



**Solicitation Information  
August 9, 2014**

**RFP #7548925**

**TITLE: Interactive Voice Response System**

**Submission Deadline: Monday, September 8, 2014 at 2:00 PM (ET)**

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 **Thursday, August 21, 2014 at 5:00 PM.** 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**

Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

**Note to Applicants:**

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**

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Labor and Training and the Division of Information Technology is soliciting proposals from qualified firms to provide a complete Interactive Voice Response (IVR) Solution that encompasses our specifications detailed therein, in accordance with the terms of this Request for Proposals 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.gov](http://www.purchasing.ri.gov).

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](http://www.purchasing.ri.gov). The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
9. 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.
10. 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.
11. 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 e-mail [Raymond.lambert@hr.ri.gov](mailto:Raymond.lambert@hr.ri.gov).
12. 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).*
13. 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](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

## **SECTION 2: BACKGROUND**

### **Specific Requirements**

The Rhode Island Department of Labor and Training (RI DLT), Unemployment Insurance, is seeking information from qualified vendors for purchase and implementation of Interactive Voice Response (IVR) system. The proposed system will be used with a newly modernized Unemployment Insurance Benefits System to inquire about claim payments, and other account information to the citizens via the telephone. It will be the responsibility of the vendor to provide the turnkey solution.

The desire is to have one vendor be responsible for Project Management, Hardware and Software, Installation, Testing, and Training of a common platform for the Departments IVR. The system should provide basic IVR functions and provide routing of incoming messages/recordings. Please see Appendix X for a list of optional components to be included in the vendors response. RI DLT requires vendors to address optional components but will not include the price of the optional components in the Price Evaluation. Technical Points will be provided for addressing optional components.

**The vendor must possess extensive prior experience implementing, installing and configuring Interactive Voice Response Systems and Maintenance must be included for a minimum 1-year period and renewal for 4 consecutive years.**

## **SECTION 3: SCOPE OF WORK**

### **General Scope of Work**

To Procure Interactive Voice Response (IVR) Hardware, Software and Services to provide and encompass the design, configuration, installation, training, maintenance and support of an IVR solution that will be installed in a specific location at Rhode Island Department of Labor & Training. The location will be 1511 Pontiac Ave, Bldg 69, Data Center Operations, Cranston, RI, 02920.

The Proposed Interactive Voice Response System would have to integrate into the existing PBX Infrastructure:

- PBX Make & Model: Avaya S8700 HA Complex
- Software Release: Communications Manager 5.2.1
- Current Support Trunk Interfaces: H.323 IP Trunks, DS-1 (Tie, Traditional T-1, & PRI Formats), and Two-Wire Analog Central Office Trunks (Loop & Ground Start).

## **BUSINESS REQUIREMENT:**

The Rhode Island Department of Labor and Training (RI DLT), Unemployment Insurance, is preparing to purchase a new Interactive Voice Response System (IVR) to interact with the modernization project known as MRM Consortium. RI DLT is seeking a vendor who can satisfy the needs of the consortium.

The system must include voice recognition software as well as a touch tone options. The system must offer the following options:

- File a weekly certification for payment.
- Contact the Call Center for these services:
  - File a new claim for unemployment benefits
  - File a claim using Military or Federal wages.
  - Reopen an existing claim (additional claims option)
  - File a new claim for TRADE benefits
  - General information concerning claims or payments.
  - Speak to an interviewer when advised to contact the call center by Teleserve or the Internet application.

## **SPECIFICATIONS FOR TELESERVE IVR**

Unemployment Insurance (UI) Claimants need to contact the Call Center for a variety of reasons one of which is to obtain a weekly benefit payment. Although the department is trying to direct people to use our web application to certify for a payment there are some individuals who cannot use the internet due to a disability of some kind.

These individuals will call a phone number (TBD) and receive a variety of messages depending on the day of the week and the time of day. The IVR needs to have a configurable Teleserve availability.

The Voice Recognition call flow must be similar to touchtone flow but needs voice recognition prompts in addition to touchtone instructions.

If the Teleserve is not available then a message must be played that is appropriate for that scenario. If Teleserve is available then the following flow must occur.

1. Language options must be offered in English, Spanish and Portuguese.
2. The system must verify the address by asking the claimant if their address has changed and if claimant indicates an address change they should be advised to go on the web and update their address or transfer the call to a customer service agent.
3. The system must verify the social security number or some other unique identifier.
4. System must speak the **Identity Certification Statement** and **Payment Certification Statement**.
5. The system then processes a number of checks to verify if this caller is entitled to benefits for the week in question.
6. Once all checks have been completed and the claimant is claiming benefits on the proper claim for the accurate week the system then asks the claimant a series of questions.
7. System must provide for a generic messaging capability.

