



REQUEST FOR PROPOSAL (RFP) – BID# 7548495

MARINA AND LAND LEASE MANAGEMENT SYSTEM

SUBMISSION DEADLINE: Tuesday, April 15, 2014 at 11:00 AM (ET)

PRE-BID CONFERENCE: **NO**
 YES _____

Mandatory: **NO**
 YES: Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

Buyer Name: GAIL WALSH
Title: CHIEF BUYER

QUESTIONS concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than (**Monday, March 17, 2014, 5:00 PM (ET)**). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (**Bid #7548495**) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

BOND REQUIRED: NO

DISK BASED BID: NO

NOTE TO VENDORS:
Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov. Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS IS NOT A BIDDER CERTIFICATION FORM

INTRODUCTION

The Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Environmental Management (RIDEM) is soliciting proposals from qualified software vendors to provide a complete marina and land lease management software program. This is requested in accordance with the terms of the Request for Proposals and the State's Condition of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page at www.purchasing.ri.gov.

The RIDEM's Division of Coastal Resources manages commercial vessel berthing and land leases on State of Rhode Island property in the ports of Galilee and at Pier #9 Newport. There are approximately 250 commercial vessels and 50 land leases that need to be tracked and managed. The flow and storage of information pertaining to these accounts needs to be organized utilizing a user friendly software package that can accomplish the goals and fulfill the administrative needs of the RIDEM.

In order to facilitate a proficient running port, the RIDEM Division of Coastal Resources is seeking proposals to implement a marina and land lease management software package that can process billing, house general information, produce detailed reports, give a visual overview of the ports and surrounding areas, and enhance the utilization of state infrastructure.

RIDEM currently houses Division of Coastal Resources data and billing in both paper files and an Informix data base on UNIX server. This data must be migrated to the new information system by the vendor as part of this project.

The vision of this project is to implement marina and land lease management software package that can bring together billing functionality, real time management capability, and a database component to successfully organize information on bertholders and lessees.

INSTRUCTIONS AND NOTIFICATIONS TO BIDDERS:

- All respondents **MUST** register online at the Division of Purchases website @ 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**.

- 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.
- 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.
- It is intended that an award pursuant to this Request will be made to a prime respondent, who will assume responsibility for all aspects of the work.
- All pricing submitted will be considered to be *firm and fixed* unless otherwise indicated herein.
- Submission 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 the other State locations or which otherwise are not received by the State Division of Purchases by the established due date and time for any cause will be determined to be late and will not be considered. The official time 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, One Capitol Hill, Providence, Rhode Island.
- 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.
- During the life of the contract, the State reserves the right to solicit separately for selected initiatives within this scope of work.
- The State of Rhode Island has a goal of ten per cent (10%) participation by Minority Business Enterprises (MBE) in all State procurements. For further information, visit the website www.mbe.ri.gov . To speak with an M.B.E. Officer, call (401) 222-6253.
- 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.

- The detail of work is outlined in the section entitled “Scope of Work”. Work should begin by, on, or about June 1, 2014. The initial contract for services is envisioned to be completed within 3 months.
- Proposal 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. FAXED OR E-MAILED PROPOSALS WILL NOT BE CONSIDERED. The official time clock is located 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, a corporation without a Rhode Island business address, shall have the right to transact businesses 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 required of the successful bidder only.*
- Respondents will be responsible for determining the level of success of their activities through use of appropriate process and outcome measurements. Each activity must produce an identifiable deliverable or a measurable outcome.
- Respondents are instructed to submit **separate technical and cost proposals** as described in detail herein.

Note: This is a Request for Proposals (RFP), not an invitation for BID: *responses will be evaluated on the basis of the relative merits of the proposal, in addition to price.* There will be no public opening and reading of responses received by the Office of Purchases pursuant to this request, other than to name those offerors who have submitted proposals. All respondents are advised to review all sections of this Request and to follow instructions carefully as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Contract Period

The term of any award resulting from this request shall be from approximately June 2014 through August 2019. This time frame includes a three-month implementation and a five-year maintenance agreement.

Compensation and Payment Terms

Compensation will be based upon the deliverables list according to the technical/cost proposal. The successful respondent will submit an invoice based on RIDEM approved deliverables with a breakdown by hours per resource for each deliverable.

Performance Evaluation

Proposals must include a project plan including a statement of scope (both what is in-scope and any exceptions which the vendor proposes are out of scope), identification of all roles and responsibilities for the project, proposed staffing plan, key risks, a schedule, and detailed budget along with any other related documentation the vendor feels is relevant to the project plan. Project plans must include a deliverables based work breakdown structure identifying all top level deliverables, all work to be completed by vendor, and any work the vendor assumes the state will be completing.

