



Solicitation Information

April 19, 2016

RFP # 7550541

TITLE: Computer Technical Support Services – Division of Motor Vehicles RIMS System Modernization Project

SUBMISSION DEADLINE: Friday, May 6, 2016 at 11:00 AM (ET)

**Gail Walsh
Chief Buyer**

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

NOTE TO VENDORS:

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

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 – INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Division of Information Technology is soliciting proposals from qualified firms to provide computer technical support for the final development cycles of the Division of Motor Vehicles system modernization project (“RIMS”), 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 website at www.purchasing.ri.gov. The initial contract period will begin approximately May 1st, 2016 and will continue until a minimum of December 31st, 2016. Contracts may be renewed for up to twelve months thereafter.

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:

- Potential offerors 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.
- 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 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 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 or Chief Purchasing Officer.
- 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. **PROPOSALS EMAILED OR FAXED TO THE DIVISION OF PURCHASES 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 Request for Proposals will be made to prime contractor(s) who will assume responsibility for all aspects of the work. Joint ventures shall be considered, so long as the contractor’s duties and responsibilities are clearly articulated in such form as acceptable to the State. Subcontractors are permitted, provided their use is clearly indicated in the offeror’s proposal and the subcontractor(s) to be used are 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.
- 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).*
- Bidders are advised that all materials submitted to the State for consideration in response to this Request 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.

- The State has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov. To speak with an MBE officer, call (401) 574-8253.
- **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 (401) 222-3090.
- 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.
- Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION 2 – BACKGROUND, PURPOSE AND SCOPE

The purpose of this solicitation is to hire a small team of business analysts of varying degrees of experience and skillset to assist in the creation and organization of project artifacts, the most important of which are Agile development stories as part of a larger, web-based documentation whole. In addition, this solicitation seeks to hire one (1) programmer of intermediate experience in specific skill areas to assist the primary RIMS vendor and State staff in the programming, testing, and validation of essential 3rd party interfaces with which RIMS communicates.

The project the analysts and programmer will be working on is the final development cycles of the Division of Motor Vehicle's RIMS system modernization project. This project's aim is to build a new database, interface, and business logic back-end system of record married to a more modern front-end user experience for the DMV to replace the outdated (1970's-era) legacy system.

The Rhode Island Division of Information Technology seeks qualified firms to provide two (2) **Business Analysts**, and one (1) **Intermediate Programmer** to work a minimum of forty (40) hours per week for the specified duration. Chosen candidates must be willing to work on-site at the Rhode Island Division of Motor Vehicles Headquarters in Cranston, Rhode Island.

The State reserves the right to select one or more vendors to complete this project.

SECTION 3 – VENDOR REQUIREMENTS

Business Analysts (2)

Qualified candidates must be proficient in all Microsoft Office applications, with Agile software development and story-writing experience strongly preferred. Deliverables and duties will include, but are not limited to, the following:

- Documenting business requirements as explained by subject matter experts in Agile story format.
- Maintaining master documentation of overall system functionality.
- Documenting decisions made by DMV management that may have project impact.
- Assisting with business process reviews with RIMS team while building new functionality.
- Assisting with testing of development stories, regression testing, and planning for User Acceptance Testing.
- Logically documenting business rule scenarios and decision trees.
- Reviewing and updating technical specifications.
- Reassembling finalized specifications from Agile development stories.
- Preparing training materials and providing support during training of employees.
- Experience working with document management systems, including Confluence and Sharepoint, a major plus.
- Candidates must have a minimum of one (1) year experience in gathering and documenting business requirements in technical application development settings.
- Candidates must be able to describe both functional and process work flow requirements.
- Experience and certification in agile application delivery methodology strongly preferred.

Intermediate Programmer (1)

This programmer will work on the development, testing, and validation of a variety of 3rd party interfaces that RIMS utilizes and become familiar with the RIMS .NET codebase at large.

- A minimum of 4 years programming experience in .NET languages required.
- Skill with VB.net highly preferred over all other .NET flavors.
- Intermediate programming skill with SQL Server or other database-oriented procedural language required.
- A minimum of 4 years programming experience (Intermediate programming skill) with Microsoft SQL Server required or other database-oriented procedural language required. Intermediate-to-advanced SQL skills preferred.
- Experience with PLSQL/TSQL required.
- Experience developing and working with SOAP and RESTful web service APIs required.
- Experience with and knowledge of XML parsing, querying, and validation required.
- Experience with Test-Driven Development or Behavior-Driven Development preferred.
- Experience working in Microsoft Visual Studio, Eclipse, or other widely-used IDEs required.
- Experience working with all recent (2008+) editions of Microsoft SQL Server required.
- Experience with SSIS and SSRS packages a plus.
- UI/UX Design experience a plus.
- Experience with Agile software development methodologies required. Experience working directly within Agile software development scrum teams a plus.
- Familiarity with Entity Framework and LINQ a plus.
- AAMVA Interface and/or DMV Domain knowledge a significant plus.
- Strong communications skills including the ability to build relationships and effectively communicate with the project team and key stakeholders.
- Flexible team player with strong project management and organizational skills with an ability to establish and achieve goals and maintain aggressive timelines.

