



**Solicitation Information**  
**19 Dec 05**

**RFP # B05917**

**Title: Department of Administration Continuation of Operations Plan**

**Submission Deadline: 13 Jan 06 @ 1:40 PM (Eastern Time)**

**PRE-BID CONFERENCE: Yes      DATE: 5 Jan 06      Time: 2:00 PM (EST)**

**MANDATORY: NO**

**LOCATION: Department of Administration, Division of Purchases  
(2<sup>nd</sup> Fl), One Capitol Hill, Providence, RI**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **5 Jan 06 at 10:00 AM (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Jerome D. Moynihan, C.P.M., CPPO  
Administrator of Purchasing Systems**

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

**NOTE TO VENDORS:**

Offers that are not accompanied by a completed and signed Bidder Certification Cover Form may be subject to disqualification.

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

**The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Administration / Division on Information Technology (DoIT), is soliciting proposals from qualified vendors to provide consulting assistance and computer-based tools to prepare a Continuation of Operations Plan (COOP) for the Department of Administration (RIDOA) in accordance with the terms of this solicitation and the State's *General Conditions of Purchase*, which are available at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us). The following is to solicit methodology and costs for services to support this project.**

## **INTRODUCTION**

In the aftermath of recent natural disasters terrorism and equipment failure, Rhode Island's like all governments must more than ever face the need to be prepared. Moreover, with the growth of e.government and the increasing pace of life, governments face the same pressure as private entities to provide services 24x7. Recovery from a disaster must consequently be quick and comprehensive. Kristen Noakes-Fry and Trude Diamond of Gartner Research in 2001 estimated the average recovery requirement from a major system outage at "between two and 24 hours." Recognizing this necessity, the State of Rhode Island has identified the need to develop a comprehensive up-to-date Continuity of Operations Plan (COOP), beginning with the Department of Administration. A COOP is not about computer technology, but comprises a spectrum of technologies as broad as the business operations of government itself, again, as Noakes-Fry and Diamond put it: "old and new, paper-based and electronic, manual and automated, individual and integrated. In addition, the COOP must account for personnel and workspace as well as IT.

This is a Request for Proposals for a Continuity of Operations Plan (COOP) plan for the State of Rhode Island Department of Administration (RIDOA). The COOP is intended to prepare RIDOA to effectively continue its essential functions during an incident or emergency that may disrupt the typical, normal operation performed at the William F. Powers Building at 1 Capitol Hill, Providence, RI and/or the Information Technology Operations Center (ITOC) in Johnston, RI. The State views the COOP as encompassing, at minimum, strategies for disposition of staff, facilities and information technology resources in the event of an emergency including but not limited to a catastrophic natural disaster; pandemic flu; a technical glitch. At the end of this engagement, RIDOA will need to have:

- 1) A COOP sufficient to effect continuation of the department's most critical functions;
- 2) A template through which the remaining functions of RIDOA and the remaining state agencies can be integrated into the COOP;
- 3) Planning and documentation tools sufficient to continue the COOP process;
- 4) RIDOA staff trained in use of the tools; and
- 5) Recommendations for extending the COOP throughout State Government.

## **BACKGROUND**

The RI Department of Administration encompasses the central functions that support state government operations as well as a variety of government functions that do not fit well into other line agencies. The William F. Powers Building, One Capitol Hill, is the RIDOA Headquarters Building (RIDOA HQ), and is home as well to a number of smaller Boards and Commissions that are not part of the department, each with a critical role to play in state government. RIDOA HQ contains primarily the office space that houses approximately 800 employees. A computer room on the ground floor supports the agency's business, some functions of other state agencies, and is the network operations center (NOC) for the state's wide area network, as well as being

home to the building's local area network (LAN), including electronic mail and shared files. DOA HQ also houses a daycare center for children of state employees.

The Information Technology Operations Center (ITOC) is housed in a separate facility approximately 10 miles from the DOA HQ. Located there are the state's central mail services and central computing facility, supporting critical applications for numerous state agencies.

