



**Solicitation Information
10/7/2014**

RFP# 7549054

TITLE: Web-Enabled INFACTS Platform Upgrade

Submission Deadline: [Thursday, 11/6/2014, 11:00 AM (Eastern Time)]

**PRE-BID/ PROPOSAL CONFERENCE: YES Non-Mandatory
[October 20, 2014, 11:00 AM ET 1 Capitol Hill, Conf. Room B, Providence, RI 02908**

Questions concerning this solicitation must be received by the Division of Purchases at questions2@purchasing.ri.gov no later than **4:00 PM ET, October 24, 2014**. 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

George Welly
Interdepartmental Project Manager
Division of Purchases
RI Department of Administration

Applicants must register on line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page R.I.V.I.P. 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 Corrections (RIDOC), is soliciting proposals from qualified firms to upgrade the current platform of WINFACTS – Web-enabled Inmate Facility Tracking System (INFACTS). The system uses JAVA, JBOSS, PLSQL to retrieve data from INFACTS, which is Oracle based. RIDOC seeks to transition the system to a .NET environment with SQL Server 2012 and Sharepoint 2013. The new WINFACTS will also include enhancements of Probation and Parole Data, Violations and Special conditions 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.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 of State Purchases.
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.

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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 W-9, 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).
14. 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.
15. It is the responsibility of the vendor to ensure that all subcontractors meet all Federal and State laws and regulations including Health Insurance Portability & Accountability Act (HIPAA) requirements and that the appropriate business agreements are in place.
16. The successful offeror may be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity (EEO), Limited English Proficiency (LEP), and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be

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provided to you upon notification of tentative award. Further information regarding these assurances may be obtained upon request from RI Department of Corrections, Office of Financial Resources (phone: 401-462-2555 or by visiting the U.S. Department of Justice, Office of Justice Programs, Civil Rights website at: <http://www.ojp.usdoj.gov/about/ocr/eeop.htm>)

SECTION 2 -- BACKGROUND AND PURPOSE

BACKGROUND:

The web-enabled INFACETS system was established twelve years ago to connect RI Department of Corrections data to municipal police departments. A web-enabled version of INFACETS was written by a vendor in JAVA with JBoss.

This WINFACTS system must retrieve information from the internal Inmate Facility Tracking System (INFACETS). The staff at RIDOC is unable to maintain the system nor enhance the system when the Police Departments requests changes, since the skill sets are not internally available. A consultant would maintain and enhance the system as necessary, when funding is available.

The WINFACTS users base has expanded beyond municipal departments to include other criminal justice agencies. Today there are approximately 2,000 WINFACTS users on the system that are maintained by the RIDOC IT staff. For many years, the Police Departments, FBI, Fusion Center, Homeland Security, and other user agencies have asked for enhancements and reporting capabilities from the WINFACTS system. The current system is more than a decade old, and newer technology is also available which will improve performance, scalability, user features and maintainability.

A redesign and rewrite of the WINFACTS system to a newer platform of .NET with SQL Server is desired. The Department of Corrections wishes to complete this project within four months of project inception. The maximum budget for this project is \$250,000.

In the build and deployment of a new WINFACTS System, the initial phase of the project will involve a comprehensive requirements definition and design deliverable. The DOC will identify and internal project stakeholder team that will work with the chosen vendor to identify specific functionality, interface and reporting requirements desired within the new WINFACTS System. A subsequent requirements document will be prepared and provided in electronic form by the vendor for review, and approval. The development of the new WINFACTS system will be based upon features and functionality included within the approved requirements document.

The redesigned WINFACTS System will be written within the latest Microsoft C# .Net 4.5 framework against the SQLServer 2012 database. This architecture will allow the RIDOC IT staff to make changes and fixes to the system, as the skill set is available internally.

A key goal in the new WINFACTS system is for Police Departments to be able to add, manage and remove their users, manage user passwords, and ensure only active officers

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have WINFACTS access. Users may be added by Police Department Administrators only after the Confidentiality Form has been reviewed and approved by the RIDOC.

The full process of user registration/approval and user/password administration by Police Department administrators will all be managed electronically. This will streamline registration/approval and relieve the DOC IT staff of maintaining user account and password information.

