



Solicitation Information
August 5, 2013

RFP# 7490366

TITLE: Application Service Provider for the Rhode Island NEDSS Base System Services

Submission Deadline: September 10, 2013 @ 10:00 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **August 20, 2013 @ 10:00 AM (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 four-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified businesses, organizations, or firms to provide Application Service Provider (ASP) services for the hardware and software maintenance, development, and enhancement of the Rhode Island National Electronic Disease Surveillance System (NEDSS) Base System (RI-NBS) and the Sexually Transmitted Disease Management Information System (STD*MIS), in accordance with the terms of this Request for Proposals (RFP) and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us. The initial contract period will begin approximately January 1, 2014. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

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

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

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).

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

SECTION 2: BACKGROUND

The Division of Infectious Disease and Epidemiology (IDE) at HEALTH adopted the utilization of the RI-NBS. The RI-NBS serves as the primary method of disease incidence monitoring, case management, disease surveillance, analysis, and notification of diseases to the Centers for Disease Control and Prevention (CDC). All nationally and state reportable infectious disease data are collected and stored in the system with the exception of sexually transmitted diseases (STDs) and HIV/AIDS. The RI-NBS is also utilized to collect electronic laboratory results (ELR) and provides a method for eligible providers and hospitals to meet Meaningful Use criteria for the transmission of ELR to a public health agency. An ASP model has been implemented in Rhode Island and is a successful method for providing technical hardware and software support to HEALTH and the RI-NBS.

STD*MIS is utilized within IDE to track STDs. The current STD*MIS product release plan is to support STD*MIS functionality within the NBS software. The Rhode Island instance of STD*MIS 4.x is currently hosted at HEALTH. The next version of STD*MIS, Version 5.1, will include electronic laboratory reporting as well as the migration path to the NBS. In order to take advantage of the existing NBS interface engine it is desirable to co-host STD*MIS and the NBS until STD*MIS is migrated to NBS and STD*MIS retired.

Authority to Provide Services

Pursuant to Chapter 23 of the General Laws of the State of Rhode Island, the Department of Health is authorized to investigate causes of disease, prevalence of epidemics and endemics, along with taking action to prevent and control diseases in the state.

Specific Requirements

The vendor must possess extensive experience in providing ASP support, particularly for public health functions. The vendor must have knowledge and experience with integration engines, HL7 standards, LOINC and SNOMED codes, eWebIT, ELR, EHR, data backup and recovery, and database management. Understanding and experience with the NEDSS Base System, disease surveillance systems based on the NEDSS infrastructure, and service oriented architecture is preferred. Knowledge of STD*MIS is also preferred.

SECTION 3: SCOPE OF WORK

General Scope of Work

The Scope of Work includes services to **run and maintain** day to day operations of the RI-NBS. Additionally the vendor is expected to supply services to manage, enhance, and customize the RI-NBS to meet the needs of IDE as described below.

Specific Activities / Tasks

Run and Maintain – NBS

1. Maintain all hardware and software operations within a TIA-942 Tier 1 data center.
2. Host a production and staging environment for the NBS and any supporting applications. See system configuration below.
3. Ongoing deployment of upgrades and patches to any supporting applications as needed.
4. Deploy NBS version upgrades as directed by RI-NEDSS team.
5. Ongoing support services for network management, database management, security management and user provisioning including pro-active monitoring of system where appropriate.
6. Provide multi-factor user authentication mechanism for a maximum of utilizing RSA SecurID® and a maximum of fifty (50) RSA tokens or another mutually agreed upon solution.
7. Ongoing support for electronic interfaces or integrations that currently exist and are yet to be created.
8. Provide NBS queue oversight, management, or processing for de-duplication, notification of disease messaging to the CDC, incoming electronic data streams, and PHINMS.
9. Ongoing support services for addressing NBS application questions and end-user support during normal business hours Monday – Friday 8:00 AM to 4:30 PM (Eastern). Support will include telephone and email support.
10. Ongoing 24/7/365 support services for addressing data center, hardware issues, and system availability.
11. Ongoing system and application performance monitoring, reporting and resolution of anomalies.
12. Perform daily system backups with secure offsite storage.
13. Support the daily creation of a reporting database
14. Ensure that any routine network hardware or software upgrade activities will not be performed within HEALTH's business hours Monday – Friday, 8:00 AM until 4:30 PM EST without written pre-approval by the state Project Officer or designated alternate.