Monthly reports will be delivered on project activity, detailing timelines, labor hours on each task in a format mutually agreed upon RIDEM and the successful agency.

RIDEM will review and accept invoices for payment processing in a timely manner conditional upon satisfactory completion and acceptance of (1) all evaluation requirements and (2) complete, accurate submission of scheduled deliverables.

Completion and Acceptance Criteria

- Deliver a final release that is 100 % free from major bugs and meets 100% of the functional requirements. A major bug makes a major feature inoperable, and has no practical workaround.
- Execute the full system test plan in the production environment.
- Execute performance benchmark test for the system in the production environment.
- Complete training to administrative and technical staff.

Instructions for Proposal Content and Format:

NOTE: TECHNICAL AND COST PROPOSAL documents will be submitted separately.
Proposal format will include:
1) Technical Proposal information presented first based on elements described below
2) Separate sealed Itemized Cost Proposal documentation.

Consistent with the Scope of Work (SOW) described in this proposal the Technical Proposal content must include, at a minimum, the following information for RIDEM to review:

BACKGROUND AND PREVIOUS EXPERIENCE:

- **A Completed and signed four-page RIVIP bidder certification cover form.** Form is downloadable from www.purchasing.ri.gov.
- **A Completed and signed W-9 Taxpayer Certification Form,** downloadable from www.purchasing.ri.gov.
- **Company Introduction:** Respondents are to include a complete description and other relevant information documenting organizational structure and the agency's expertise relative to the service requested.
- **Relevant Experience:** Respondents are to include a comprehensive listing of similar systems that they have built or installed for state government / municipal agencies. In addition, respondents should list similar projects and/or clients served similarly in concept to the project being proposed.

ORGANIZATION AND STAFFING:

- **Staff Qualifications:** Respondents are to include an overview of experienced personnel presently on staff, prior experience and/or qualification of key personnel to be assigned to the project. Staff assignments and concentration of effort for each staff member are to be addressed. Respondents must demonstrate that staff has acquired knowledge and a depth of experience in the proposed technologies.
- **Sub-Consultants:** As applicable, disclosure of any sub-consultant agencies' organizational structure and business background as well as the type of work they will perform must be documented in response to this RFP. Full disclosure of the proposed team to be assigned to this project is required in the Technical Proposal.

PROJECT WORK PLAN:

- **Project Approach:** Respondents are to provide a detailed technical synopsis of their proposed services based on the SOW requested by RIDEM, including any technical or personnel issues that will or may be confronted at each stage of the project. Alternative approaches and/or methodologies to accomplish the intended results of this procurement will be considered. The ideal candidate will have already built and implemented a Marina and Land Lease Management Software system for three states or municipalities similar to Rhode Island.

- **Work Plan:** Proposals must include a project plan including a statement of scope (both what is in-scope and any exceptions which the vendor proposes are out of scope), identification of all roles and responsibilities for the project, proposed staffing plan, key risks, a schedule, and detailed budget along with any other related documentation the vendor feels is relevant to the project plan. Project plans must include a deliverables based work breakdown structure identifying all top level deliverables, all work to be completed by vendor, and any work the vendor assumes the state will be completing.
- **Project Manager:** Vendor must provide a project manager to serve as the main interface with RIDEM's Marina and Land Management project manager. The project manager must have experience with projects that are comparable in size and scope.
- **Reporting Requirements:** Any reports or documentation generated will be submitted electronically using Microsoft Word or in PDF format for ease of review. The successful respondent will be prepared to discuss findings in a coordinated team meeting environment should this be required.
- **Supplemental Information:** Respondents are encouraged to submit any other information deemed useful to provide RIDEM with sufficient relevant information to evaluate the consultant's qualifications and approach to the project.
- **Solution Functionality:** Proposals must include a detailed description of the capabilities provided by their proposed solution, including those items which are out of the box, configurable, or require customization mapped to the requirements identified in this RFP.

PROPOSED SOLUTION:

- **Architecture:** Proposals must include a description of the solution architecture.
- **System documentation:** A description of the system documentation to be delivered with the completed project must be included.
- **Security Architecture:** A description of how security will be maintained within the system.
- **Total Cost of Ownership:** A description of the support and maintenance procedures and assumed costs, including hardware and software maintenance, operational staffing and system administration.

COST PROPOSAL:

The cost proposal will reflect completion of the project, itemized by task, or assets (hardware or software) to be procured. Each task will correspond to a deliverable identified in the work plan provided by the vendor as part of the proposal package. The cost proposal may include additional services that the contractor believes will benefit the Department and the overall final product.

- Cost proposal prices submitted will be considered **firm and fixed**.

PRE-PROPOSAL QUESTIONS:

E-mailed questions may be submitted in accordance with the terms described on page 1 of this solicitation. 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.