**NOTE:**

**If at anytime the caller is not authenticated or answers adversely to any questions the Teleserve transfers the claimant to the Call Center. If claimant calls outside of business hours then the Teleserve must advise the claimant to contact the Call Center during normal business hours.**

**SPECIFICATIONS FOR CALL CENTER IVR**

Claimants seeking Unemployment Insurance Benefits may need to contact the Call Center for a number of reasons. As in the Teleserve application, we are directing individuals to file claims and gather information using the internet application or the RI DLT Website, however when not possible individuals must have the option of contacting the Call Center through the phone.

These individuals will call a phone number (TBD) and receive a variety of messages depending on the day of the week and the time of day. The IVR needs to have a configurable Call Center availability administrative site.

The Voice Recognition call flow must be similar to touchtone flow but needs voice recognition prompts in addition to touchtone instructions.

If the Call Center is not open then the appropriate out of office message must be played. During normal business hours the following IVR flow must occur.

1. Claimant hears a general greeting
2. Claimant must choose from the following language options of English, Spanish or Portuguese.
3. Claimant must choose from the following menu options:
  - File a claim for unemployment insurance benefits
  - Reopen an existing claim
  - General information topics
  - Advised by Teleserve to contact Call Center.

**TECHNICAL REQUIREMENTS**

**PROPOSED HARDWARE & SYSTEM SOFTWARE**

Vendor must include necessary hardware and software to run the IVR. The New IVR solution must interface with the Hardware and Software listed in Appendix A **and marked as retained not replaced.**

**Professional Services**

Critical components of this acquisition include configuration and localization of the IVR, migration of reference data into the new solution, possible process reengineering, integration with required external systems (modernized benefits system), acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices.

## **Project Management**

The successful Offeror is expected to name a Project Manager for the IVR project and that individual will be responsible for planning and executing all professional services provided by the successful Offeror. RI DLT will provide a RI DLT Project Manager for the duration of the IVR implementation project. The successful Offeror's Project Manager will work closely with the RI DLT Project Manager and other designated RI DLT representatives to ensure coordination of all project activities. All communications between RI DLT and the successful Offeror shall be coordinated through their respective Project Managers.

In addition, the successful Offeror is expected to name a senior manager as Executive Sponsor for the project. This individual shall provide executive oversight to the Offeror's work on this project, and resolve any issues that may arise that cannot be resolved through working with the designated Project Manager. RI DLT will also designate an Executive Sponsor for the implementation.

The Offeror's Project Manager assigned to this project shall have, at the direction and with the approval of RI DLT, the authority to make commitments and decisions that are binding on the successful Offeror and any subcontractors. The successful Offeror's Project Manager is considered to be a key project staff resource and the successful Offeror must secure the approval of RI DLT prior to any change of Project Manager.

## **IVR Configuration and Localization Services**

The successful Offeror is expected to provide a process for configuring the IVR solution to RI DLT's business and technical requirements and environment. Offerors may propose their own approach to configuration services which may include confirmation of fit, requirements reviews, best practices reviews, project team workshops, gap analysis, prototyping, business process modeling, and software configuration management. Through the configuration process, the successful Offeror should assist RI DLT to select configuration options that will meet the RI DLT's business requirements and industry best practices. The successful Offeror will incorporate into its transition plans the required configuration test and acceptance plans to ensure that all configuration options are properly loaded and configured in the system.

## **Business Process Redesign**

RI DLT will provide an overview of the "as-is" environment, but it will be the responsibility of the successful Vendor to assess its adequacy for the intended purpose, and to expand or recommend changes to the business as needed. The resulting process documentation shall become the property of RI DLT.

RI DLT recognizes that some of its current business processes may be modified in order to take advantage of the new IVR solution and therefore to contribute to a successful implementation. The Vendor shall identify the minimum level of process redesign necessary for successful utilization of the proposed IVR solution, and shall provide professional services as necessary to complete the required process redesign, if applicable.

## **Installation Services**

The successful Offeror is expected to install all components of its IVR solution at the RI DLT location (1511 Pontiac Ave, Bldg 69, ground floor, Cranston, RI. The installation should include all processes, tools, methods and technologies needed to make its system fully functional. The successful Vendor will be responsible for installing its software in both a test and a production environment. This installation shall include support for the data communications, customization/localization, and testing phases of implementation plus post implementation maintenance and support.