15. Written notice should be provided to the state Project Officer or designated alternate for routine network hardware or software upgrade activities performed outside of the business hours stated above.
16. Provide notification to the State Project Officer or their designee with notice and updates on any disruption of service to RI-NBS, planned or unplanned. Service disruption communications will also include problem assessments, updates regarding problem resolution, and service restoration expectations.
17. Utilize a formal change request process to manage changes to ASP and state environments.
18. Utilize application configuration management and version control.
19. Document and maintain unique ASP system requirements, specifications, design details, and technical support processes.
20. Provide technical support and training plans regarding the ASP processes and methods to administer trainings should be documented. Provide training via telephone or through web conferencing on ASP processes (e.g. ASP; VPN, RSA, help desk).
21. Provide application deployment and technical support overviews to state representatives to explain the impact of any proposed or planned network, hardware, and software changes, agree on schedules for making changes, and obtain any required state input.
22. Function as a liaison between end users and application vendors (e.g. Rhapsody, PHINMS, and Microsoft) as related to the NBS hosting solution.
23. Co-represent Rhode Island’s technical and business needs in relation to the NBS when in contact with CDC, CDC’s designated vendor for national NBS development, NEDSS Users Group call, and partners that Rhode Island may work with for electronic data stream implementation.
24. Arrange for regularly scheduled (bi-weekly) meetings with RI-NEDSS staff to review open issues, new work, status of ongoing work etc.
25. Create and provide to the State contact at a minimum, the status of open issues, recently closed issues, deliverables, and any perceived issues. This report must be submitted within 14 days of the end of the previous month.
26. Provide a Service Level Target (SLT) of 99.5 percent for operations of ASP infrastructure. “Infrastructure” is defined as the ASP network, hardware, and operating systems (see attached SLT definition).
27. Provide security certificate procurement and management as related to the NBS hosting solution for SSL traffic, encrypted payloads, server to server certificate authentication.
28. Provide network support services such as DNS administration, firewall administration, private VLAN, and managed WAN connection
29. Provide and account for a plan for disaster management and data recovery.
30. Provide ASP data center hardware and software procurement, asset & license management, and service contract management.

Tier	Hardware and OS	Software	Points of Consideration
Application	2 x Intel 3.2 GHz 16 GB Minimum, 32 GB Recommended 4 x 300GB (RAID 5) Windows Server 2008 R2 Operating System	1. NBS Application***	·Recommend a separate server be used for production and staging/test
Database	2 x Intel 3.2 GHz 24 GB Minimum, 32 GB Recommended	1. Microsoft SQL Server 2008 (SE) or 2. Oracle 11g	·Recommend a separate server be used for production and staging/test ·RDMBS configuration may vary by state based on availability of a cluster

	4 x 300GB (RAID 5) Windows Server 2008 R2 Operating System		
Component	2 x Intel 3.2 GHz 16 GB Minimum, 32 GB Recommended 4 x 300GB (RAID 5) Windows Server 2008 R2 Operating System	1. SAS Server v9.3 2. Sun One LDAP Server (5.2 SP4) [NOTE: This component will be replaced in Rel 4.4.1. So, NBS support team can assist in installing a freeware alternative until this component is not needed.] 3. Orion Rhapsody (v4.0) 5. PHIN MS v2.6 ***	·Recommend a separate server for components dedicated to production and staging/test
Authentication	2 x Intel 3.2 GHz 16 GB Minimum, 32 GB Recommended 2 x 200GB (RAID 1) Windows Server 2008 R2 Operating System	1. Microsoft Internet Information Server (IIS) v6.0 (w/ latest SPs) 2. SSL Certificate 3. Authentication Software	·Need for server varies based on need for internet vs. intranet access & availability of existing authentication solutions w/in a state ·Need for multiple servers varies based on need to support internet access for both production and staging This server is part of each state's implementation of a web portal and may use a completely different platform, e.g. open source. LDAP authentication request is output to NBS.
Direct Send (ELR)	2 x Intel 3.2 GHz 16 GB Minimum, 32 GB Recommended 2 x 200GB (RAID 1) Windows Server 2008 R2 Operating System	1. Microsoft Internet Information Server (IIS) v6.0 (w/ latest SPs) 2. SSL Certificate -	·Server needed if state receives ELRs using PHIN MS using Direct Send ·Server not needed if a state utilizes Route Not Read for ELR using PHIN MS or another method such as SFTP ·Need for multiple servers varies based on need to support ELR (Direct Send) for both Production and Staging This server is actually part of each state's implementation of the PHIN MS structure and only message output is input to NBS.

*** Included in NBS installation

ECD: Estimated Completion Date; EOS: End of Support date by vendor; MCV: Most Current Version supported by vendor; OS: Operating System; SE: Standard Edition; SP: Service Pack

Deliverable based NBS - Integration, Customization, Training, and Subject Matter Expert Support
Deliverables for the NBS include but are not limited to:

1. Support for the on-boarding of new Electronic Laboratory Reporting streams from hospital, commercial and government laboratories.
2. Migration of STD*MIS 5.1 into NEDSS (after upgrade of NBS to version 4.5)
3. Integration with other systems e.g. Immunization Registry, the HIE
4. Support for the implementation of newly developed Page Builder pages.
5. Creation of new reports.
6. Implementation support for the integration of other systems utilizing the NBS Public Health Case Reporting functionality.
7. Implementation of transactions utilizing CCD or other core technologies implemented in the NBS.