SUBMISSION REQUIREMENTS AND DUE DATE see page 1

All document pages are to be numbered in consecutive order.

Separate TECHNICAL & COST PROPOSAL (“original” plus (3) copies each) submissions are to be either mailed or hand-delivered in a sealed envelope marked: **RFP #7548495 - - “Marina and Land Lease Management System - RIDEM”** by the date and time listed on page 1 of this solicitation to:

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

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. Proposals faxed or emailed to the Division of Purchases will not be accepted. The “official” time clock is located in the Division of Purchases Reception area.

EVALUATION AND SELECTION

The State will establish a Technical Review Committee that will evaluate and score proposals received utilizing the following criteria resulting in a final ranking and recommendations selection:

SELECTION CRITERIA:

1. (20 Points) - Vendor Capacity, Capability and Qualifications.
Experience with Marina and Land Management System development.
Availability and maturity of existing product.
2. (15 Points) - Solution functionality - depth and breadth of solution capability, degree of configurability (i.e. flexibility in configuration)
3. (10 Points) - Solution architecture - Scalability, reliability, recoverability, flexibility of proposed solution architecture. Deployment configuration consistent with state standards and existing hardware/software.
4. (10 Points) - Quality of pre and post implementation support scheme.
5. (15 Points) - Proposed project length and start date.
5. (30 Points) - Cost.

Upon final selection approval, all respondents will be notified by the State, via a posting on the Division of Purchases website, that a final selection has been made.

Notwithstanding the above, the State reserves the right 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.

The State reserves the right to make an award or multiple awards or to reject any or all proposals based on what it considers to be in its best interest.

Statement of Work

Workstations

Client computers have a standard Dell Optiplex 790, Windows 7 Operating System configuration with iCore 5 Processors, >250 Gig Hard Drives and at least 4 GB Ram.

Software

The vendor must provide software according to the following guidelines. This software will be maintained at the vendor's location and designated and off-site information system accessed by DEM staff via the internet.

Network

All PCs have a general LAN connection and DEM staff will access the application through the internet using a marina management system shortcut on their desktop PCs.

Detailed Description

RIDEM's Division of Coastal Resources intends to purchase a tested marina and land management software package that can be customized to reflect our needs and that is integrated with billing functionality, real time land/berth management capability, and a secure database component that can generate reports to facilitate the smooth operation of the commercial ports in the State of Rhode Island.

RIDEM does not intend to purchase hardware, printers, or servers based on the needs of any proposals software requirements. Any proposals hardware requirements should be compatible with hardware currently owned by the RIDEM.

In order to reduce the amount of customization, the most cost effective solution is to implement a system that has been shown to be successful in other states and is compatible with the department's existing technology environment and infrastructure. The work to be completed will include the analysis to integrate the current data set, programming, installation, testing,

training, documentation and migration of existing data to the new software system.

The solution will enable RIDEM staff to easily identify open berthing positions, documents, such as insurance certificates, that need to be updated, properties that need to be inspected for annual compliance, and process billing on monthly, quarterly, and weekly schedules.

The Proposal must include one year of maintenance following the acceptance of the completed system.

General Requirements

1. A project plan with well defined tasks, roles and responsibilities and a schedule for the implementation project.
2. A detailed Security Plan.
3. A Disaster Recover Plan to include but not limited to;
 - A. SLA's/maintenance and support/software uptime,
 - B. method of back up and redundancy,
 - C. regular testing plan,
 - D. recovery timing (Vendor must notify the State within 24 hours of a breach),
 - E. where the data will reside and the Tier level of the facility (Data must stay in the US), and
 - F. offsite backup plan
4. A project manager assigned as coordinator and point of contact for the duration of the project.
5. Work closely with the RIDEM Coastal Recourses staff to ensure the solution is properly implemented and staff is thoroughly trained in its full capability.
6. Work closely with the RIDEM staff to ensure the current data is accurately migrated to the new software and management system.

7. Termination of contract language on how, in what format and timing for the data to be returned to the State should either party decide to terminate the contract.

Deliverables

1. Create a complete Marina and land management software system to include:
 - A. Billing capability
 - B. A complete aerial view of the facility with links to each individual lessee's profile and the ability to "check in and out" vessels on a daily basis.
 - C. Ability to store documents (such as Insurance certificates and licensing information) in each lessee's profile.
 - D. Ability to produce reports on demand such as arrearage reports, monthly and quarterly billing invoices (complete with unique invoice numbers), and insurance due reports.
 - E. Ability to house lease and multiple sublease profiles for individual prosperities.
 - F. Ability to store information in each lessee's or berthholders profile such as names, addresses, contacts, corporation information, and vessel data.

Communication Approach

1. Biweekly conference call meetings with project team leader and vendor to monitor progress and resolve issues in a timely manner as needed during implementation phase.