The successful Offeror is expected to set up the appropriate security controls, backup and recovery processes, database tables, reporting software, data warehouse tools, database replication processes, business intelligence tools, portal tools, on-line help files, and any other components necessary for production operation of the system.

The successful Offeror is expected to provide an implementation plan and conduct an appropriate installation test process (baseline and production) to ensure that all components are properly installed and ready for use.

The successful Offeror is expected to work closely with RI DLT's Department of Information Technology (DoIT) to ensure that RI DLT's standards for operations and security are followed. **Standards for security involve providing access to DoIT personnel to make patches to the OS and Anti virus among other things.**

## **Data Migration Services**

The successful Offeror is expected to ensure the availability of necessary customer data, reference data and asset data within the new IVR system to support required activities at the time of move to production. Data migration may involve Extract, Transform, and Load (ETL) procedures to move data from the system of origin into the IVR or it may involve integration links to make the data transparently available to the IVR user (i.e. through web services). The successful Offeror will provide professional services and expertise to transform the extracted data from any of the current systems, validate transformed data against configured tables in the target IVR application, and load the data into the new IVR database as required to properly implement the system.

## **Documentation**

Complete product documentation should be provided by the successful Offeror for functional, technical, and implementation aspects of the system. Documentation should include the successful Offeror's standard reference manuals (optionally, customized to reflect RI DLT's configuration and business processes), training materials, systems administration manuals, and product technical specifications. RI DLT prefers **Portable Document Format (PDF)** electronic versions of documentation for easy dissemination to end users and **MUST** have the rights to reproduce and distribute the documentation internally for RI DLT use only.

Another key aspect of effective documentation is project and implementation documentation using the project's artifacts. The Offeror should describe the proposed approach to managing and controlling project and implementation artifacts, including environments, data, change control, configured workflows, software application set up (configuration management), testing and implementation.

## **SYSTEM ADMINISTRATION**

Vendor must provide a configurable administration system that allows for customizing the system and processing reports. Administration must have the ability to create users.

### **Training Services**

Training services are another critical service that must be provided by the successful Offeror.

RI DLT is more interested in the effectiveness of the training provided than just the amount of training. The successful Offeror is expected to provide training services that include the development of a training plan, development of training materials based on RI DLT's business processes and configurations, delivery of training services, testing of training effectiveness, and re-training where necessary to ensure an effective use of the new IVR hardware/software. The training plan must document an approach that validates that RI DLT's employees are/are not prepared and ready to assume technical and functional responsibility for executing program responsibilities with the new IVR.

All training required for successful implementation and operation of the new system must be described in the Offeror's proposal. As a general approach, the Offeror shall propose an approach that includes significant opportunity for knowledge transfer throughout implementation, and enhanced system acceptance by the use and development of "Power Users" for each functional area.

Power Users will not deliver initial classroom training to end users, but will participate with the successful Offeror's staff in delivering classroom training. Power Users will be instrumental in small group, pre-implementation training, and post implementation support within their functional area, and may provide training to other RI DLT staff following implementation.

### **Key factors in an effective training program are expected to include:**

1. The principal classroom instructors provided by the successful Offeror, or any subcontractor, have had previous formal classroom instructor training and relevant experience with the software and hardware.
2. Instructors demonstrate a thorough knowledge of the material covered in the courses and familiarity with the training manuals, system documentation tools, and training aids used in the courses.
3. When pre-recorded lectures or other video presentations are part of a training course, the instructor or a qualified substitute supplements the recorded material.
4. RI DLT has the right to video record all training sessions for its own use. These materials are valuable in refresher training and follow up training. All training aids, materials (both generic and RI DLT -specific), and recordings prepared to accomplish this service become the property of RI DLT.

5. The successful Vendor will prepare all training manuals and submit them (in MS-Word or similarly editable electronic form, and additionally in hardcopy form at RI DLT's discretion) to RI DLT no less than 10 working days prior to the start of any classroom instruction.
6. The training manuals are prepared specifically for use as training aids; reference, maintenance, and user's manuals.
7. Principal documents used for training and reference are tailored to reflect the installed and as-configured IVR hardware, software, and user requirements. This must include a guide to any customization that will be required to support the system as participating software vendors release updates to their software.
8. Power User training will cover the entire system with in-depth sessions for each functional area.
9. Power Users will be provided sufficient training so that they may fulfill their role as mentors and small session trainers during the implementation process.
10. End user training will be focused on functional positions and workflow processes.
11. All personnel comprising a specific functional position at a site or department will be trained on the system's use specific to their needs.
12. Training will be provided to technical staff that may be responsible for operations of the IVR once it is installed. This training should be conducted prior to the initiation of system testing so that the technical staff may participate in the deployment of the system. Technical training should include all operation functions, integration, security, backup and recovery, database recovery and restore processes, test environment creation and management, trouble shooting, maintenance updates and system performance tuning.
13. Training should be provided in the use of all report and query functions for Power Users and Technical Users who will be creating and modifying reports.
14. RI DLT is very interested in the delivery of training services that makes efficient use of employee time, but effective in the transfer of practical knowledge about the use of the new IVR in RI DLT's environment. Offerors should describe their approach to developing a training plan, delivering the training, validating the training's effectiveness, and retraining services.

