Solicitation Information
23 June 06

RFP # B06479

TITLE: Boating Safety Education

Submission Deadline: 24 July 06 @ 11:00 AM (EDT)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **7 July 06 at 12:00 Noon (EDT)** .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.ri.gov

Note to Vendors:

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

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).

- Offerors 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.

- 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 to be used are identified in the proposal.

- The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 222-6253.

- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

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 222-3090

PART I

GENERAL INFORMATION FOR CONTRACTORS

I-1. Purpose. This request for proposal (RFP) provides interested contractors with sufficient information to enable them to prepare and submit proposals for consideration by the Department of Environmental Management, Division of Law Enforcement hereafter called "the division") to satisfy a need for **a Comprehensive Boating Safety Course**.

I-2. Issuing Office. This RFP is issued for the State of Rhode Island, Department of Administration / Division of Purchases

I-3. Scope. This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal. This solicitation, and subsequent award, is governed by the State's General Conditions of Purchase (available at www.purchasing.ri.gov)

I-4. Problem Statement. Boating safety in Rhode Island will be improved and boater conflicts will be reduced if the State's boat operators know more about the sport and the rules for boating. Historically, the Division of Law Enforcement has attempted to accomplish this through law enforcement efforts and by providing and promoting classroom boating courses. The Division has one classroom boating course approved by the National Association of State Boating Law Administrators (NASBLA). This course is up for re-approval and needs to be replaced due to changes in course requirements. The Division also promotes other non-Division courses offered by volunteer organizations. Legislation has passed that requires any person born on or after January 01, 1986 to have proof of completion of a Department approved boating safety course. It also requires all operators of personal watercraft to have this proof regardless of age. The effect of this requirement has been that many boaters are requesting boating education to obtain certification from the division. We want to insure that there are sufficient opportunities for all operators to find and complete a boating course. The division's intent is to make available to the public a ***correspondence course*** and include an interactive course on safe boating accessible through the Department's site on the World Wide Web. Students can use this course to study and then take the required proctored examination. They will then receive a NASBLA approved Boating Safety Education Certificate from the division. The division is seeking a vendor to provide a new course and to provide supporting video clips, promotional materials, and a power point slide presentation , and other media for class room instruction. The vendor will also supply on a yearly basis a "Boaters Guide" which will be a comprehensive booklet that includes all types of boater information, information on state laws and services to the boater. This guide will be updated annually and be available prior to January 1st of the next year.

I-5. Type of Contract. It is proposed that if contracts are entered into as a result of this RFP, the contracts will contain the provisions required by state purchasing rules and regulations. Negotiations may be undertaken with contractors whose proposals show them to be qualified, responsible, and capable of performing the work. The contracts will be for a period of three (3) years, with clauses to provide for extension of the contracts for up to two (2) additional years for a total contract term not to exceed five (5) years.

I-6. Rejection of Proposals. The State reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing contractors.

I-7. Incurring Costs. The State is not liable for any costs or expenses incurred by the vendors in the preparation of their proposals or for attendance at any conferences or meetings related to this RFP. The State is not liable for the payment of any amounts to the selected vendor until contracts are negotiated, signed by the vendor, and all signatures, as required by law, have been obtained, and all deliverables have been met.

I-8. Pre-proposal Questions (see page one of this solicitation)

I-9. Amendment to the RFP. If it becomes necessary to revise any part of this RFP, an amendment will be issued and posted on the DOA / Division of Purchases website.

I-10. Response Date. To be considered, proposals must arrive at the issuing office on or before the time and date specified on page one of this solicitation. It is incumbent upon the vendor to assure that the proposal is received by the deadline. Late proposals may not be considered for any reason.

I-11. Proposals. To be considered, contractors must submit a complete response to this RFP, using the format provided in PART II. Each proposal must be submitted with **seven (7) copies** to the issuing office. No other distribution of proposals will be made by the contractor. Proposals must be signed by an official authorized to bind the contractor to its provisions. For this RFP, the proposal must remain valid for at least **one hundred-twenty (120) days**. Moreover, the contents of the proposal of the selected contractor will become contractual obligations if contracts are entered into.

I-12. Economy of Preparation. Proposals should be prepared simply and economically, providing a straightforward, concise description of the contractor's ability to meet the requirements of the RFP. Sections should be tabbed and pages numbered consecutively for ease of review. Responses should be provided in the same TAB and in the same sequence as the questions asked. If a question is not applicable, or if there is no answer, so state.

I-13. Oral Presentation. Contractors who submit proposals may be required to make an oral presentation of their proposal to the Division. Such presentations provide an opportunity for the contractor to clarify his proposal to ensure thorough mutual understanding. The issuing office will schedule these presentations. The inability of the vendor to conduct an oral presentation within **twenty (20) days** of written notification by the issuing office will result in disqualification.