There is currently no user logging or inactive user monitoring within the WINFACTS system. Within the redesigned WINFACTS system, the RIDOC staff will receive alerts and audit logs to monitor misuse of the system, and to identify inactive users.

The current WINFACTS system only supports a web browser interface. A major enhancement to the WINFACTS system will be to provide a mobile interface for tablet devices. This will facilitate WINFACTS usage within patrol cars and by mobile officers. The approach desired by the DOC for identifying mobile devices and rendering an optimized mobile interface is the Adaptive Web Delivery (AWD) design approach. This approach will identify the client device type and render the appropriate interface based on available screen real estate. The mobile interface will be optimized to transmit data within a small footprint, hence minimizing impact of the existing secure network.

The existing WINFACTS System has minimal query capability and offers no reports. Based upon user requirements, the redesigned WINFACTS system will incorporate ad hoc query capabilities based on filter requirements defined within the requirements phase. Additionally we will incorporate two or three predefined reports for our public safety users. We will include an additional three to five reports for our DOC Investigations Unit. Report definitions will occur within the initial requirements phase.

We also anticipate incorporating a proactive alert subscription feature for users. This feature will enable officers to request notification based on defined criteria such as an inmate's pending parole hearing, release, visitor logged, or other approved alert metrics. The new WINFACTS system will send an email alert to the requesting officer based upon the defined event occurring.

The new WINFACTS system will also include additional fields. These include probation and parole fields, inmate bunk history, etc. The field definitions and presentation location will be defined within the requirements definition phase.

The new WINFACTS system will be written in an architecture ensuring scalability to support more than twice the existing user population. Screen packet transmissions will be written to optimize packet sizes, hence minimizing load on the existing RILETS network.

The new WINFACTS System will be delivered to include full technical documentation, user training documentation and latest source code. This will enable future support of the system by the RI Department of Corrections.

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Specific Requirements:

The vendor must possess the following:

- 5 years experience working with Law Enforcement agencies
- Experience working with and developing solutions for police departments, correctional agencies and public safety agencies.
- Experience in creating applications interfacing with and operating over the RILETS system overseen in RI by the State Police
- Experience in real-time integration between Oracle and SQLServer databases required
- Proven experience delivering applications supporting mobile devices in patrol cars and mobile tablet devices
- Adaptive web delivery (AWD) programming experience for delivery of applications that incorporate device identity and optimized screen rendering
- Strong J2E, Oracle PL/SQL, .NET C#, SSIS and SRSS query, report & dashboard experience
- Experience in building and implementing alert registration and delivery systems
- Sharepoint Foundation experience for alert packaging
- Strong experience in Sharepoint to Oracle integration for the creation of requests and alerts based on define events
- Experience creating secure public safety portals with user logging and reports for defined user actions performed
- Strongly desirable knowledge of interfacing with the RIDOC INFACTS (Inmate Tracking Facility System) and understanding the system
- Three references within the last 3 years implementing Law Enforcement or Correctional web-based applications, and demonstrating functional knowledge in these areas

SECTION 3 -- SCOPE OF WORK

REQUIREMENTS:

General Scope of Work: Design and build a new WINFACTS system with SQL Server 2012, .NET and Sharepoint 2013.

Specific Activities / Tasks:

Deliverables:

1. Requirements analysis and requirements definition. The vendor will conduct several requirement sessions with key business users, the DOC technical team and in review of the existing WINFACTS application. The vendor will deliver to the

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DOC Team a requirements document outlining all requirements, functionality and features to be included within the new WINFACTS application. This document will include sample screen designs for DOC approval.