Notes:

1. Rhode Island may make licensed software provided by the CDC (e.g. SAS, Rhapsody, etc.) available to the vendor. The provided software is strictly limited for use only with the Rhode Island's hosted NBS application.
2. Invoices will be submitted to Rhode Island on a monthly basis. Invoices must be itemized by job category: average hourly rate, hours of personnel hours expended, and other specified costs. Along with itemized bill for deliverable based work the bill must include charges for providing ASP services.

Run and Maintain – STD*MIS 5.x

1. Maintain all hardware and software operations within a TIA-942 Tier 1 data center.
2. Host a production (only) for the STD*MIS 5.1 and any supporting applications. See system configuration below.
3. Ongoing deployment of upgrades and patches to any supporting applications as needed.
4. Deploy STD*MIS version upgrades as directed by RI-NEDSS team.
5. Ongoing support services for network management, database management, security management and user provisioning including pro-active monitoring of system where appropriate.
6. Provide multi-factor user authentication mechanism for a maximum of utilizing RSA SecurID® and a maximum of fifty (50) RSA tokens or another mutually agreed upon solution.
7. Ongoing support for any electronic interfaces or integration.
8. Ongoing support services for addressing STD*MIS application questions and end-user support during normal business hours Monday – Friday 8:00 AM to 4:30 PM (Eastern). Support will include telephone and email support.
9. Ongoing 24/7/365 support services for addressing data center, hardware issues, and system availability.
10. Ongoing system and application performance monitoring, reporting and resolution of anomalies.
11. Perform daily system backups with secure offsite storage.
12. Support the daily creation of a reporting database
13. Ensure that any routine network hardware or software upgrade activities will not be performed within HEALTH's business hours Monday – Friday, 8:00 AM until 4:30 PM EST without written pre-approval by the state Project Officer or designated alternate.
14. Written notice should be provided to the state Project Officer or designated alternate for routine network hardware or software upgrade activities performed outside of the business hours stated above.
15. Provide notification to the State Project Officer or their designee with notice and updates on any disruption of service to STD*MIS, planned or unplanned. Service disruption communications

will also include problem assessments, updates regarding problem resolution, and service restoration expectations.

16. Utilize a formal change request process to manage changes to ASP and state environments.
17. Utilize application configuration management and version control.
18. Document and maintain unique ASP system requirements, specifications, design details, and technical support processes.
19. Arrange for regularly scheduled (bi-weekly) meetings with RI-NEDSS staff to review open issues, new work, status of ongoing work etc.
20. Create and provide to the State contact at a minimum, the status of open issues, recently closed issues, deliverables, and any perceived issues. This report must be submitted within 14 days of the end of the previous month.
21. Provide a Service Level Target (SLT) of 99.5 percent for operations of ASP infrastructure. “Infrastructure” is defined as the ASP network, hardware, and operating systems (see attached SLT definition).
22. Provide security certificate procurement and management as related to the STS*MIS hosting solution for SSL traffic, encrypted payloads, server to server certificate authentication.
23. Provide network support services such as DNS administration, firewall administration, private VLAN, and managed WAN connection
24. Provide and account for a plan for disaster management and data recovery.
25. Provide ASP data center hardware and software procurement, asset & license management, and service contract management.
26. Migration of STD*MIS 5.1 into NEDSS (after upgrade of NBS to version 4.5)

Note:

Documentation and background information on STD*MIS can be found at:

<http://www.cdc.gov/std/std-mis/>

Deliverable based STD*MIS

Deliverables for the NBS include but are not limited to:

1. Adoption of an Advantage solution to allow for production use of the STD*MIS 5.1 environment.

CLAS Language

Cultural Competence

Cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes. Competence in cross-cultural functioning means learning new patterns of behavior and effectively applying them in appropriate settings.

Limited English Proficiency

Under the authority of Title VI of the Civil Rights Act of 1964, Presidential Executive Order No. 13166 requires that recipients of federal financial assistance ensure meaningful access by persons with limited English proficiency (LEP) to their programs and activities. A 2002 report from the U.S. Department of Justice, *Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, provides guidance on uniform policies for all federal agencies to implement Executive Order No. 13166. Further, the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards) issued by the Federal Office of Minority Health in 2004 outline mandates, guidelines, and a recommendation for the provision of language access services, culturally competent

care, and organizational supports for cultural competence in health care settings. CLAS Standards 4-7 (see below) are mandates and address language access services that should be provided by every organization that receives federal funding, whether directly or indirectly.

