



**Solicitation Information  
April 28, 2017**

**RFP #7551622**

**TITLE: Koha Support Provider and Cloud Hosting Service for the State of Rhode Island,  
Department of State, State Library**

**Submission Deadline: May 30, 2017 at 2:00 PM (ET)**

**PRE-BID/PROPOSAL CONFERENCE: No**

Questions concerning this solicitation may also be e-mailed, in Word format to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than **Thursday, May 11, 2017 at 5:00 PM (ET)**. Please reference the RFP # on all correspondence. Questions received, if any, will be answered and 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**

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

**NOTE TO RESPONDENTS:**

**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 Department of State/Office of the Secretary of State, is soliciting proposals from qualified firms to provide Koha Support and Cloud Hosting Services as described elsewhere herein, and in accordance with the terms of this Request and the State's General Conditions of Purchase (available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)).

The contract period will begin approximately July 1, 2017 and installation and training is expected to be completed by August 31, 2017.

This is a Request for Proposal (RFP), 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 Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO RESPONDENTS:**

1. Potential Respondents are advised to review all sections of this RFP carefully and to follow instructions completely. Failure to make a complete and accurate submission as described herein shall result in rejection of the proposal.
2. In order to submit a proposal, Respondents must register with the Division of Purchases. For information about registering, please see the Division of Purchases' website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) under the heading "Vendors Registration Information."
3. All proposals should include the Respondent's FEIN or Tax Identification number as evidenced by an IRS Form W-9, downloadable from the Division of Purchases' website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
4. 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 shall be rejected as being non-responsive.
5. 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 Respondent. The State assumes no responsibility for these costs.
6. Proposals submitted in response to this solicitation shall be considered to be irrevocable for a period of not less than one hundred twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
7. All pricing submitted by Respondents in response to this solicitation shall be considered to be firm and fixed unless otherwise indicated herein.
8. Proposals misdirected to locations other than the Division of Purchases, or which are otherwise not submitted to the Division of Purchases prior to the time of opening for any case shall be determined to be late and shall not be accepted, opened, or considered. The "official" time clock is located in the reception area of the Division of Purchases, 2<sup>nd</sup> floor, One Capitol Hill, Providence, RI.

9. In accordance with RI General Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority to do so from the Secretary of State (401-222-3040) [www.sos.ri.gov](http://www.sos.ri.gov). *However, this is a requirement only for successful bidder(s).*
10. Respondents are advised that all documents and materials submitted to the Division of Purchases for consideration in response to this solicitation shall be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws
11. Respondents should be aware of all applicable MBE requirements, as set forth in RI General Law § 37-14.1-1, *et seq.* The State's Goal is for a minimum ten percent (10%) participation by MBEs in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8670 or [Dorinda.Keene@doa.ri.gov](mailto:Dorinda.Keene@doa.ri.gov). Visit the website [www.mbe.ri.gov/](http://www.mbe.ri.gov/).
12. Rhode Island Affirmative Action Plan and contract compliance forms. Submit Affirmative Action Plan, Contract Compliance Report, and Equal Employment Opportunity Certificate of Compliance to Rhode Island Department of Administration, Office of Diversity, Equity and Opportunity (ODEO), State Equal Opportunity Office at One Capitol Hill, 3<sup>rd</sup> Floor, Providence, Rhode Island 02908. For further information, contact Krystal Waters at (401) 222-3090 or [Krystal.Waters@doa.ri.gov](mailto:Krystal.Waters@doa.ri.gov).
13. It is intended that an award pursuant to this RFP will be made to a prime respondent, who will assume all aspects of the work. Joint ventures and cooperative proposals will not be considered. Subcontractors are permitted for this project, provided that the identity of the proposed subcontractor(s) and scope of the subcontractor's services are clearly stated in the offeror's proposal.
14. Questions concerning this solicitation may be e-mailed to the Division of Purchases in accordance with the terms and conditions expressed on the cover page of this solicitation. All questions received by the Division of Purchases shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases' website for updated solicitation information and addenda.
15. The Division of Purchases reserves the right to accept or reject any or all proposals submitted in response to this solicitation, to waive minor irregularities, to award in part, or to negotiate with any offeror, as necessary, to serve the best interests of the State.

## **SECTION 2: BACKGROUND**

### **Specific Requirements**

The Respondent must possess extensive prior experience in providing technical support for open access software, specifically the Integrated Library System, Koha, and preferably with experience in providing such services to government entities.

The Rhode Island State Library seeks to subscribe to a support provider support and cloud hosting services for Koha. The purpose of this request for proposal (RFP) is to provide interested Respondents with sufficient information to enable them to prepare and submit a proposal for a commercially off the shelf solution (COTS) for a technical support and hosting for Koha. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement will not be accepted.

### **SECTION 3: TECHNICAL SUPPORT SERVICE REQUIREMENTS**

The service provider should enable the State Library to use Koha as its Integrated Library System, providing technology support and cloud hosting. The State Library's catalog has approximately 24,000 bibliographic records. The support system shall **meet** or exceed the following features:

1. **TECHINICAL SUPPORT SERVICES**
  - a. Cloud-based hosting for a catalog collection of approximately 24,000 bibliographic records
  - b. Daily data backups for library data
  - c. Updates to Koha system as they are made available
  - d. Ability to link to digital items from a bibliographic record
  - e. Customizable Online Public Access Catalog, OPAC,
  - f. Migration of data from InMagic to Koha, and any associated repair or clean-up of InMagic data to facilitate migration
  - g. Customizable interface for branding purposes
  - h. Technical support available 24/7 via phone

### **SECTION 4: RESPONDENT REQUIREMENTS**

#### **General Requirements**

Vendor should have a minimum of five (5) years' experience in providing technical support for Koha to libraries, specifically small, special libraries.

#### **Vendor Responsibilities**

1. The selected vendor shall assume primary responsibility for the implementation and Koha configuration, working in coordination with the Department of State's Information Technology division and the State Librarian.
2. The selected vendor shall assume primary responsibility for the initial implementation, branding and configuration of a working Koha instance. Vendor will be responsible for ongoing maintenance of the server and Koha updates.
3. The selected vendor shall provide training to the State librarians on how to operate the Koha system once it is installed and operational.
  - a. Training on how to migrate records from InMagic to Koha.
  - b. Training on cataloging in Koha.
  - c. Training on all major updates to Koha's functionality.

4. The vendor shall complete implementation and training within nine (9) of weeks from initial delivery.
  - a. Training will include a minimum of three webinars demonstrating how to use the Koha system.
5. The vendor will provide cloud-based hosting.
6. The vendor will back-up data daily.
  - a. System configuration, system customization, archival and meta data, and bibliographic records back-ups.
7. Project manager will provide an overview of milestones at the beginning of the project within three weeks of the signed contract. Status reports will be delivered weekly. The project manager will present current status and remaining tasks in a phone conference call, in person, or webinar every three weeks.

## **SECTION 5: PROJECT TIMELINE**

The State expects to meet the following project timeline and milestones:

- May 2017: Request for Proposal Advertised Bid
- May 2017: Closure of bid period/opening of technical proposals, Vendor contract executed
- July 2017: Vendor assigns principal project manager, data migration begins (if necessary), Vendor finalizes implementation details with Project Team
- August 2017: Software installed and configured, system training completed, documentation delivered to State

## **SECTION 6: EVALUATION AND SELECTION**

The State will select the successful Respondent through a formal evaluation process, established prior to the opening and evaluation of proposals, and remaining fixed through the remainder of the procurement cycle. Consideration will be given to capabilities or advantages which are clearly described in the proposal, confirmed by oral presentations, interviews, and/or demonstrations. Technical and Cost Proposals will be evaluated separately.

Proposals will be reviewed by a Technical Review Committee comprised of staff from the Rhode Island Department of State. Proposals will be evaluated in two (2) parts for a maximum score of 100 points. Part One is a Technical proposal (70 points max) and Part Two is a Cost evaluation proposal (30 points max). All proposals must receive a minimum score of 60 points on the Technical proposals. Technical proposals not scoring at least 60 (85.7%) out of a maximum of 70 technical points will not be considered for cost proposal evaluation. For each Vendor with Technical scores totaling the minimum 60 points, the corresponding Cost Proposals will be unsealed and the evaluated price identified for each qualified Vendor. Both the Technical and Cost evaluation proposals are required on the due date listed on page 1 of this solicitation, they are to be submitted in **separate sealed envelopes**.

## **Part One: Technical Proposal (70 Points Maximum)**

Technical proposals will be evaluated on the following criteria:

### **1. Experience of the Respondent (0-10 points):**

- a.** Describe the Vendor's general experience as well as its specific experience and qualifications for projects of this size, scope and use. Provide answers to the following questions:
  - i.** What experience does the Respondent have in working to implement Koha for special libraries?
  - ii.** Does the Proposal illustrate that the Vendor has the background and experience necessary for a successful configuration and installation of Koha:
    - 1.** Providing customized solutions that meet the specific needs of an organization with respect to technical specifications and budget
    - 2.** Training for all major updates in Koha's functionality
    - 3.** Migration from a different ILS to Koha, ideally, experience migrating from InMagic
    - 4.** Maintenance and troubleshooting support for Koha
    - 5.** Has an organization chart of the Vendor and any sub-consultants been provided for the project, indicating also MBE status for any Vendor?

### **2. Capability, Capacity, and Qualifications of the Respondent (0-20 points)**

- a.** Respondent Qualifications: This section shall describe a detailed description of the Vendor's experience as a 3<sup>rd</sup> party support provider for Koha. A list of relevant client references must be provided (minimum of 3), to include all contact information, for projects of similar size and scope and use to the proposed project. All contact information must be confirmed and current.
- b.** Staff Qualifications: In this section, provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of providing Koha technical support, ILS migration, training, and maintenance. Also include details of any subcontractor(s) that will be included as part of this project, and their relevant experience.

### **3. Quality of the Work Plan (0-40 points):**

- a.** This section shall describe in detail, the framework within which the requested Koha migration, implementation, training, and maintenance services will be performed. The following elements must be included:
  - i.** A detailed data migration plan
  - ii.** A detailed work project plan
  - iii.** A work breakdown summary
  - iv.** A summary of State resources and skills required to complete the project
  - v.** A plan for addressing potential technical issues and possible solutions for such issues

## Part Two – Cost Evaluation Proposal (30 Points Possible)

Cost Evaluation proposal will be evaluated (if Vendor meets minimum of 60 points in Part One) on the following criteria (Will represent 30 points maximum):

1. The Cost Evaluation proposal shall be submitted in a **separate, sealed envelope**.
2. The Cost Evaluation proposal shall be submitted as a Lump Sum price. The price must be provided on the attached Cost Proposal Form.
3. This shall be a sliding scale fee (dollar amount). Include price increases based on collection size. Increases should be based on bibliographic record numbers. Price will include cloud-based hosting, and technical support. The form includes specific line items for migration, hosting, training, and technical support on a per annum basis.
4. Provide narrative examples of how similar systems have been deployed and the set-up fee structure for similar projects.
5. All services described in this RFP must be included in the proposal, with **no exclusions** and a per annum basis (dollar amount) must be provided, or the proposal shall be rejected as being non-responsive.
6. The State reserves the right to award based upon the most favorable cost proposal. 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 responses, and to award in its best interest.

## Proposal Review Criteria

Criteria	Possible Points
Experience of the Respondent	5 Points
Staff Qualifications	5 Points
Capability and, Capacity of the Offeror	20 Points
Quality of the Work Plan	40 Points
<b>Total Possible Technical Points</b>	<b>70 Points</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points*	30 Points
<b>Total Possible Points</b>	<b>100 Points</b>

\* The Low Bidder will receive one hundred percent (100%) of the available points for cost. Cost Evaluation proposal points are determined by the following formula:  $x/n (y) = \text{points awarded}$ ; whereas “x” = lowest opened bid, “n”= any bid under consideration and “y”= 30 points.

