



Solicitation Information
January 8, 2015

RFP # 7549251

TITLE: INVENTORY MANAGEMENT SYSTEM – RIDEM WAREHOUSE & SERVICE CENTER

Submission Deadline: February 6, 2015 at 2:00 PM (ET)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Tuesday, January 20, 2015 at 5:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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

INTRODUCTION

The Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Environmental Management (RIDEM) is soliciting proposals from qualified software vendors to provide a complete Inventory Management software program. This is requested in accordance with the terms of the Request for Proposal and the State of Rhode Island's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page 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.

RIDEM is interested in acquiring and implementing an electronic Inventory Management System to support its Bureau of Natural Resource (BNR) warehouse and service center operations. The mission of the BNR Warehouse and Service Center is to ensure the availability, deployment and tracking of goods and services to Rhode Island's state parks, beaches, campgrounds and management areas.

The DEM/BNR Warehouse provides goods and services to all Rhode Island state parks, campgrounds, beaches and management areas. The Department maintains a large inventory of goods ranging from cleaning supplies to first aid and safety equipment to hardware and tools. Each facility submits its orders to the RIDEM/BNR warehouse. The warehouse picks the orders and arranges distribution to the facilities and then restocks depleted goods. Warehouse personnel also handle numerous requests for services such as auto repairs, minor repairs and maintenance of facilities, electrician services and work requiring the use of heavy equipment.

The goal of this RFP is to secure the most qualified vendor to provide a computerized Inventory Management System. At present, inventory management is done manually. RIDEM is interested in automating the system to improve efficiency of operations. RIDEM is interested in purchasing a solution that not only meets its needs and requirements but which can be implemented within a short timeframe.

Specific objectives of the proposed inventory management system are to:

- Accurately manage inventory
- Improve user satisfaction by helping to prevent out-of-stock items
- Reduce inventory carrying cost by tracking inventory turns
- Improve purchasing efficiency
- Save employee time in placing and filling orders
- Save money in purchasing items as there will be a system to track current inventory

INSTRUCTIONS AND NOTIFICATIONS TO BIDDERS:

- Potential vendors are advised to review all section 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.
- 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.
- 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.
- Proposals are considered to be irrevocable for a period of not less than 120 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. 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 Purchases.
- 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.
- 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.
- The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
- Respondents are advised that all materials submitted to the State for consideration will be considered to be public records as defined in Title 38, Chapter 2 of Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award is made.

- 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.

- 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 Employment Opportunity Office, at (401) 222-3090 or via email Raymond.lambert@doa.ri.gov.

- 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 will be required of the successful bidder only.*

- The State of Rhode Island has a goal of ten per cent (10%) participation by Minority Business Enterprises (MBE) in all State procurements. For further information, visit the website www.mbe.ri.gov . To speak with an M.B.E. Officer, call (401) 222-6253 or via email Charles.newton@doa.ri.gov.

Contract Period

The term of any award resulting from this request shall be from approximately March 2015 through March 2020. This time frame includes a three-month implementation and a five-year maintenance agreement.

Compensation and Payment Terms

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

Performance Evaluation

Proposals must include a project plan including a statement of scope (both what is in-scope and any exceptions which the vendor proposes are out of scope), identification of all roles and responsibilities for the project, proposed staffing plan, key risks, a schedule, and detailed budget along with any other related documentation the vendor feels is relevant to the project plan.

Project plans must include a deliverables based work breakdown structure identifying all top level deliverables, all work to be completed by vendor, and any work the vendor assumes the state will be completing.

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

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

Completion and Acceptance Criteria

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

Instructions for Proposal Content and Format:

NOTE: TECHNICAL AND COST PROPOSAL documents will be submitted separately. Proposal format will include:

- 1) Technical Proposal information presented first based on elements described below
- 2) Separatesealed Itemized Cost Proposal documentation.

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

BACKGROUND AND PREVIOUS EXPERIENCE:

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

ORGANIZATION AND STAFFING:

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

PROJECT WORK PLAN:

- **Project Approach:** Respondents are to provide a detailed technical synopsis of their proposed services based on the SOW requested by RIDEM, including any technical or personnel issues that will or may be confronted at each stage of the project. Alternative approaches and/or methodologies to accomplish the intended results of this procurement will be considered.

