proposal will be evaluated in two phases for a total of 70 points. Vendor must receive a minimum score of 49 points (70%) out of 70 points available for the technical proposal in order to proceed to the cost evaluation proposal.

Phase 1 - (40 Points): Based on the candidates resume, experience level and vendor statement of ability and approach. One or more candidates will be chosen for “Phase 2” of the technical proposal. Candidates must receive a minimum score of 28 points (70%) out of 40 points available in order to proceed to “Phase 2” of technical proposal. The technical review team will evaluate the proposal as they relate to the project outline delineated under the Purpose Section of this RFP in addition to the scope and the deliverable requirements.

Phase 2 – (30 Points): Based on the interview of proposed Senior System Developer(s).

**Cost Proposal – (30 Points):** All-inclusive price for the services outlined in the “Scope” and “Deliverables” sections of this RFP.

Cost points will be awarded as following:

Proposal offering lowest cost will receive 30 points.

Higher cost proposals will be assigned points using the following formula:

$\text{Lowest cost/Next lowest cost} \times 30$

The State reserves the right to accept or reject any or all options, bids, or submissions and to act in its own best interest. The State reserves the right to request clarifications from vendors if deemed necessary.

### **Selection is Contingent upon funding:**

This project is being considered for funding pursuant to United States Department of Justice, Asset Forfeiture and Money Laundering Section’s (USDOJ – AFMLS) approval of the Department of Attorney General’s expenditure plan. It is anticipated that final approval will be awarded and funds will be allocated to complete this project. Award of the contract will be subject to final approval from USDOJ – AFMLS.