Deliverables:

Deliverables for this position will take the form of development work including but not limited to:

- Code artifacts.
- Automated test suites for application code and 3rd party interfaces.
- Quality Assurance reports.
- Production-ready and ad hoc reports and extracts as the State may require.

Interviews of proposed candidates will be conducted by State staff and senior members of the Hewlett-Packard Enterprise project team.

SECTION 4 – TECHNICAL PROPOSAL

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

1. Candidate Qualifications – Provide candidate résumés/CVs. Notes:
 - a. Offerors are not required to submit candidates for all three (3) positions. If, for example, an Offeror firm has specialized expertise and available candidates in Programming but not Business Analysis, they should submit only qualified Programmer candidates.
 - b. Offerors may submit more than one candidate per position, i.e. submit three candidates for the Business Analysis positions even though there are only two positions available.
2. Capability, Capacity and Experience of the Offeror – Please provide a detailed description of the Offeror's experience in this field. Offerors should detail the model by which they support their staff on a project. 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.

SECTION 5 – COST PROPOSAL

Please provide hourly rates of those job classifications described herein.

SECTION 6 - INSURANCE

Selected vendors will be required to furnish the following insurance certificates:

Commercial General Liability Insurance: Commercial General Liability Insurance covering bodily injury broad form property damage, personal and advertising injury, independent contractors, products completed operations, and contractual coverage. Coverage shall be written on an occurrence basis and shall extend to an agent, independent contractor, temporary worker and a leased worker. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Workers Compensation coverage in compliance with the workers' compensation laws of the State. Coverage shall include Employers Liability Insurance with minimum limits of \$500,000 each accident, \$500,000 disease or policy limit, \$500,000 each employee.

Alternative Employer Endorsement shall be required for both the workers compensation and employers liability policy.

For independent contractors who bid directly as a vendor without workers compensation insurance, they must fill out a Notice of Designation as an Independent Contractor Pursuant to RI General Law 28-29-17.1. The form may be found at the Labor and Training web site.

Technology Errors and Omissions Liability Insurance: Coverage to include Errors or Omissions, Product Failure, Security Failure, Professional Liability and Personal Injury. Contractor will obtain Technology Errors and Omissions Liability Insurance with minimum limits of \$1,000,000 per occurrence and aggregate. Insured will include any individual who is an agent, independent contractor, leased worker or temporary worker while acting within the scope of his or her contract with the named insured on projects under this award.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Contractor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this section or in any way limit the Contractor's liability.

The Commercial General Liability Insurance, Auto Liability Insurance and the Technology Errors and Omissions Liability Insurance shall include the State, agencies, officers and employees as Additional Insured but only with respect to the Contractor's activities under the contract.

The insurance required through a policy or endorsement shall include:

A waiver of subrogation waiving any right to recovery the insurance company may have against the State, its agencies, officers and employees.

A provision that Contractor's insurance coverage shall be primary to any insurance, self-insurance or self-insured retention maintained by the State, its agencies, officers and employees. Any insurance, self-insurance or self-insured retention maintained by the State, its agencies, officers and employees shall be in excess of the Contractor's insurance and shall not contribute.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal without 30 days written notice from the Contractor or its insurer(s) to the Department of Administration, Division of Information Technology and to the Purchasing Agent. Any failure to comply with the reporting provisions of this clause shall be grounds for immediate termination of this contract.

Insurance coverage required under the contract shall be obtained from insurance companies acceptable to the Purchasing Agent.

The Contractor shall pay all deductibles, self-insured retentions and/or self insurance included hereunder.

The Contractor shall disclose to the State the amount of any deductible, self-insured retention and/or self insurance. The State reserves the right to reject any such insurance as not complying based on the amount of the deductible, self-insured retention and/or self-insurance.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual requirement

SECTION 7 – EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies and Hewlett-Packard Enterprise RIMS Project Team. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 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 higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Division of Information Technology 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:

Proposal	Component	Point Value
Technical - Candidate Qualifications	Résumé Review	30 points
	1 st Round Phone Interview	15 points
	2 nd Round In-Person or Skype Interview	15 points
Technical - Capability and Experience of the Offeror	Quality of Proposal	10 points
	History of Public Sector Work	
	Appropriateness of Candidates	
	Support Model for Staff	
Cost	Hourly Rate	30 points

The State will not interview every proposed candidate from every Offeror.

The State explicitly reserves the right to select one or more vendors to complete this project.

Should a candidate from an Offeror become unavailable, the State will not evaluate substitute candidates.

SECTION 8 – PROPOSAL SUBMISSION

Responses (**an original plus three (3) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP #7550541 Computer Technical Support Services – Division of Motor Vehicles RIMS System Modernization Project**” to:

Rhode Island Department of Administration
 Division of Purchases
 One Capitol Hill, Second Floor
 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 shall include the following:

1. A completed and signed three-page RIVIP generated bidder certification cover sheet downloaded from the RI Division of Purchases website at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases website at www.purchasing.ri.gov.
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. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
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.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format via CD, flash drive, or link to GitHub repository (technical proposals only)**. HTML, Microsoft Word, Microsoft Excel, CSV, or searchable PDF formats are preferred.

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 or require presentation(s) by offerors clearly in consideration for award.