### **System Implementation Testing Services**

Testing is an extremely important part of the IVR implementation services and is critical to maintaining the accuracy and integrity of the system. Best practices require that a formal test plan be developed, which:

- Is documented in writing using test scripts;
- Provides operational testing of RI DLT 's configured systems with exchanged data executing RI DLT 's "to be" business processes, including documentation of predicted test results, and comparison to actual results;
- Links requirements to test activities and maintains traceability; and includes clear acceptance criteria.

The successful Offeror must develop, document, and execute a Test Plan during various phases of the implementation. The Offeror should describe in its proposal, its specific test approach that has been effective in supporting the application system being proposed.

The successful Offeror must provide test scripts to test the functioning of the proposed IVR system.

The successful Offeror must also recommend a division of effort between its staff and RI DLT staff that defines who will do what, and how the results of each test are to be documented and communicated.

Testing must include validation of the following elements:

1. Each functional component of the proposed IVR solution is installed and is functioning to support the desired Department or Program.
2. Each systems integration component of the proposed IVR solution is installed and is functioning, and that the required data transfers and event triggers work (as demonstrated through end-to-end data flows).
3. Each element of required reference data and customer data is loaded into the IVR and is available for use.
4. Each business process (for example, checking claim status) is supported in accordance with the requirements in this document. Scripts should test end-to-end flow of stated business processes.
5. All configuration and localization activities have been completed successfully.
6. All components of the proposed solution interoperate with one another including the server operating system software, client operating system software, database software, utilities, networks, field devices, printers, back up facilities and any other required hardware and software components. Systems administration functionality is in place, and all permissions and other configuration activities have been successfully completed.
7. All training activities are evaluated to ensure that RI DLT's personnel have received adequate training at a level sufficient to operate the new IVR in an effective manner.
8. All Offeror -supplied documentation (including on-line help) is operational and accurately describes the operations of the new IVR systems (as configured for RI DLT, if the successful Offeror is providing this optional documentation service). This includes functional documentation as well as operational, technical, and database documentation of the system.

RI DLT will review the proposed test plan at least four weeks prior to the scheduled beginning of testing, and will either accept the plan or indicate necessary changes to the test plan. Acceptance testing of all aspects of the proposed solution must be successfully completed according to the agreed-upon test plan before the proposed solution is considered accepted.

The Offeror must describe its entire test plan, test execution, and acceptance approach.

## **Deployment**

The successful Offeror will prepare a work plan for moving the proposed IVR into production, upon successful completion of all acceptance testing.

This plan will include:

1. Installation and validation of all elements of the system on production hardware specified by RI DLT.
2. Access to all necessary data for issuance of the first production service activity and other tasks, including migration of reference data into the production implementation and all integration.
3. Monitoring of the production for two weeks following "go live", to identify and remedy any shortcomings in the specified functionality due to the move to production.

## **Maintenance and Support**

As a hosted Solution RI DLT expects to rely on Offeror's staff for routine support and maintenance activities associated with supporting the IVR software solution.

The proposal should describe the Offeror's proposed approach to IVR support, end user help, and on-going maintenance services, including:

- Application updates (standard product releases)
- Enhancements and major application improvements (functional and technical)
- Problem resolution and escalation
- "Patch and fix" activity
- 24x7 Monitoring
- Incidence Reporting
- Incidence Escalation (including 1<sup>st</sup> contact)
- Help Desk (a point of contact should be designated for the vendor and RI DLT)
- User Groups
- Adherence to Service Level Agreements (SLA) (see Appendix B for SLA's)

RI DLT requires that the successful Offeror present a plan to prevent future upgrades of any component of the IVR solution from breaking the necessary integrations, and to minimize the effort required to modify the integrations to preserve their functionality.

RI DLT requires that the successful Offeror propose an approach for post-implementation support. The proposal should also include all costs associated with this first year of support, plus a stipulated annual maintenance/support fee for the 4 years following the end of this support period.