2. WINFACTS II Core Redesign: A redesign and coding of WINFACTS application and database to specifications defined within the requirements document. The new system will be built using the .Net C# (Ver 4.5) framework on SQLServer 2012. Architect improved scalability within design and moderate screen redesigns as required to meet most common inputs per requirements analysis
3. Additional fields for parole/probation to be included. Special conditions included: Snap Shots Records – Inmate bunk history – create a query screen
4. Ad hoc Query, Reports and print capability
Variable query fields (as included in WINFACTS DB extract)
Intuitive query/report screen to include key variable fields for query
Display/Print capabilities for results
5. WINFACTS II Multi-level User Administration
Create/Manage user groups/roles for DOC Super Administrators
Create/Manage Police Department Admin User group
Create documentation for training Admins in Police Departments
Police Department Admin sets up and controls their users access
Usage across any/all Police Departments
Static account alerts (for potential removing user account)
6. Activity Logging at any agency
WINFACTS Log Reports can be run by department, user, date and/or time range
7. Alerts - Request user alerts for certain criteria
Incarceration, change of custody status
Visitor logged at ACI
Other defined event in WINFACTS DB
Message alert from DOC when system is down
1. Mobile tablet device support. Identification of mobile device and rendering of an optimized mobile screen for intuitive usage and minimal packet bandwidth.
2. Full alpha and beta test cycle verification. Vendor to test and confirm functionality operates to specifications (alpha testing). Vendor to work with DOC team to provide test application with sample WINFACTS data, enabling DOC beta testing to ensure the new WINFACTS system works to agreed specifications per requirements document.
3. Training and knowledge transfer of new WINFACTS system operability and management. Provide training documentation to training for DOC Admin Users and Police Department Admin Users. Provide Quick Reference Training Guide

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RIDOC Responsibilities:

RIDOC will provide the contractor the following information and resources:

- Identification of the State of Rhode Island WINFACTS Project Team with contact information.
- Facilitation of meetings with internal project team and vendor for requirements definition and design sessions.
- Two desks with computer and access to internet for consultants, to facilitate on site work required during project
- Access to DOC technical resources for review of the current Infacts database schema and answering required questions
- Access to RI State Police technical team for review of existing RILETS network, that the WINFACTS application will operate within
- Access to current WINFACTS application screens and database schema for analysis of existing environment
- Timely review of requirements document to include functionality verification, workflow verification screen design and navigation and general system operability as presented by vendor
- Provision of answers to required technical and business policy questions required for vendor to complete deliverables within defined schedule
- Test environment at DOC (or vendor site if permitted) with access to sample subset of Infacts data to be used for development, alpha and beta test cycles
- Scheduling training room and ensuring availability of key technical and business users for delivery of knowledge transfer and training sessions by vendor
- Timely review and validation of all final deliverables to include: requirements document, delivered application functionality, technical and training documentation and application source code.

Contractor Responsibilities:

The contractor will:

- Ensure key resource availability for all key phases of the project to include requirements definition and validation, design, build, test, training, deployment and support.
- Provide a milestone delivery schedule outlining key deliverables and delivery dates, to include a firm final date for system delivery
- Provide screen designs and necessary visual evidence of the application during development, to allow the DOC Team to validate appropriate functionality and design
- Provide an appropriate test environment to ensure the State WINFACTS Project Team can fully test and verify functionality of the new WINFACTS solution against proper test data
- Will quickly verify and fix all bugs as reported by State during testing cycle.
- Provide mentorship and knowledge transfer, administrator and user training to ensure proper transition and operability of the new system upon “Go-Live”.
- Provide full technical documentation, training documentation and source code at completion of project, and before system is accepted and final milestone payment made by State.

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Security Requirement: Employees of contractors who must gain entrance into correctional facilities are subject to NCIC/BCI record checks before starting the project. The Department of Corrections retains the right to refuse entrance to contractor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules including property searches i.e. laptop bags, backpacks and no cell phones allowed in buildings. The DOC Entry-Exit of Secured Facilities policy will be provided to the chosen vendor for review.

SECTION 4 -- TECHNICAL PROPOSAL

Narrative and Format

1. **Staff Qualifications** – Provide staff resumes and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of .NET and Oracle. Include experience with law enforcement agencies etc.
2. **Capability, Capacity, and Qualifications of the Offeror** – Provide a detailed description of the firms experience. Three relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. **Work Plan** –Describe in detail a plan to define, design, deliver and support the new WINFACTS system. Also include a milestone schedule for delivery, validation, acceptance and payment of work delivered. Describe the development framework and testing plan for the proposed solution. The following elements must be included:
 - a. High level project plan for project life cycle (task, owner, proposed date): define, design, build, test, train, deploy, support}
 - b. Proposed milestone schedule (with dates) for delivery of work, acceptance and payment by milestone. The milestone schedule shall include the definition of deliverables in each milestone, time schedule and requested milestone payment *as a percentage of the total cost proposal price*; **do not disclose the cost proposal amount except in the sealed cost proposal described in Section 5 below**. Please note that the final milestone payment shall be at least 15% of the project total. This amount will be retained until the system is successfully deployed, all training and knowledge transfer is delivered and final documentation and source code has been delivered and verified.
 - c. Training plan for technical, administrator and end users
 - d. Transition of knowledge transfer, documentation and source code
 - e. Proposed ongoing application support (if chosen by the State). Provide a description of services to be provided in a support agreement (i.e. hotline questions and support, bug fixes, application enhancements); the support agreement is also priced in the cost proposal only as described in Section 5 below.