Effective immediately, all vendors who contract with HEALTH must perform the following tasks and provide documentation of such tasks upon request of a HEALTH employee:

1. The supports and services provided by vendor shall demonstrate a commitment to linguistic and cultural competence that ensures access and meaningful participation for all people in the service area or target population. Such commitment includes acceptance and respect for cultural values, beliefs and practices of the community, as well as the ability to apply an understanding of the relationships of language and culture to the delivery of supports and services. Vendor shall have an education, training and staff development plan for assuring culturally and linguistically appropriate service delivery.
2. Vendor shall have a comprehensive cultural competency plan that addresses the following: 1) the identification and assessment of the cultural needs of potential and active clients served, 2) sufficient policies and procedures to reflect the agency's value and practice expectations, 3) a method of service assessment and monitoring, and 4) ongoing training to assure that staff are aware of and able to effectively implement policies.
3. Vendor shall have a plan to recruit, retain and promote a diverse staff and leadership team, including Board members, representative of the demographic characteristics of the populations served.
4. Vendor shall assure equal access for people with diverse cultural backgrounds and/or limited English proficiency, as outlined by the Department of Justice, *Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*. Vendor shall provide language assistance services (i.e. interpretation and translation) and interpreters for the deaf and hard of hearing at no cost to the client.

National Standards for Culturally and Linguistically Appropriate Services in Health Care

Culturally Competent Care (Standards 1-3)

Standard 1

Health care organizations should ensure that patients/consumers receive from all staff member's effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

Standard 2

Health care organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

Standard 3

Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

Language Access Services (Standards 4-7)

Standard 4*

Health care organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

Standard 5*

Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.

Standard 6*

Health care organizations must assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).

Standard 7*

Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.

Organizational Supports for Cultural Competence (Standards 8-14)

Standard 8

Health care organizations should develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.

Standard 9

Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

Standard 10

Health care organizations should ensure that data on the individual patient's/consumer's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.

Standard 11

Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

Standard 12

Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities.

Standard 13

Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

Standard 14

Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.

* Mandates

11-28-11

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: A separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide all proposed staff resumes/CV's. A description of each key staff's qualifications and experience, that will be involved on the project, including their experience in the field of Meaningful Use for Public Health, HL7, hardware and software support, NEDSS Base System, NEDSS-like systems, STD*MIS and the above mentioned scope of work should also be included.
2. Capability, Capacity, or Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience with ASP support models, ELR implementation, and database management. A list of relevant references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. Work plan - Please describe in detail, the framework within which requested programmatic and technical services will be performed. Although the Scope of Work should be addressed in the work plan, the following elements must be included:
 - a. hardware and software being utilized and plans for and required or recommended NBS and STD*MIS needs
 - b. plans for assisting the State in implementation of ELR
 - c. plans for and assisting the State in creation of ad hoc reports
 - d. methods for providing system management support for the NBS and STD*MIS
 - e. Integration of STD*MIS ELR reporting with NBS Integration engine (Rhapsody)
 - f. plans for defect tracking and problem management.
4. Approach/Methodology – Define the methodology and systems that will be used to address and accomplish the Scope of Work, deliverables, and Work Plan.

SECTION 5: COST PROPOSAL

Provide a proposal for the cost of services outlined in this proposal. Core run and maintain services should be itemized separately from integration, customization, and other support. These tasks will be billed on a monthly billing structure and may include a percentage rate charged for work completed (deliverable based), a set amount to be charged on a monthly annual basis, or a mix of the two. Please explain the basis and rationale of the billing structure. Alternative cost proposals will be considered;

however, you must provide an understandable structure and explain the benefits, to Rhode Island, of the alternative approach.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated and will be dropped from further consideration.

Proposals achieving 60 technical points or more will be evaluated for cost and assigned up to a maximum of 30 points in that category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	25 Points
Capability, Capacity, and Qualifications of the Offeror	15 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]	30 Points
Total Possible Points	100 Points

Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7490366** on all correspondence. Questions should be submitted in a

Microsoft Word attachment. 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. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP # 7490366 Application Service Provider for the Rhode Island NEDSS Base System Services**” to:

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

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to 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 in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses should include the following:

- 1 A completed and signed four -page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
- 2 A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
- 3 **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
- 4 **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
- 5 In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom, diskette, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

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

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 may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

ADDENDIX A

Project Summary Sheet

Rhode Island Department of HEALTH

APPLICATION SERVICE PROVIDER FOR THE RHODE ISLAND NEDSS BASE SYSTEM SERVICES

The purpose of this page is to provide very basic summary information about the proposal that the prospective funding source can review quickly and use for identification.

NAME OF APPLICANT AGENCY _____

ADDRESS OF APPLICANT AGENCY _____

TELEPHONE NUMBER _____

FAX NUMBER _____

CONTACT EMAIL ADDRESS _____

F.E.I.N. # _____

PROJECT TITLE _____

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM