



**Solicitation Information  
June 8, 2016**

**RFP# 7550696**

**TITLE: Business Process Analysis and Assessment Workforce Regulation & Safety Division (Labor Standards, Prevailing Wage & Misclassification of Workers).**

**Submission Deadline: July 7, 2016 at 2:30 PM (ET)**

**PRE-BID/ PROPOSAL CONFERENCE:  
MANDATORY: NO**

Questions concerning this solicitation must be received by the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov), no later than **Monday, June 20, 2016 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

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

**Note to Applicants:**

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

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration, Division of Purchases, on behalf of the Department of Labor and Training, Division of Workforce Regulation and Safety is soliciting proposals from qualified Offerors to perform a Business Process Analysis, Assessment and High Level Design of a system for the integration of the Labor Standards, Prevailing Wage and Misclassification of Workers programs with an interface to the Unemployment Insurance system as described elsewhere herein and in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
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 EEO Administrator at (401) 222-3090 or [Raymond.lambert@doa.ri.gov](mailto:Raymond.lambert@doa.ri.gov).
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 visit the website at [www.mbe.ri.gov](http://www.mbe.ri.gov).
15. The Contractor may also be required to sign a HIPAA Business Associate Agreement if it is an entity, other than in the capacity of the workforce, ".who creates, receives, maintains, or transmits protected health information (45 C.F.R. § 160.103)" on behalf of the covered entity, or an organized health care arrangement in which the covered entity participates. A Business

Associate includes a Health Information, E-prescribing Gateways, or other person that provides data transmission services with respect to protected health information to a covered entity and that requires access on a routine basis to such protected health information and a person that offers a personal health record to one or more individuals on behalf of the covered entity.

## **SECTION 2: BACKGROUND**

### **Misclassification IT Project: Description of Units and Scope of Work**

The Labor Standards Unit enforces workplace laws and ensures that employees receive the benefits due them. Labor Standards investigates wage complaints involving minimum wage, payment of wages, overtime, Sunday/holiday premium pay and vacation pay upon termination, as well as child labor, parental and family medical leave and industrial homework. The unit also enforces recordkeeping requirements. Labor Standards offers services to employers in the state, educating them on compliance with labor laws before violations occur.

RI General Law 37-13 mandates that any contractor awarded a bid on a public works construction project of more than \$1,000 must pay prevailing wage rates. The Prevailing Wage Unit enforces this provision by conducting investigations upon receipt of a complaint that the required prevailing wage is not being paid to workers. After reviewing the certified payroll records, daily logs, witness testimony, and other evidence, the Prevailing Wage Unit will determine what wages are owed. The Prevailing Wage Unit also provides education and technical assistance to contractors awarded prevailing wage projects, helping contractors to understand the requirements of the law and to be in compliance from the start of the project.

Worker misclassification occurs when an employer does not claim an employee, treating the employee as an independent contractor. Through misclassifying and failing to report their employees, employers avoid paying Unemployment Insurance, Workers' Compensation, appropriate wages, and other benefits due to an employee. Employers practicing misclassification illegally gain a competitive advantage over employers complying with the laws governing the treatment of employees.

The Department of Labor and Training (DLT) seeks to integrate the case management systems of the Labor Standards Unit and the Prevailing Wage Unit, and build an interface between this new system and the Unemployment Insurance data management systems. The Unemployment Insurance Division is participating in a large scale system modernization project with two other states. The goal of the department is to have both the UI system and the new wage system allow staff to access information and manage investigations with greater efficiency and collaboration.

In addition to merging the existing wage data systems, the DLT needs to expand the combined system to collect electronic certified payroll records from contractors awarded prevailing wage projects and permit State users outside the Labor Standards and Prevailing Wage Units to record information pertaining to a misclassification investigation, the most critical being information about Unemployment Insurance fraud and unpaid employer taxes. The system must store case record information, generate form letters, store investigator activity, identify specific data on received payroll records according to set parameters, and provide standard and ad hoc reports. The scope of this solicitation is to develop the data requirements for the new system. The development of the system will be procured separately.