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4. Approach/Methodology

- a. Development methodology to be used for core application, and for design, build and deploy of web and mobile & tablet clients
- b. Test methodology to be used
- c. Documentation definition for technical, admin and user documents }

SECTION 5 -- COST PROPOSAL

Detailed Budget and Budget Narrative: In a separately sealed envelope, include:

1. A cost proposal defining the fees charged for delivery of the redesigned WINFACTS solution, submitted on Attachment A below. The cost proposal should provide a fixed, not to exceed cost for requirements definition, design, application build, test, training, acceptance and deployment of the new WINFACTS system. The maximum amount available by the DOC for this WINFACTS Redesign Project is **\$250,000**. Vendor bids which exceed this amount will not be considered.

2. Hourly rates for services by position (i.e. Business Analyst, Project Manager, Architect, Developer, QA Tester and Trainer, etc.). These rates should be reflected in the cost proposal pricing, but will not be scored for costs as described in Section 6 below.

3. Provide the annual cost for system support of the WINFACTS system for years 1, 2 and 3 (individually) after Go-Live.

Alternative fee schedule proposals will be considered, but Attachment A must be completed as per instructions. Any alternative fee schedule shall include an explicit fee structure that delivers the redesigned WINFACTS system in a defined timeframe and at a not to exceed cost within the State budget limit and explains the benefits of the alternative approach.

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SECTION 6 -- EVALUATION AND SELECTION

Proposals will be reviewed and scored 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 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 Corrections 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	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work Plan: an analysis of your project plan, milestone delivery schedule and demonstration of your ability to deliver the new WINFACTS solution within the desired timeframe and within the proposed budget	15 Points
Suitability of the Development Approach: an analysis of your methodology for definition, design, build, test, train and deployment. The goal is to evaluate your effectiveness in delivery of the desired functionality, features, intuitiveness and operability within the new WINFACTS system.	15 Points
Total Possible Technical Points	70 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points] *Proposed cost may not exceed \$250,000	30 Points
Total Possible Points	100 Points

Points will be assigned based on the offeror's clear demonstration of the ability to complete the work, meet budget and project schedule timelines, 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.

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SECTION 7 -- PROPOSAL SUBMISSION

A **Pre-proposal Conference**, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted at the date, time and location listed on the cover page. Recorded attendance at this conference is not mandatory. A summary of this meeting will be issued, as an addendum to this solicitation, and posted on the Rhode Island Division of Purchases home page at the Internet address listed on Page 1.

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions2@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7549054** 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 (1) plus four (4) copies**} should be mailed or hand-delivered in a sealed envelope marked "**RFP#7549054**" to:

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

NOTE: Proposals received after the previously 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 three-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. completed and signed ***W-9*** downloaded from the RI Division of Purchases Internet home page at: www.purchasing.ri.gov

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3. A ***letter of transmittal*** signed by the owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the State.
4. 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 who will provide services covered by this request.
5. A separate, signed and sealed ***Cost Proposal*** on Attachment A reflecting the fee structure proposed to complete all of the requirements of this project.
6. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their technical proposal only 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.

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Attachment A Cost Proposal Form, WINFACTS Platform Upgrade

(Submit Cost Proposal in a separate, sealed and clearly marked envelope)

Firm Name: _____

Cost Proposal Amounts:

A. Lump sum fixed-fee cost for services described in the Scope of

Work and attached cost proposal \$ _____

B. System Support Cost, year One. \$ _____

C. System Support Cost, year Two. \$ _____

D. System Support Cost, year Three. \$ _____

Hourly Rates for positions by service: (List Position and hourly rate, including all benefit costs.)

1. Position/ Rate _____

2. Position/ Rate _____

3. Position/ Rate _____

4. Position/ Rate _____

5. Position/ Rate _____

6. Position/ Rate _____

Authorized Representative _____

Date: _____