The offeror is expected to provide 24x7 monitoring of the IVR solution and be the single point of contact for IVR problems. The offeror should describe their incident reporting and escalation procedures indicating the time frames (please see Appendix B for SLA requirements) in which certain responses are to be expected and when an incident will escalate and to whom.

## **Single Point of Contact**

The successful Offeror is expected to serve as the prime contractor for this implementation.

The prime contractor shall be the single point of contact for RI DLT.

Should Offerors find it necessary or desirable to include sub-contractors in their proposal, it will be the successful Offeror's responsibility to serve as the single point of contact for the entire team for the duration of the project.

Corporate background information on all sub-contractors and resumes of sub-contractor personnel should be included in the RFP response.

## **Integration Services**

The new IVR solution must interact with the newly modernized, MS ACCESS computer systems as necessary through web services.

Please see Appendix A for a list of current Hardware and Software for the State of RI that will not be replaced and must be integrated. Vendors must bid a solution that is compatible and accommodates the current scale of RI DLT's infrastructure which will not be replaced.

## **SECTION 4: TECHNICAL PROPOSAL**

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

- 1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of Interactive Voice Response systems in particular, if any. **The Key Person for this engagement may only be switched by mutual consent between RI DLT the selected Offeror.****

Provide a list of your key staff and include the following;

- Resume of each staff person listed
- Job description of each staff person listed
- Qualifications of each staff person listed as it pertains to IVR systems and solutions.
- Identify the resource that will be designated as the “Key Person” for this engagement

- 2. Capability, Capacity, and Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.** In order to be qualified to receive award, Offerors must meet the following mandatory minimum qualifications: Offeror must have completed three (3) successful installations of similar size and scope; Offeror's organization must have five (5) years of experience with projects of similar scope.

In order to evaluate your responsibility, Offeror shall submit the following information or documentation for the Offeror and any subcontractor, if the value of the subcontractor's portion of the work exceeds 10% (if in doubt, provide the information);

- (a) A general history of your organization.
- (b) A brief history of the Offeror's past 3 years' experience in providing work of similar scope and size. For each example, include implementation dates and times, list any delays in

implementation and any other information to support the successful implementation of each project presented.

- (c) Your most current financial statement, financial statements for your last two fiscal years, and information reflecting your current financial position. If you have audited financial statements meeting these requirements, you must provide those statements. [Reference Statement of Concepts No. 5 (FASB, December 1984)]
- (d) A detailed, narrative statement listing the three most recent, comparable contracts (including contact information) which you have performed and the general history and experience of your organization.

**3 Work plan - Please describe in detail, the framework within which requested services will be performed.**

The following outline must be used in preparing your proposal. Offerors not following this outline may be deemed non-compliant. Your offer should address each of the areas outlined below (as applicable) and provide the information requested. As your offer will be evaluated based on the information you provide, failure to provide a complete and comprehensive presentation of your solution could negatively effect our evaluation of your offer.

1. Executive Overview: Your offer should include a summary of the proposed solution that reflects your understanding of both the state's needs and how your solution will satisfy those needs. Please explain your overall approach to the management of this effort, including a brief discussion of the total organization (structure and relationships among personnel and consultants/subcontractors). Please limit your response to 10 pages.

2. Technical Overview: Your offer should include a summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project

3. Detailed explanation of proposed solution

3.1 Management

3.1.1 Implementation schedule

3.1.1.1 from contract formation to installation and acceptance

3.1.1.2 installation, testing, and pilot, as appropriate

3.1.1.3 detailed staffing deployment schedule

3.1.1.4 milestones and deliverables

3.1.2 Project management practices, policies, and certifications

3.1.3 Application development methodologies

3.1.4 Subcontracting, outsourcing, offshore contribution

3.1.5 Escalation policies, practices, and contacts

3.2 Technical. As appropriate, provide an explanation and/or information about the following, in detail:

3.2.1 Functional capabilities of the proposed solution, including all performance capabilities, specifications and response times.

3.2.2 Technical information about proposed solution, including technical specifications of any proposed equipment or services

3.2.3 Software, if any, including manufacturer, functional capabilities, warranties, support levels, and documentation (any applicable license agreements and documents reflecting offeror's authority to include such software).