I-14. Prime Contractor Responsibilities. The selected contractor will be required to assume responsibility for all services offered in his proposal whether or not he produces them. Further, the Division will consider the selected contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contracts. Any services provided by a subcontractor must be identified in the proposal. The Division reserves the right to approve or reject, in writing, any subcontractor.

I-15. Disclosure of Proposal Contents. Proposals will be held in confidence and, except for the selected proposal, will not be revealed or discussed with competitors. All other material submitted with the proposal becomes the property of the State of Rhode Island and may be returned only at the State's option. Proposals submitted to the Division may be reviewed and evaluated by any person other than competing contractors at the discretion of the Division. The Division has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

I-16. News Releases. News releases pertaining to this project will not be made without prior Department approval, and then only in coordination with the issuing office.

PART II

INFORMATION REQUIRED FROM CONTRACTORS

Contractor proposals must be submitted in the format outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal.

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Part IV of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of man-hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

II-4. Prior Experience. Include experience in: correspondence and web course construction; internet site development and construction; course management and testing; record keeping including data base management; and video production, direction and filming. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to should be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, contractors, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the work. Indicate the responsibilities each will have in this project and how long each has been with your company.

II-6. Training. If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

II-8. Cost and Price Analysis. The information requested in this section is required to support the reasonableness of your quotation and is for internal use only. **This portion of the proposal must be bound and sealed separately from the remainder of the proposal.** Failure to submit the cost portion of the proposal in the manner described herein will result in rejection of the proposal.

a. Cost shall be broken down to:

Cost of student home study materials per unit broken down to lots of 2K 5k, 10k,15k.
Cost of initial development and annual maintenance for vendor supplied online course.
Cost of yearly updated boaters guides broken down into lots of 15k, 20k.

Responses **(an original plus three (3) copies)** should be mailed or hand-delivered in a sealed envelope marked **"RFP # B06479: Boating Safety Education"** 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 which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

Proposals should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
2. A separate Cost Proposal, as described within this solicitation.
3. A *separate* Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom or Diskette). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

PART III
CRITERIA FOR SELECTION

III-1. All proposals received from contractors will be reviewed and evaluated by a committee of qualified personnel selected by the Division. This committee will recommend for selection the proposal which most closely meets the requirements of the RFP and satisfies the division's needs.

III-2. The following areas of consideration will be used in making the selection:

a. Understanding the Problem. This refers to the contractor's understanding of the agency needs that generated the RFP, of the agency's objectives in asking for the services or undertaking the study, and of the nature and scope of the work involved.

b. Contractor Qualifications. This refers to the ability of the contractor to meet the terms of the RFP, especially the time constraint and the quality, relevancy, and timeliness of studies and projects completed by the contractor.

c. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the job by the contractor. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on studies/services

similar to that described in the RFP. Particular emphasis is placed on the qualifications of the project manager.

d. Soundness of Approach. Emphasis here is on the techniques for collecting and analyzing data, sequence and relationships of major steps, and methods for managing the study/service. Of equal importance is whether the technical approach is completely responsive to all written specifications and requirements contained in the RFP and if it appears to meet agency objectives.

ADDITIONAL PROVISIONS

e. Ability to Perform All Work as Described in Part IV. Because of the economy of contracting with only one vendor, the ability to provide all work as described in Part IV will be weighted heavily.

f. Cost. Costs and payments will be given some consideration as part of the evaluation of the proposals.

All categories of evaluation criteria are of equal importance.

Notwithstanding the above, the State reserves the right to award on the basis of cost alone and to act 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 Technical Review Committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will make a recommendation (s) to the Director of the Department of Administration, who will make the final selection for this requirement. *When a final decision has been made, a notice will be posted on the internet.*

PART IV
WORK STATEMENT

IV-1. Objectives.

General.. To educate Rhode Island boaters in boating and boating safety.

Specific. Provide opportunities for home-study based boating safety education to the citizens of Rhode Island to assist them in preparation to take a proctored examination.

a. Provide a high quality home-study boater education program for Rhode Island boaters.

b. Increase the availability of boater education and thus the number of Rhode Island boaters having completed a boater education course.

i. Home-study boating safety course tailored for Rhode Island and approved by the National Association of State Boating Law Administrators (NASBLA). The course will include a Student Manual, and practice exam.

ii. Home-study internet-based boating safety course tailored for Rhode Island and NASBLA-approved.

iv. Provide the Division with a master of all the Rhode Island state specific video clips for unlimited use by the Division in its classroom boating courses.

IV-2. Nature and Scope of the Project.

The desired result of this project is that the method of obtaining boating safety information is multi-faceted and is available to all Rhode Island boaters, allowing them to learn boating at their own pace at home. Correspondence and internet courses are an accepted and common method to obtain information on a variety of subjects. Even though many such courses currently exist for boating, they do not include Division spokesmen and/or certified updated information on RI laws and because of the difficulties of monitoring such a large number of courses they are not officially recognized by the division.

IV-3. Requirements.

All work must be completed by the vendor(s) by a date to be determined upon award of the RFP. The vendor(s) are required to submit and adhere to time lines for construction for each of the components of this project.

IV-4. Tasks.

OBLIGATIONS OF VENDOR

Vendors may submit a proposal for one or more of the following tasks (part a or part b). Be advised, however, that the Commission prefers to contract with one vendor that can produce all work as described.

a. Vendor will develop a home-study boating safety course tailored for Rhode Island and approved by the National Association of State Boating Law Administrators (NASBLA). The course will include a Student Manual and a Pre-Certification Exam.

1. Vendor must provide a student manual, a comprehensive boating safety student textbook tailored to Rhode Island.

i. Subjects covered in the manual must include all those required by the NASBLA educational standards.

ii. Manual must be NASBLA approved.

iii. Manual must include NASBLA requirements for personal watercraft education courses.

iv. Manual must include Rhode Island-specific laws and information updated annually.

v. Manual must be printed using a 4-color process with the cover on 70 lb. gloss paper stock. Text pages must be on at least 50 lb. book stock.

vi. Manual must include color graphics and photographs to illustrate important information.

vii. All state and federal laws and regulations must be consolidated in each chapter.

viii. Manual must include chapter review exercises to aid in retention of the material.

ix. Manual must include a practice examination. The practice exam shall be included in the manual for easy pull-out and include an exam answer sheet. The examination must be approved by the Division and be comprehensive with a minimum of 50 questions, 12 of which must be Rhode Island –specific and meet NASBLA exam guidelines.

x. The vendor shall also supply five (5) NASBLA approved examinations for use as challenge exams or end of course examinations when the student manual is used as a class room course.

b. Vendor will develop a NASBLA approved home-study internet-based boating safety course tailored for Rhode Island to be accessible through the Department's site on the World Wide Web.

1. Design of web site - Overall the tone of the site must be fun and engaging with animated sequences to illustrate navigation rules, and other topics. The design of the site must be consistent with the design of the State of Rhode Island's presence on the World Wide Web and shall be subject to approval in advance by the RIDEM. The design of the site must:

i. Use hyper-links to quickly jump to related information and definitions.

ii. Contain online chapter exercises, correcting wrong answers online.

iii. Have an online practice test, graded online.

iv. Contain current information with up-to-date color graphics and photographs.

v. Contain Rhode Island -specific laws and information that are updated annually.

vi. Be easy to read and use with bullet-text emphasizing important points.

vii. Use boating terms hyper-linked to a glossary as terms are first used.

viii. Organize and present information logically.

ix. Include all state and federal laws consolidated in each chapter.

x. Include boating safety examination.

* Exam will comprehensively test students on their knowledge of the study material.

* Students successfully passing the online exam will receive a boating safety certificate and will also be informed of the requirement to take a division approved proctored certification exam to receive a boating safety certification certificate from the RIDEM

* The pre-certification exam will be comprehensive with a minimum of 50 questions, at least 12 of which must be Rhode Island-specific.

* All examination questions will meet NASLA approved guidelines.

* Exam will contain 4-color graphics to allow testing on knowledge of subjects such as buoy markers, navigation rules, and boating at night.

* Exam will be generated individually for each student by choosing the questions randomly on each important topic covered in the course. The pool of questions from which the exam questions will be randomly selected will contain at least 150 questions.

* Exams will be graded automatically, and students will be notified online of their scores.

* Students will be advised of the requirement to take a proctored examination and have a link to the division's boating safety information page.

* A digital database of student information and their grades will be maintained.

* Copies of the digital database will be made available to the division upon request..

2. Vendor will provide website management of an internet course on safe boating, including:

i. Providing a secure server on which the course will reside.

ii. Providing web-master service to monitor and maintain the website.

iii. Providing that the site is accessible through the Division's web site and that all web pages in the site provide links back to the division's web site.

iv. The cost of the exam will be free to the student

3. The vendor shall include the annual cost of maintaining this on-line course as part of the RFP.

4. the vendor shall develop a Rhode Island boaters guide/ handbook that can be updated annually over the life of the bid award (5 Years). The manual is to be a pocket sized, 4 color booklet focusing on Rhode Island's Boating laws/regulations, federal requirements and other material of interest to the boater. The Rhode Island Boaters guide/handbook shall be available on

the internet with a link to the Departments home page.

OBLIGATIONS OF THE DIVISION:

The Division shall, as part of the agreement, cooperate with the vendor to promote boating safety education and certification by:

1. Providing the successful bidder an exclusive license to provide the division correspondence and World Wide Web boating safety education courses.

2. Providing access to the World Wide Web course from, and information about the correspondence course on, the Division's website.

3. Providing a current list of locations and dates of classroom courses and equivalency exams where home-study students will be able to take a proctored exam. The Division will make this list available by phone and on the Division's website.

4. Providing technical information, editorial review and assistance in developing the video, manual and exercises so that they meet Rhode Island's safety certification criteria. This includes providing division spoke-persons to appear in s video if necessary.

5. Providing the vendor, at no cost, unlimited right to use any boating related video footage that the division owns for the purpose of producing the video.

6. Writing a letter of support for submission of the vendors internet based and correspondence courses to NASBLA for course approval.

7. Actively promoting, recognizing and endorsing the vendor's home-study education options in the Division's communications with the public regarding boating safety.

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Specifications for
Printed Boater Education Student Manual

The detailed specifications below are broken into overview, services, course content, and product quality categories.

OVERVIEW

The Printed Boater Education Student Manual should be a printed, four-color student text tailored to the State, covering all of the State's boating laws and regulations, navigational rules and aids, risk management, and responsibilities of both boat and personal watercraft (PWC) operators.

SERVICES

Vendor Services

The following services must be included in the Vendor's proposed pricing for the Printed Student Manuals (that is, the proposed price for the Printed Student Manuals must include providing these services at no additional cost to the State beyond the price charged for purchasing the manuals).

- Vendor must write all text used in the Printed Student Manual.
- Vendor must develop a pool of at least 50 state-specific exam questions written to meet NASBLA Education Standard 9, from which the State can choose 10 or more questions to use as the state-specific portion of the certification exam.
- Vendor must create all graphics used in the Printed Student Manual.
- Vendor must procure any photographs needed for the Printed Student Manual.
- Vendor must design the cover and page layout of the Printed Student Manual.
- Vendor must be able to demonstrate the required expertise to develop the Printed Student Manual by either:
    - Providing a copy of a similar product(s) developed by the Vendor
      OR
    - Providing a sample of the Printed Student Manual that completely demonstrates the required expertise.
- Vendor must allow the State to have complete approval authority of all text, graphics, and design of the Printed Student Manual on any state-specific pages of the manual.

Specifications for
Internet Boater Education Course

The detailed specifications below are broken into overview, services, and product quality categories.

OVERVIEW

The Internet Boater Education Course should be a web-based course that lets students study the same material presented in the State's classroom course and take a certification exam online in a secure Internet environment. The Internet Course material must be available free to the public. Annual cost of maintaining the Internet Course shall be part of the Bid Specification.

SERVICES

Vendor Services

The following services must be included in the Vendor's proposed pricing for the Internet Course (that is, the proposed price for the Internet Course must include these services at no additional cost to the State).

- Vendor must be able to demonstrate the required expertise to develop and maintain the Internet Course by either:
  - Providing the web address of a similar online product(s) developed and maintained by the Vendor

    OR
  - Providing a sample of an Internet Course that completely demonstrates the required expertise.
- Vendor must be responsible for all development required for the Internet Course, and the Vendor must disclose fully if any part of the Internet Course development or any part of the daily administration is to be sub-contracted to another party.
- Vendor must publish the Internet Course on the Internet.
- Vendor must supply an Internet domain (www address) to host the Internet Course.
- Vendor must update the Internet Course to maintain duplication of the Printed Student Manual, and the Vendor must make any other changes or corrections to the Internet Course that are requested by the State between printings of the Printed Student Manual.

Specifications for
Printed and Online Boaters' Handbooks

This document covers both the printed and online boaters' handbooks. The detailed specifications below are broken into overview, services, handbook content, and product quality categories for each handbook.

PRINTED HANDBOOK OVERVIEW

The Printed Boaters' Handbook should be a state-specific, printed, four-color booklet focusing on the State's boating laws and regulations, safety concerns, and other information needed by boat and PWC operators.

SERVICES

Vendor Services

The following services should be included in the Vendor's proposed pricing for the Printed Handbooks (that is, the Vendor's proposed price for the Printed Handbooks must include providing these services at no additional cost to the State beyond the price charged for purchasing the handbooks).

- Vendor must write all text used in the Printed Handbook.
- Vendor must create all graphics used in the Printed Handbook.
- Vendor must procure any photographs needed for the Printed Handbook.
- Vendor must design the cover and page layout of the Printed Handbook.
- The Vendor must be able to demonstrate the required expertise to develop the Printed Handbook by either:
  - Providing a copy of a similar product(s) developed by the Vendor
    OR
  - Providing a sample of the Printed Handbook that completely demonstrates the required expertise.
- Vendor must allow the State to have complete approval authority of all text, graphics, and design of the Handbook.
- Vendor must make any and all revisions requested by the State.