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

### **General Scope of Work**

Following is a list of the tasks included in the Scope of Work (SOW) for this project. Upon review of these tasks please describe in your proposal how you will address these topics, describing processes and methodologies that will be used to conduct the solicitation of this information. Please include a task list identifying timeframe and resources by type required in these sessions.

Bidders are encouraged to utilize new or alternative methods or processes to capture the required information with minimal intrusion into daily processes.

This list identifies key topics to the State but does not in any way limit the vendor from exploring other areas of importance.

- Define the project objectives and vision & scope (high level)
- Provide the approach and plan to verify the scope and mitigate the risk that the estimate is wrong
- Define the Vision and Scope in a deliverable that will include at a high level:
  - Business Motivation
  - Vision, Goals, Objectives
- Scope High Level Business Process and Scenarios (this will include current state processes that will not be changed and new/amended processes that will be required to meet the objectives)
  - High Level Context Diagram
  - Stakeholder Summary
  - Product Overview
  - Product Features
  - Constraints, Assumptions, Dependencies, Risks
  - Other Product Requirements
  - Applicable Standards – including regulatory
  - System Requirements
  - Non-Functional Requirements

The goal of the vision and scope is to create a work plan to gather the requirements and ensure we have a verified scope (with objectives that can help us ensure we stick to scope that have business value). The next step is to create a Requirements Management Plan to define the requirements at a level based upon a verified and approved scope.

The Requirements Management Plan will include:

- Requirements Documentation Standards
- Requirements and model identification
- Form of requirements
- Form of process specification

- Form of data specification
- Work products or artifacts
- Requirements software tools
- Requirements Management Methodology and Practices
- Iteration plan
- Requirements elicitation approach
- Requirements modeling approach
- Requirements reviews
- Requirements prioritization
- Requirements change management
- Requirements communication/ collaboration
- Requirements Work Plan
- Requirements discovery sessions
- Work plan

The State requires a list of deliverables for the Business Requirements Document including the Elicitation Process to gather the requirements

This document should include the following:

- Introduction
- Executive summary
- Background context
- Summary of scope
- Constraints, assumptions, risks, dependencies
- Project team
- High-level models
- Context diagram
- Process diagram
- Requirements
- Functional requirements list
- Business rules list
- Non-functional requirements list
- Regulatory
- Interface Requirements
- Process Model
- Business Activities List
- Data Model
- Entity relationship diagram
- List of business entities
- Prioritization

## **Vendor Experience and Plan:**

Describe your methodology for conducting this project through the use of:

- Meetings
- Interviews
- Workshops
- Storyboards
- Visioning
- Use Cases
- Other methods or approaches you have used to provide the required services.

Also describe your approach to learning about these programs; their business rules, processes and applications so you can better understand the terms and issues during the analysis.

Provide at least three descriptions of projects with similar requirements for State or Federal clients that you've worked on within the last five (5) years.

Provide three references of State or Federal Agencies or companies where you've conducted a Business Process Analysis and Assessment project. Provide information about the project including project size, duration, and deliverables, Point of Contact, and contact information.

## **Project Plan:**

Resources and Timeline: Provide a high level project plan showing a timeline for the project as well as a personnel resource template recommending what Stakeholders. Subject Matter Experts and IT resources from the State as well as the vendor would need to be available for this project. Identify what type of resource you would need and the duration of the support of those resources.

Physical Resources: What physical resources will you require, such as conference rooms, computers, printers, audio visual equipment, and for what duration?

## **SECTION 4: TECHNICAL PROPOSAL**

The Technical Proposal should contain the following sections:

### 1. Executive Summary

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's technical approach and ability.

### 2. Offeror's Organization and Staffing

A description of staffing, including an organizational chart highlighting the persons or units(s) responsible for this project should be demonstrated.