The ideal candidate will have already built and implemented a Work Order and Inventory Software system for three states or municipalities similar to Rhode Island.

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

PROPOSED SOLUTION:

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

COST PROPOSAL:

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

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

PRE-PROPOSAL QUESTIONS:

E-mailed questions may be submitted in accordance with the terms described on page 1 of this solicitation. Questions received, if any, will be posted on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SUBMISSION REQUIREMENTS AND DUE DATE see page 1

All document pages are to be numbered in consecutive order.

Separate TECHNICAL & COST PROPOSAL (“original” plus (3) copies each) submissions are to be either mailed or hand-delivered in a sealed envelope marked: **RFP #7549251 - - “Inventory Management System – RIDEM”** by the date and time listed on page 1 of this solicitation to:

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

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".

NOTE: Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be accepted. The "official" time clock is located in the Division of Purchases Reception area.

EVALUATION AND SELECTION

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

SELECTION CRITERIA:

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

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

Notwithstanding the above, the State reserves the right to accept or reject any or all options, bids, proposals, to award on the basis of cost alone, and to act in its best interest.

At any point during the review process, any proposal found to be substantially non-responsive will be dropped from further consideration.

The State may, at its sole option, elect to require presentation(s) by respondents clearly in consideration for award. Other submissions, certifications, or affirmations may be required, as appropriate.

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

Statement of Work

Workstations

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

Software

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

Network

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

Detailed Description

RIDEM intends to purchase a tested inventory management software package that can be customized and streamlines the process of procuring, ordering and tracking goods and services. The software must be easy to use, flexible to adapt to future growth and/or changing requirements and compatible with RIDEM computer and networks specifications. The vendor must provide necessary customization to meet DEM/BNR requirements. The system should also include bar code reader technology and analysis tools.

With the exception of bar code readers and product label makers, RIDEM does not intend to purchase hardware, printers, or servers based on the needs of any proposals software requirements. Any proposals hardware requirements should be compatible with hardware currently owned by the RIDEM.

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

The Proposal must include five years of maintenance and support following the acceptance of the completed system. Any costs, travel and expenses for Maintenance and Support shall be included in the Subscription Fees. Upon termination for any reason or expiration of the Agreement, RIDEM will have 90 days to request a copy its data, and if requested, vendor shall provide such data in an industry-standard XML or.csv file format. After the 90-day period, the vendor has no obligation to maintain or provide RIDEM's data and will destroy all of RIDEM's data in its possession or under its control in accordance with industry standard DOD data destruction methods, unless such destruction is legally prohibited.

Vendor will host the RIDEM's data in Tier 3 SAS 70 Type II/SSAE 16 compliant data centers located in the United States. Upon RIDEM's request and subject to any third party service provider's obligations of confidentiality which will not be unreasonably withheld, vendor will provide RIDEM with the latest SAS 70 Type II/SSAE 16 audit reports for the data center.

General Requirements

1. A project plan with well defined tasks, roles and responsibilities and a schedule for the implementation project.
2. A detailed Security Plan.
3. A Disaster Recover Plan to include but not limited to;
 - A. SLA's/maintenance and support/software uptime, B. method of back up and redundancy,
 - C. regular testing plan,
 - D. recovery timing (Vendor must notify the State within 24 hours of a breach),
 - E. where the data will reside and the Tier level of the facility (Data must stay in the US), and
 - F. offsite backup plan

4. A project manager assigned as coordinator and point of contact for the duration of the project.
5. Work closely with the RIDEM staff to ensure the solution is properly implemented and staff is thoroughly trained in its full capability.
6. Work closely with the RIDEM staff to ensure the current data is accurately migrated to the new software and management system (if applicable).
7. Termination of contract language on how, in what format and timing for the data to be returned to the State should either party decide to terminate the contract.

Deliverables

1. Create and install a complete work order and warehouse inventory tracking software system to include:
 - a. Real time inventory control, tracking and reporting
 - b. Wireless bar code scanning for the receipt and shipment of products
 - c. The ability to submit interactive work requests, schedule work and send automatic notifications
 - d. The ability to customize user roles for specific permissions levels to allow or disallow access to various features or information.
2. All inclusive 5-year maintenance contract that provides on-going technical support, software updates and troubleshooting

Communication Approach

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