## **SECTION 7: PROPOSAL SUBMISSION**

### **Pre-Submission Questions**

Questions, in **Microsoft Word Format**, 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 & Time indicated on page 1 of this solicitation. Please reference the RFP # (found on page 1 of this solicitation) on all correspondence. Answers to questions received, if any, will be posted on the Division of Purchases’ website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases’ website for updated solicitation information and addenda.

### **Final Proposal Submission**

Proposals to provide the services set forth in this solicitation must be received by the Division of Purchases on or before the date and time indicated on page one of this solicitation. Responses (a clearly labeled **original plus three (3) copies**) should be mailed or hand-delivered in a sealed envelope marked with **RFP #7551622 “Koha Support Provider and Cloud Hosting Service for the State of Rhode Island, Department of State, State Library.”**

Send to:

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

The Respondent assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to locations other than the Division of Purchases, or which are otherwise not submitted to the Division of Purchases prior to the time of opening for any cause shall be determined to be late and shall not be accepted, opened, or considered. The “official” time clock is located in the reception area of the Division of Purchases, 2<sup>nd</sup> floor, One Capitol Hill, Providence, RI. Faxed or e-mailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website ([www.purchasing.ri.gov](http://www.purchasing.ri.gov)) to check for any additional postings.



## RESPONSE CONTENTS:

1. A completed and signed three-page RIVIP generated Respondents certification cover sheet (downloaded from the Division of Purchases' website <http://www.purchasing.ri.gov>)
2. **One only** completed and signed IRS Form W-9 downloaded from the Division of Purchases' website, should **only** be included in the **original copy**.
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. As appropriate, resumes of key staff who will provide services covered by this request.
5. **A separate, signed and sealed Cost Proposal** reflecting the hourly rates, or other fee structure, proposed to complete all of the requirements of this project.
6. In addition to the multiple hard copies of the Technical Proposal required, Respondents are requested to provide their Technical Proposals in electronic format (CD-Rom, Diskette, flash drive). Microsoft Word / Excel or PDF for is preferable. Only one (1) electronic copy is requested. This CD or diskette should be included in the proposal marked "Original." **Do not include form W-9 in the electronic copy. Do not include cost proposal information in the electronic copy.**

## SECTION 8: 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.

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 informality in any vendor's submission.

The successful Respondent shall be solely responsible for meeting all terms and conditions specified in this RFP, and any resulting contract. The use of any subcontractors or other respondents must receive prior approval by the State. The Division of Purchases reserves the right to clarify the terms and conditions of any proposal submitted. The Respondent recommended for contract award will be notified by the Division of Purchases. A Professional Services Contract will be developed by the Division of Purchases and Department of State which

incorporate a final work plan and schedule. The selected respondent must agree to provide all deliverables by the dates established in the final work plan and schedule.

The selected Respondent must complete the scope of services in this RFP within the time frame specified in the final work plan and schedule and shall be required to appoint a representative from their firm who will act as their project manager and who will be responsible for seeing that all services are performed with the final work plan and schedule. The selected Respondent shall not change its designated representative during the project without prior written consent from the Department of State

The selected Respondent must comply with all State and Federal statutory, regulatory and ANSI standards. The selected Respondent must cooperate and coordinate with other State agencies, contractors, or entities, as necessary, to successfully complete the project. Rights to data, work products, etc., revert to the State of Rhode Island upon completion of the contract. All information related to vital records and systems must be kept confidential at all times during and after completion of the project.

**Conflicts of interest:** The selected Respondent shall certify that neither the firm, its employees, nor its consultants, have or enter into, any contract or business venture with any general contractor or trade sub-contractor who is selected to work on this project. This provision, shall not apply to sub-contractors hired to provide sub-contractor services during the investigation phase.

**Cancellation for convenience:** The State reserves the right to cancel, for its convenience, any and all contracts that are entered into as the result of this award and the selected Respondent shall have no claim to any reimbursement for lost work or profits and shall have only a claim for work done until the date of cancellation for convenience. The State shall provide seven (7) days' notice of any cancellation.

The selected Respondent shall be allowed to invoice monthly based on the percentage of work completed.

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 Purchase/General Terms and Conditions can be found at the following URL:  
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

**END OF SOLICITATION**