- 3.2.4 Services included in the proposal and otherwise available
- 3.2.5 Environmental requirements for the proposed solution.
- 3.2.6 Software development plan, interfaces documentation, data synchronization, and replication plans, etc.
- 3.2.7 Technical and operational manuals, by reference.
- 3.2.8 Provide a description of all optional components referenced **in Appendix X that** could be provided.
- 3.3 Change Management. Who initiates change requests, what justifications and explanations are included, risks associated with change, approval process, etc.
- 3.4 Installation and support.
  - 3.4.1 Installation -- provide detailed information on the installation requirements and schedule.
  - 3.4.2 Training -- explain any proposed training solution. Include plans for training new employees beyond the initial training cycle, employee readiness evaluations, training feedback, student-instructor ratios, duration of training, etc. Include plans for updating and maintaining training plans, system documentation, operational documentation, etc. For the duration of the implementation or term of the contract as appropriate. Include any other training solutions that are available.
  - 3.4.3 Support services including hardware and software maintenance include an explanation of any proposed support services including performance guarantees (including SLA's identified in Appendix B). Identify all proposed maintenance including a detailed explanation of response times. Include any forms or agreements.
  - 3.4.4 Data conversion requirements should include who is responsible for developing any data conversion programs, what the acceptable level of conversion, how many records are to be converted, who is responsible for entering any records that do not convert properly, etc.
  - 3.4.5 Service level agreements (SLA) with performance commitments. If appropriate, include industry standard response times and performance requirements for normal business processing and/or critical business processing as appropriate. Please reference items provided in Appendix B directly.
  - 3.4.6 Disaster recovery plans should be included, as appropriate.
  - 3.4.7 Back-up plans for proposed network, data, and systems outages and disruptions, if appropriate.
  - 3.4.8 Warranties -- include all functional, performance, and quality of workmanship warranties. Describe acceptable warranty performance specifications and warranty performance reporting to include number of calls, number and type of repairs and changes, etc.
- 3.5 Intellectual property: explain the ownership rights to all proposed intellectual property **and software licenses being conveyed w/keys or proof of purchase..**
- 3.6 Staffing
  - 3.6.1 Contractor
    - 3.6.1.1 Key staff, their resumes, and areas of responsibility on this project. Please identify Key Person explicitly. Key Person may not be substituted **without mutual consent**.
    - 3.6.1.2 Non-key staff, by number and areas of responsibility on this project.
    - 3.6.1.3 Resumes and Qualifications - Please specify staff qualifications as per the requirements in Section 4 of this RFP.
  - 3.6.2 Other -- are there any other staffing requirements?
- 3.7 Offeror's Qualifications. Provide the information requested in section 4 of this RFP.

**SECTION 5: COST PROPOSAL**

RI DLT is requesting a firm fixed price offer that is deliverables based. All costs must be fixed to a deliverable. Detailed Budget and Budget Narrative: Provide a detailed fee structure proposed to complete all of the requirements of this project. This project will be subject to a 10% holdback on all deliverables which will be payable upon final acceptance of the system.

Proposed Cost response categories:

- Hardware Cost
- Software Cost
- Professional Services (including Onsite Integration Services)
- Maintenance Hardware
- Support (including monitoring)
- Training

**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. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or 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 Labor and Training 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:

<b>Criteria</b>	<b>Possible Points</b>
<b>Executive Overview</b>	<b>5 Points</b>
<b>Technical Overview</b>	<b>5 Points</b>
<b>Management and Workplan</b>	<b>15 Points</b>
<b>Technical Approach and Solution</b>	<b>10 Points</b>
<b>Optional Components</b>	<b>5 Points</b>

<b>Installation and Support</b>	<b>5 Points</b>
<b>Staffing Qualifications</b>	<b>15 Points</b>
<b>Offeror Qualifications</b>	<b>10 Points</b>
<b>Total Possible Technical Points</b>	<b>70 Points</b>
<b>Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]</b>	<b>30 Points</b>
<b>Total Possible Points</b>	<b>100 Points</b>

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. 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 [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7548925** 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) 222-3766 or [lynda.moore@doit.ri.gov](mailto:lynda.moore@doit.ri.gov) .

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 #7548925 Interactive Voice Response System Solution”** 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](http://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](http://www.purchasing.ri.gov). **Please include with original proposal only.**
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
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. **Please provide pricing for all Optional Components identified in Appendix X. As previously indicated optional costs will not be included in the evaluation of cost for the request for proposal.**
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.

## **Appendix A**

### **Specifications for IVR Solution**

#### **Interactive Voice Response (IVR) business drivers include the following:**

- Quality customer service
- 24x7 phone access
- Self service
- FAQ self service
- Consistent menu for voice applications
- Quality of information
- Cost effective channel for access
- Streamline operational costs
- Ease of construction & maintenance
- Single set of business logic for all channels
- Better use of infrastructure resources (limited segmentation)
- Consolidate technical human resources
- Redeployment of human resources to better align with strategic direction
- Economies of scale
- Lower cost services for citizens
- Additional opportunities for expansion, benefits, and savings
- Annual Maintenance, year 1 included, Offeror must include maintenance costs for years 2 – 5.

#### **Include Minimum # of Lines (96).**

The system must include voice recognition software as well as a touch tone options. The system must offer the following options:

- File a weekly certification for payment.
- Contact the Call Center for these services:
  - File a new claim for unemployment benefits
  - File a claim using Military or Federal wages.
  - Reopen an existing claim (additional claims option)
  - File a new claim for TRADE benefits
  - General information concerning claims or payments.
  - Speak to an interviewer when advised to contact the call center by Teleserve or the Internet application.

## **Appendix B - Interactive Voice Response (IVR) Service Level Agreements (SLA)**

### **Service Description**

IVR (Interactive Voice Response) Self Service-Based allows agencies to provide citizens with access to important information contained within the agency's databases without engaging an agency employee. IVR has become a voice interface to simplify customer interactions and create a positive experience so that customers can receive important information or complete tasks.

### **Hours of Availability**

The service is available 24/7, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the ITS Change Management Process. In addition to the standard ITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

#### **Standard maintenance windows are defined as:**

- 5:00 p.m. to 9:00 p.m., Monday through Thursday, as approved

### **Service Support**

#### **Hours of Support**

The Offeror shall operate 24 hours a day, 7 days a week, through a single point of contact for all State of Rhode Island inquiries. The Single Point of Contact shall provide immediate business and infrastructure analysis, problem solving diagnostics, and first/second leveled tiered support liaison.

#### **Contacting Support**

The Offeror shall provide dedicated number to the Single Point of Contact, including an email address. An alternate escalation Point of Contact, Name, Phone Number, and Email Address for High and Critical Priority incidents

#### **Incidents and Service Requests**

#### **Ticket Creation**

Any High or Critical Priority incident shall be immediate acknowledged and documented through a call and an email confirmation of the incident. The email response from Technical Support or the Single Point

of Contact (SPC), shall assigned a incident number and summarize the nature of the incident, give a priority level, and an expected completion time-frame.

**Priority Level Definitions:**

The Offeror’s and the Rhode Island Department of Labor & Training’s Single Point of Contacts (SPCs) shall agree upon the assignment of a Priority, based upon:

- The Impact on the Department: size, scope and complexity of the issue
- The Urgency to the Department
- The Resource Availability
- The Expected Effort in Resolving the Issue

<b>Priority Level</b>	<b>Status Update Interval</b>	<b>Resolution Time Limit</b>
<b>Low</b>	<b>Single Point of Contact</b>	<b>2 Business Days</b>
<b>Medium</b>	<b>Single Point of Contact</b>	<b>24 Hours or Less</b>
<b>High</b>	<b>Every 2 Hours</b>	<b>8 Hours or Less</b>
<b>Critical</b>	<b>Every 30 Minutes</b>	<b>4 Hours or Less</b>

**Single Point of Contacts**

The Offeror and Rhode Island Department of Labor & Training will designate a Single Point of Contact and an Alternate Single Point of Contact in the event designated SPC is unavailable.

**Change Management**

The primary goal Change Management is to protect the system, infrastructure, and data from unintended impacts as a result of the changes made to the various systems, applications, and equipment operating on the enterprise network of the State of Rhode Island.

The Change Management Process, the Offeror shall:

- Document the change(s); how the changes will improve system efficiencies and/or performance

- Secure the necessary approvals from All of the DLT's Management Advisory Team Board Members
- Document implementation, test, and back-out plans
- Schedules and implements the changes during periods of low impact; coordinated through the DoIT/DLT System Administrator for least impact.

Any change to the IVR System Infrastructure must have ALL Rhode Island Department of Labor & Training Management Advisory Team Board Member approvals.

Rhode Island Department of Labor & Training Management Advisory Team Board Members include: The Assistant Director of Income Support (DLT), the (DoIT/DLT) Administrator MIS, the (DoIT/DLT) System Administrator/Technical Service Manager, and the (DLT) Unemployment Insurance Administrator.

### **Security Standards and Policies**

Any suspected IT threat and/or incident must be reported to the SPC and Management Advisory Team Board and given an incident priority based on the mutual agreed upon severity and impact of the incident.

An incident refers to a computer security problem arising from a threat. Computer security incidents can range from a single virus occurrence to an intruder attacking many networked systems, or such things as unauthorized access to sensitive data and loss of mission-critical data.

