

Request for Proposal: RFP # 7549208



Solicitation Information

December 12, 2014

RFP # 7549208

**TITLE: Prosecutorial Case Management System –
Maintenance/Enhancement Support Services**

Submission Deadline: Wednesday, January 14, 2015 at 2:00 PM (ET)

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Monday, December 29, 2014 at 5:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # 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

**Gail Walsh
Chief Buyer**

**Vendors must register on-line at the State Purchasing Website at
www.purchasing.ri.gov.**

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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The Rhode Island Department of Administration, Division of Purchases, on behalf of the Rhode Island Department of Attorney General (RIAG) is requesting Proposals from qualified firms to provide dedicated customer support services, inclusive of a formal log/tracking mechanism to resolve issues, questions, and enhancements pertaining to an internal Prosecutorial Case Management Database system in accordance with the terms of this solicitation and the state of Rhode Island's General Conditions of Purchase which may be obtained at the Rhode Island Division of Purchases website at www.purchasing.ri.gov.

INSTRUCTIONS AND NOTIFICATIONS TO BIDDERS:

- All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division of Purchases website at www.purchasing.ri.gov.
- The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The "Official" time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This will be a requirement only of the successful bidder (s).*

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- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- Offerors should be aware of the State’s MBE requirements, which address the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or Charles.newton@doa.ri.gov. Visit the website <http://www.mbe.ri.gov>
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
- Equal Employment Opportunity (RIGL 28-5.1)
§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond.lambert@hr.ri.gov.
- Subcontracts are permitted, provided that their use is clearly indicated in the offeror’s proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- **ARRA SUPPLEMENTAL TERMS AND CONDITIONS**
For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions For Contracts and Sub-awards Funded in Whole or in Part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto
Located on the Division of Purchases website at www.purchasing.ri.gov.

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OVERVIEW AND SCOPE OF WORK:

The database system is a Microsoft SQL Server Platform running under SharePoint. The system tracks cases from inception to closure along with specific unit functionality. We expect email alerts generated to the support services staff and our internal management team, when an item is updated in the support log, insuring that internal management can assess the item and prioritize the issue before work is authorized to begin. Additionally, we expect the support services group to log any and all fixes, patches and modifications that are authorized for action. We further expect a single dedicated individual (resource) to be assigned to this project to provide support under the contract. As required and authorized, they may call upon secondary resources to engage with specific issues according to levels of skills within the support services group. All items to be worked on must first be estimated for effort and approved for work in order to balance the monthly hours in the support contract.

The RI Attorney General and the awarded support services group will agree to a set number of hours of work to be performed each week along with a firm schedule of day(s) when the support resource will be on site.

The scope of work to be completed under the support agreement will include bug fixes, changes, enhancements, problem analysis and resolution, user and technical questions and answer sessions, Report development and modifications, training and requested documentation for any system changes.

The existing system interfaces with the states Judiciary system and includes various interfaces such as the Case transfer protocol. The database also synchs information from the state RI Criminal History Database, the RONCO interface and the BCI office. All of these interfaces must be maintained and evaluated for proper functionality.

The RI Attorney General maintains an existing list of enhancements that are prioritized and logged within an online issues tracking and reporting system, inclusive of a description and resolution to the issue. The RIAG Technical Staff must have update access to an Issues Tracking System supplied by the vendor awarded the project. This system must be available to review and check on current status of all issues and the resolution to past issues must be updated in order to function as a knowledge base for future issues.

The existing technologies deployed in the Prosecutorial Criminal Case Management System are: .NET, SQL Server, SharePoint, SSIS, SSRS reporting, SSRS Windows Server, and SQL Server.

This project is expected to start as soon as the support services group engaged has become familiar with the system architecture, database structure, relationships and processing details (based on a default number of hours identified below). The firm selected to perform the support services must become competent with the system in order to provide solutions to existing issues or enhancements through the use of (10) ten paid hours of support; any additional time needed to become competent with the System will be at the vendors expense. However, the expectation is that we would have immediate assistance and value once the 10 hours of paid support review and analysis is complete.

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Purpose:

To provide an experienced developer with extensive Microsoft SQL Server, .NET, SSRS Windows Server, SSRS Reporting and Java development skills in addition to various back end SQL and SQL Trigger stored procedures development. The current environment consists of the following and is a complex custom Case Management System; 2641 Attributes, 166 Keys, 14 Indexes, 101 relationships, 58 user data types, 62 Entity triggers, 337 Procedures, 13 schemas and 44 functions.