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements of prior experience and qualifications.

### 3. Work Plan/Approach Proposed

This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. This section shall include a discussion and justification of the methods proposed for each task identified in the Scope of Work (above), and the technical issues that will or may be confronted at each stage of the project. The work plan description shall include a detailed proposed project schedule by task, a list of tasks, activities and/or milestones that will be employed to administer the project and the task assignments of staff members and level of effort for each.

### 4. Previous Experience and Background

This section shall include the following information:

- A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects and related references.
- A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position, and
- The offeror's status as a Minority Business Enterprise (MBE) certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, call the MBE Officer at (401) 574-8253.
- Any other information the Offeror seems relevant to the evaluation process.

### 5. Offeror Qualifications/Requirements\

- A brief history of the Offeror's firm, including date of incorporation.
- The Offeror must include three (3) recent customer references from other states and or entities which these services have been performed. The State's and or entities' name, address, and the contact person's title, organization/agency and phone number must be provided. Give a brief project summary and the start and end dates of the project.
- The Offeror will be responsible for furnishing their own development tools including any/all computer hardware and software. The Offeror is also responsible for items such as office/clerical/administrative support needed to complete this project.

- The Offeror shall be responsible for paying all of their travel, meals and lodging costs incurred during activities undertaken during the scope of work outlined in this RFP.
- All costs associated with the preparation, development or submission of bids or other offers will be the responsibility of the Offeror. The State will not reimburse any such costs.
- All documents, correspondence and other submissions to the Division of Purchases are considered public records, pursuant to Title 38, Chapter 2 of the General Laws.
- The Offeror shall provide resumes for all proposed project staff. The resumes should emphasize the skills needed for this project.
- All employees of the Offeror and any subcontractor assigned to this procurement prior to commencing work under the contract shall have a criminal history background check done, including a fingerprint search, the costs of which shall be paid by Offeror and any subcontractor and the results of which shall be furnished to the State.
- Explain any past or outstanding lawsuits related to the Offeror's past performance under contract on the development or implementation of any business process analysis/redesign, and computer hardware, software, and systems development/implementation projects.
- The Offeror must prepare and submit an initial work breakdown structure (WBS), preferably in Microsoft Project format, with target dates and a schedule of deliverables as tied to the payment schedule.
- The Offeror must submit a high level description of the project approach and proposed time lines.
- The Offeror and any subcontractors shall agree it and its entire staff assigned to this project will adhere to state non-disclosure policies governing confidentiality of individual records and sign a confidentiality agreement.
- Drug Free Workplace: In accordance with Executive Order No 91 - 14, the Offeror who does business with the State and their employees shall abide by the State's drug-free workplace policy and the Offeror shall so attest by signing a certificate of compliance.

## SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a proposal for fees charged for the services outlined in this proposal. Fee structure shall be **Firm Fixed Price** to be charged proportionately based on deliverables or completion of milestones. Please explain the basis and rationale of your fee structure. Alternative fee schedule proposals will be considered; however, you must provide an understandable fee structure and explain the benefits of the alternative approach.

## SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 out of a maximum of 70 technical points. Any technical proposals scoring less than 65 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 State of Rhode Island 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
Capability and Qualifications of the Offeror	25
Approach and Methodology	25
References	20
<b>Total Possible Technical Points</b>	<b>70</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) time 25 points **	30
<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>

\*\*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

(Low bid / vendors bid) \* Available points

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for cost and the total points available are Twenty-Five (25), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 25 = 16.25$$

Points will be assigned based on the offerors clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in t

## **SECTION 7: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7550696** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or [lynda.moore@doit.ri.gov](mailto:lynda.moore@doit.ri.gov).

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked **"RFP# 7550696 Business Process Analysis, Assessment & Design"** to:

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

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

### **RESPONSE CONTENTS**

Responses shall 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](http://www.purchasing.ri.gov).
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

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 eight (12) 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 firm fixed price, 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 (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".

### **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.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>