The COOP will address both facilities. (See Appendix: Administrative Units with Offices in One Capitol Hill; i.e., the William F. Powers Building).

The ITOC is supported by a hot site contract with SunGard Availability Services, and has recently begun utilizing SunGard's Paragon tools (one concurrent license on two shared ports) to support its disaster recovery efforts.

The RIDOA has empowered a Contingency Planning Committee chaired by the State's Risk Manager. That Committee has labored long and hard to prepare a rudimentary disaster plan. However, because the Committee is composed of volunteers appointed by the Department's various divisions, who have little time to spare from their primary duties. Without additional skilled and experienced assistance and the appropriate automated tools, the Committee will not have the capacity to generate and maintain an effective business continuity plan. Specifically, the department needs software tools and consulting assistance to achieve:

1. Inventory: A complete and well documented enumeration of the Department's critical business processes, including contact information, staffing and space requirements, IT relationships, etc.;
2. BIA: A picture of the potential risk posed by the prospect of disruption of each service, including an analysis of the interrelationships among the department's divisions, business processes, services and customers, that could be the basis for decisions about priority among critical processes and services;
3. Processes and tools for maintaining inventory and analysis and staff trained in their use;
4. A COOP sufficient to effect continuation of the department's most critical functions, including a COOP documentation, testing and a maintenance plan;
5. A template through which the remaining functions of RIDOA and the remaining state agencies can be integrated into the COOP by the RIDOA team;
6. Planning and documentation tools (software) sufficient to support the COOP, the template and to continue the COOP process;
7. RIDOA staff trained in use of the tools; and
8. Recommendations for extending the COOP throughout State Government; i.e., a rollout plan.

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

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. PROPOSALS FAXED OR E-MAILED TO THE STATE WILL NOT BE CONSIDERED.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed use is identified in the proposal.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation; i.e, 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).
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

**General Qualifications:** *to be considered qualified, offerors must:*

- Demonstrate proven experience in and commitment to providing Continuity of Operations Planning tools, training and consulting services;
- Have produced at least two COOPs that have been utilized in *actual disasters*;
- Demonstrate financial and organizational stability.

**Business Requirements:** *To be considered qualified, offerors must demonstrate:*

Ability to provide comprehensive solution with provision for:

- Personnel;
- Facilities; and
- IT.

Including:

- Software tools;
- Training in the use of the software tools for state staff;
- Consulting services for data gathering and tool implementation;
- Production and testing of the COOP;
- Preference will be given to vendors who can provide all of the above in-house.

## Scope of Work

The State is seeking a COOP for the Department of Administration and the tools to maintain it. Given the complexity and expanse of the Department, however, an offeror may limit the scope to a specified number of the most critical functions/processes so long as the proposal provides for disposition of the remaining less critical functions and a plan for state staff to incorporate those functions into the COOP at a later date.

The first iteration of the plan is expected to be complete by June 30, 2006.

The COOP must include at minimum:

1. Inventory: A complete and well documented enumeration of the Department's critical business processes, including contact information, staffing and space requirements, IT relationships, etc.;
2. BIA: A picture of the potential risk posed by the prospect of disruption of each service, including an analysis of the interrelationships among the department's divisions, business processes, services and customers, that could be the basis for decisions about priority among critical processes and services;
3. Processes and tools for maintaining inventory and analysis and staff trained in their use;
4. A COOP sufficient to effect continuation of the department's most critical functions; including a COOP documentation, testing and a maintenance plan;
5. A template through which the remaining functions of RIDOA and the remaining state agencies can be integrated into the COOP by the RIDOA team;
6. Planning and documentation tools (software) sufficient to support the COOP, the template and to continue the COOP process;
7. RIDOA staff trained in use of the tools;
8. Recommendations for extending the COOP throughout State Government; i.e., a rollout plan.

## CONFERENCE & SUBMISSION

A non-mandatory Pre-proposal Conference, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted on the date & time indicated on page 1 of this solicitation.

A summary of the information discussed at this meeting will be posted on the Internet, at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us), as an addendum to this LOI. It is the responsibility of all interested parties to download the information. For technical assistance, call the Helpline at (401) 222-2142, ext 134.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time indicated on page one of this solicitation. *Proposals received after this time and date will not be considered.*

**Responses (an original plus six (6) hard copies plus two digital copies on CD) should be mailed or hand-delivered in a sealed envelope marked "RFP: Continuation of Operations Plan" to**

**By Courier:**

**By Mail:**

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

R.I. Department of Administration  
Division of Purchases  
P.O. Box 6528  
Providence, RI 02940-6528

NOTE: Proposals received after the above-referenced due date and time will not be considered. 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 MUST INCLUDE THE FOLLOWING:** *please list each of the following numbered and lettered items followed by your response*

1. A completed and signed R.I.V.I.P.generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>);
2. A completed and signed W-9 Taxpayer Identification Number and Certification Form, which may be downloaded from [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us) Call the Helpline at 401 222-2142, ext 134 if computer technical assistance is needed;
3. Details of terms and conditions beyond standards State of RI terms and conditions, eg.:
  - a. Billing policies;
  - b. Acceptance of limited termination liabilities;
  - c. No minimum commitments;
  - d. Handling of special construction costs;
  - e. Handling of on-site required technical assistance during a declared disaster;
4. Vendor Corporate Profile *Provide a brief overview of your company and services, including descriptions of:*
  - a. Competitive strengths;
  - b. Description of your company's primary business function and service;
  - c. Corporate (parent) and other subsidiary or license affiliations (if applicable);
  - d. Size of customer base for government in general and state government COOP business;
  - e. Vendor's current financial condition, including financial report;
5. Consulting services:
  - a. Describe your commitment to Continuation of Operations/disaster recovery business;
  - b. Number and percent of personnel dedicated to COOP services;
  - c. The initial date COOP service was offered commercially;
  - d. Average number of years of COOP/disaster recovery experience of consultants dedicated to COOP;
  - e. How many COOP engagements have you successfully completed?
  - f. How many of the plans you have created have been used in *actual* disasters? Please provide descriptive detail; i.e., where? when?
  - g. Names and resumes of personnel assigned to the planning, training and support teams
  - h. References (preferably government references):
    - i. A minimum of two Vendor's clients (preferably governmental clients, preferably with actual disaster experience) must be provided as references. Include clients' business name, address, contact person, and contact's telephone number;
    - ii. These clients must be willing to discuss their experience with DoIT;
  - i. Describe your project management process;
6. Software:

- a. DoIT has a hot site contract with SunGard Availability Services to backup the ITOC facility. How will your plan maximize the benefit of that contract to the RIDOA's COOP effort?
  - b. DoIT has just begun utilizing SunGard Availability Service's Paragon software for disaster recovery planning at the ITOC; if you do not utilize that software, how will you incorporate it or replace it to provide RIDOA with an integrated COOP that includes the ITOC. At what additional cost?
  - c. Do you provide a software toolset to develop & maintain the COOP?
  - d. Do you provide in-house support for the software?
  - e. How widely used is the software and how long has it been on the market?
  - f. What other software must DoIT obtain in order to fully exploit your software tools?
  - g. What are the system requirements of the software (platform, specs, OS, web-based/web-enabled? Multi-user capabilities? Capacity?)
  - h. What level of technical support is available?
  - i. If you are not the software vendor, how much experience does the software vendor have specifically in COOP?
  - j. Describe the specific COOP features/functionality of the software;
  - k. Does the software include:
    - Word processing and custom report generation capabilities;
    - Custom database capabilities;
    - Graphics capabilities;
    - Intelligence to guide inexperienced users through planning steps, eg., planning meetings, data collection, development of policy and procedures;
    - Testing capability?
7. Prime Contractor Responsibility:
- a. If the proposed services include the use of products or services of another company, DoIT will hold the Vendor responsible (as the prime contractor) for the proposed services:
  - b. Specifically identify other companies that will be utilized. Indicate your compliance to this requirement:
  - c. Additional Information: *Include any information the Vendor feels would aid DoIT in its review process. This information must be limited to information the Vendor feels is pertinent to their response which was not specifically asked for in this RFP and to other strengths the Vendor feels are advantageous to DoIT:*
8. Plan development/methodology:
- a. What are the key elements of Continuity of Operations planning?
  - b. Describe the methodology you propose for each of the eight elements listed in the Scope of Work above including a definition of deliverables and milestones and how you will track progress toward each of them;
  - c. Provide a timetable for completion of each of the deliverables;
  - d. What training approach do you recommend for RIDOA?
  - e. How will the plan be tested?
  - f. What technology, if any, will be required to implement/maintain the plan?
9. What are your expectations of the responsibilities of RIDOA during this engagement?
- a. Signed Cost Proposal including a summary in the format provided.
  - b. Bidder must include pricing in hard copy and on disk (Microsoft Excel); cost proposal must include a summary using the format provided.

## EVALUATION AND SELECTION

Only offerors who can demonstrate that they meet the General Requirements and Vendor Business Requirements above will be considered for selection.

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Submitted bids will be evaluated by a Contingency Planning Advisory Committee and will be evaluated on the following criteria:

➤ Corporate profile/capability, capacity, and qualifications	10 points	
➤ Consulting Services	20 points	
➤ Software	20 points	
➤ Plan development /methodology	30 points	
➤ Timetable	10 points	
➤ Price and cost effectiveness (Complete attached matrix)	10 points	
➤ Total	<table border="1"><tr><td>100 points</td></tr></table>	100 points
100 points		

The lowest priced bid will not be the sole criterion used to determine the successful bidder. **The Vendor will be responsible for the performance of any third parties it includes in its bid.**

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 reserves the right to determine priority among services offered and may not contract for all services indicated here in an initial contract.

The State reserves the right to accept or reject any or all options, bids or submissions and to act in its own best own best interest.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award. Offerors are encouraged to leave the afternoon of 19 Jan 06 for possible interviews by the State Technical Review Committee. The State **may** wish to interview the top two or three respondents. If an interview is necessary, the firm would be notified by Noon (EST) on 18 Jan 06.

**The ranked findings and selection recommendation will be submitted to the State's Architectural/ Engineering Consultant Services Selection Committee, and forwarded to the Director of Administration for final selection consideration.**

## COST MATRIX

### Pricing:

Deliverable (include milestones as your methodology requires)	Unit/Cost methodology	Price /unit	Cost
Inventory:			
BIA:			
COOP			
Software toolset			
Training of RIDOA staff in use of the tools,			
Rollout plan			
Other			
<b>TOTAL.</b>			

## APPENDIX

### Administrative Units with Offices at One Capitol Hill

- Growing Children Day Care
- Veteran's Organizations
- Commission for Deaf and Hard Hearing
- Corporate Chefs
- DOA – Division of Taxation
- DOA – Division of Purchases
- DOA – Division of Facilities Management
- State Building Code Commission
- DOA – Division of Information Technology
- DOA – Division of Library Services
- Contractor's Registration Board
- Energy Office
- Motor Pool
- DOA – Division of Planning
- Council on the Arts
- DOA – Division of Labor Relations
- Justice Commission
- Minority Business Enterprise
- DOA – Personnel Office
- Worker's Compensation
- Boards for Design Professionals
- DOA – Employer Tax unit
- Personnel Appeal Board
- DOA – Director's Office
- DOA – Fiscal Fitness Office
- DOA – Legal Department
- DOA – Bureau of Audits
- DOA – Division of Budget
- DOA – Division of Accounts and Control
- DOA – Central Business Office