Scope:

Vendor is to provide an experienced Microsoft SQL Server,.NET, SSRS Windows Server, SSRS Reporting developer to the existing RI Attorney General’s Information Technology Unit. Vendor is expected **to provide a developer onsite for the duration of 12 months (658 hours, at 14 hours per week)**, unless the project implementation is delayed significantly. If delayed and additional time is needed, the vendor will be notified and details determined at that time. Our expectation is to have a support contract covering three (3) years with an option to renew for two (2) one-year terms, with annual hours and rate proposal included.

Deliverables:

Requirements to be delivered 30 days after contract award to include, but not limited to:

- Review current intranet application and document non-compliance with guidelines provided for accessibility.
- Meet with end users (IT Point Person) for intranet application enhancements.
- Document requested enhancements for coding and provide development estimates
 - a. RIAG will prioritize enhancement list for development to fall within dollar bid amount. All requested enhancements may or may not be approved.

Code enhancements must be documented and approved by RIAG, also Vendor support Analyst must provide technical expertise to RIAG for all matters associated with the Criminal Case Management System.

- This individual will be the team lead for all coding/problem analysis/report modification and development and will provide reports to the RIAG Project lead.

Develop test scripts for testing enhancements. Identify a migration protocol between development system and production system, which allows for change control tracking by RIAG and potential system audits.

Test existing and new processing and reports to ensure data displayed is accurate and can be supported by statistical and operational reports.

Provide documentation on all modifications to existing workflow to ensure system documentation is up to date at all times.

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Coordinate Production migrations on off business hours in order to minimize impact to business day processing and backup schedule.

CONTRACTOR REQUIREMENTS/QUALIFICATIONS:

- Bidders must submit a letter of transmittal signed by an owner, officer, or other authorized agent.
- Bidders must submit relevant organization information, a list of similar projects undertaken and/or clients served, agency expertise relative to the services requested, work plan, and a statement of existing workload as it impacts the performance of the project.
- Bidder must provide an overview of key personnel assigned to the project including education and prior experience. **Please provide resume of proposed Technical Lead Analyst/Developer. Bidder is allowed to submit one or two candidates only.**
- Financial statements supporting the viability of the bidder.
- Bidders must disclose any work to be subcontracted including the specific work to be performed and staffing, organization structure, and business background of the subcontractor.

TERMS OF THE CONTRACT:

The contract will begin upon issuance of a state purchase order and be in effect for three (3) years. The scope of the work may be modified by RIAG prior to beginning work on a given task. RIAG retains the option of granting contract renewals of up to two (2) one-year periods.

COST PROPOSAL:

The cost proposal should be based on Development, Problem Analysis and Reporting Services for 12 months annually and cover a 3-year term, plus two one-year options. The cost proposal will be used to establish a maximum obligation for the contract, but the RIAG reserves the right to negotiate a lower price.

Cost Proposal prices submitted will be considered **firm and fixed**.

Cost Proposal must include hourly rates.

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PROPOSAL SUBMISSION:

Questions concerning this solicitation may be e-mailed to the Division of Purchases at the address on Page 1 of this solicitation and no later than the date & time listed. **Send your questions in Microsoft Word format.** Please reference the RFP# on all correspondence. Questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the help desk at (401) 222-3766 or lynda.moore@doit.ri.gov

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

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Homepage at www.purchasing.ri.gov. **Please include with original proposal only.**
3. A **separate, signed and sealed** Cost Proposal as described above.
4. A separate Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
5. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
6. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD-Rom, disc, 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.” Please reference **RFP #7549208: Prosecutorial Case Management System – Maintenance/Enhancement Support Services** and deliver to:

Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908

Bidder assumes all responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other state locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. Faxed or e-mailed responses will not be considered.

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EVALUATION CRITERIA:

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| 1. Contractor Understanding of the Issues | 10 points |
| 2. Work Plan | 20 points |
| 3. Capacity of the Agency to Effectively Administer the Project | 20 points |
| 4. Quality of Key Personnel (including Curriculum Vitae) | 20 points |
| 5. Cost Proposal | 30 Points |

Proposals will be reviewed by a Technical Review Committee comprised of RIAG staff. To advance to the cost evaluation phase, the Technical Proposal must receive a minimum of 56 out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in the cost category, bringing the potential maximum score to 100 points.

The Technical Review Committee may invite qualified firms to participate in an interview session. The Committee will then make a qualifications based recommendation for final selection to the Rhode Island State Purchasing Agent, or her designee, who will make the final award decision.

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.

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informalities in any vendor's submission.