IT System security incidents are required to be reported and tracked can be categorized as follows (these types of acts are not all-inclusive):

Circumvention of IT System security controls, safeguards and/or procedures

Unauthorized access, use, disclosure, alteration, manipulation, destruction, or other misuse of data

Theft, fraud, or other criminal activity committed with the aide of IT System resources

Theft, loss or vandalism of IT System hardware, software or firmware

Issues affecting confidentiality, integrity and availability of data

Unauthorized downloading or copying of sensitive Agency information

Unauthorized access to or use of sensitive data for illegal purposes

Unauthorized altering of data, programs, and IT System hardware

Loss of mission-critical data

Environmental damage/disaster (greater than \$10,000) causing loss of IT System services or data, or which may be less than \$10,000 in damage yet have affected the Administration's or staff office's capabilities to continue day-to-day functions and operations

Major infection of sensitive systems or software by malicious code, i.e. virus, Trojan Horse, etc

IT System perpetrated theft, fraud and other criminal computer activity;

Telecommunications/network security violations, i.e., networks (including local area networks (LANs) and wide area networks (WANs)) which experience service

Theft or vandalism of IT System hardware, software or firmware whose loss did or may affect the organization's capabilities to continue day-to-day functions and operations

Unauthorized access to data when in transmission over communications media (e.g. sniffers)

Loss of system availability impacting the ability of users to perform the functions required to carry out day-to-day responsibilities (e.g. denial of service attacks)

Reportable IT System security incidents are required to be recorded and documented in detail, as soon as possible. Essential information about the security incident will be identified in as much detail as possible, at the time of occurrence. Some information may need to be added at a later time based on the investigation/closure of the incident. The following minimum information about a security violation or incident needs to be documented and emailed to the Rhode Island Department of Labor & Training Management Advisory Team Board:

1. Location of incident
2. Reported by (Name and Title)
3. Date and time of report filing
4. Date and time of incident
5. Details of incident include names of personnel involved and description of the who, what, when, where, how, and why)
6. The name and title of the person to whom the incident initially was reported
7. Identification of whether any appropriate law enforcement organization has been notified
8. Incident impact on day-to-day operations

### **Business Continuity Plan**

Offeror must outline its Continuity of Operations Plan (COOP) to ensure the continuity of critical business operations. Any change to the COOP must be approved and communicated to the Rhode Island Department of Labor & Training Management Advisory Team Board.

### **Annual/Anniversary Reports**

Service Level Agreements (SLA) will be reviewed, and/or renewed, at least once per year or as requested. The DLT SPC or Management Advisory Team Board may request a review of Service Level Agreements at any time by contacting the Offerors SPC or Escalation Designee.

The SLA will also require review under any of the following conditions:

- Whenever there is a significant and/or sustained change to the delivery of the service
- Whenever there is a significant change requested to the SLA that supports the service of the IVR system
- As a result of these reviews or as other information is provided, Amendums to the Service Level Agreement and Service Improvement will be identified, funded, and implemented, as needed.

### **Confidentiality**

As a result of this SLA, each Party (the Offeror and State of Rhode Island) is likely to have access to information or records of the other Party that is exempt from disclosure under applicable law. Such information shall be deemed "Confidential Information." Each Party shall maintain all Confidential Information of the other Party in strictest confidence and will not at any time use, publish, reproduce or

disclose any Confidential Information, except to the extent necessary to carry out the Party's duties under this SLA or as expressly authorized in writing by the other Party.

Each Party shall, prior to disclosing any Confidential Information to any contractor or other third party, promptly seek and obtain authorization for the disclosure from the other Party and shall ensure that the contractor or other third party is subject to a non-disclosure agreement enforceable in State of Rhode Island and Providence Plantations. Nothing in this paragraph is intended to prevent either Party from compliance with any order issued by a Rhode Island state or federal court.

### **Ownership and Custody of Data**

All data or other records held or stored by the Offeror as a result of this SLA shall be considered the property of, and in the custody of, Rhode Island Department of Labor and Training and the State of Rhode Island. In the event of a request made to the Offeror for access to Rhode Island Department of Labor and Training and the State of Rhode Island records pursuant to Rhode Island's Access to Public Records or by other legal process, the Offeror will decline such requests and indicate to the requestor that the Offeror is not the custodian of such records. The Offeror will refer the requestor to the Rhode Island Department of Labor and Training and the State of Rhode Island and will notify the Rhode Island Department of Labor and Training and the State of Rhode Island of such request as soon as is reasonable under the circumstances, in order to provide the Rhode Island Department of Labor and Training and the State of Rhode Island with an opportunity to state or otherwise argue its own position concerning such request.