



**Solicitation Information
December 18, 2018**

RFP# 7597696

TITLE: Division of Taxation Cashiering System

Submission Deadline: January 16, 2019 at 2:00 PM (ET)

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Wednesday, January 2, 2019 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 Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: NO

PAYMENT AND PERFORMANCE BOND REQUIRED: NO

**GAIL WALSH
CHIEF BUYER**

Note to Applicants:

- Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov
- Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Division of Taxation is soliciting proposals from qualified firms to provide a modernized point of sale (POS) cashiering system which will need to interface with the current Integrated Tax System (ITS), in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at www.purchasing.ri.gov.

The initial contract period will begin approximately April 1, 2019 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, 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 RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 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 in the proposal.
6. 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. 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.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. 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.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an "Affirmative Action Policy Statement."

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written "Affirmative Action Plan" prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the "Contract Compliance Report" (<http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf>), as well as the "Certificate of Compliance" (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and

submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact Vilma Peguero at the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at ODEO.EOO@doa.ri.gov.

11. In accordance with R. I. Gen. 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 so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at www.gcd.ri.gov.

For further information, visit the Office of Diversity, Equity & Opportunity’s website, at <http://odeo.ri.gov/> and *see* R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov

SECTION 2. BACKGROUND

Various payments to The Rhode Island Division of Taxation can also be made in person at their cash counters located in the office at One Capitol Hill, Providence, RI. Current system needs to be replaced to provide enhanced customer service such as to accommodate more payment options, tight integration to the Integrated Tax System application through APIs, intuitive graphical interface for the cashier and customer, barcode scanning and record locating capabilities etc. Proposed system must also take care of IT security and compliancy to IRS FTI Safeguards program, Personally Identifiable Information (PII) protection guidelines, American Disabilities Act (ADA) rules etc. and any such required compliances. It should also provide necessary audit trails, logs retained to required retention time, reconciliation reports/data etc. .

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

- Detailed project plan, execution, tracking and reporting.
- Installation of 3 to 4 cash counters, associated peripherals, network connectivity etc.
- Programing the user interface to interface with the ITS using available APIs and working with ITS support and development team when necessary to do work arounds by programming and configuration when necessary.
- Service Level Agreements (SLA) on the Maintenance services for hardware, software, configuration.
- Warranty information on overall and each component of the proposed system.
- Well documented and tracked change management methodology.
- The project/system should include separate testing and staging systems to develop, test and stage changes as part of change management.
- User training
- Documentation on product, support and maintenance.

Specific Requirements

Category	Sl.No	Requirement
Authorization	AU-01	The system must allow for sign in and sign out by user id
Authorization	AU-02	The System must allow for a user to be automatically logged off after a period of time
Authorization	AU-03	The system must allow for each user id to only be signed in once at a time
Authorization	AU-04	The system must allow for Windows AD to allow for user id security profile
Authorization	AU-05	The system must capture when each user signs into each terminal
Authorization	AU-06	The system must capture when each user signs out of each terminal
Authorization	AU-07	The system must contain a report of system login and logout activity
Authorization	AU-08	The system must associate each payment transaction with a machine and user id
Authorization	AU-09	The system must allow for multiple concurrent users
Authorization	AU-10	The system must allow security authorization of a user id by screen
Authorization	AU-11	The system must allow security authorization of a user id by function
Authorization	AU-12	The system must allow for a “userless” mode (e.g. kiosk)
Authorization	AU-13	The system must allow security authorization screen when in userless mode, based on configuration
Authorization	AU-14	The system must allow security authorization of a function when in userless mode, based on configuration
Authorization	AU-15	The system must allow security authorization of a screen when in userless mode, based on configuration
Authorization	AU-16	The system must allow security authorization of a screen when in userless mode, based on configuration
Authorization	AU-17	The system must allow security authorization of a payment method when in userless mode, based on configuration
Authorization	AU-18	The system must allow security authorization of a document type when in userless mode, based on configuration
Cash Management	CM-01	The system must accept and process cash via cash drawer as a payment method
Cash Management	CM-02	The system must allow for multiple cash drawers on multiple terminal
Cash Management	CM-03	The system must allow for the user to input the amount received by bill type
Cash Management	CM-04	The system must not allow the completion of a transaction if the sum of the bill type and coin type does not match the payment amount
Cash Management	CM-05	The system must allow calculate the proper amount of change to be given for cash payment method
Cash Management	CM-06	The system must calculate the proper amount of change to be given by bill type and coin type
Cash Management	CM-07	The system must allow for a user to make a zero sum exchange of bill type and coin type (e.g. making change)
Cash Management	CM-08	The system must require reason for zero sum exchange of bill and coin type.
Cash Management	CM-09	The system must require the count of bill type and coin type of exchange

Category	Sl.No	Requirement
Cash Management	CM-10	The system must record zero sum exchange by bill and coin type and quantities
Cash Management	CM-11	The system must record the reason of zero sum exchange
Cash Management	CM-12	The system allows for the transfer of a cash drawer from one machine to another machine without closing the day
Cash Management	CM-13	The system must allow for initial cash drawer by bill type and coin type
Cash Management	CM-14	The system must allow for entry of current cash drawer by bill type and coin type
Cash Management	CM-15	The system must adhere to business rules when initiating a cash drawer
Cash Management	CM-16	The system must allow for on-demand balancing of cash drawer by bill type and coin type against payments made and initial cash drawer
Cash Management	CM-17	The system must adhere to business rules when initiating balance of a cash drawer
Cash Management	CM-18	The system must allow for the authorized user to manually “close the day”
Cash Management	CM-19	The system must allow for multiple closings in the same day
Cash Management	CM-20	The system must allow a management override log in
Cash Management	CM-21	The system must require a reason for management override log in
Cash Management	CM-22	The system must keep track of management override
Cash Management	CM-23	The system must adhere to business rules when initiating balance of a cash drawer
Cash Management	CM-24	The system must allow the replenishment of cash drawer
Cash Management	CM-25	The system must record bills and coins regard to the replenishment of cash drawer
Logging & Reporting	LR-01	The system must keep track of each payment made by taxpayer id, tax type, document type, period end date, dollar amount, journal type, journal sub type, payment method, created date, payment status and General Ledger(GL) , DLN and/or receipt number.
Logging & Reporting	LR-02	The system must have daily summary and detail report of collections processed by user
Logging & Reporting	LR-03	The system must have a real time “reporting” mechanism to monitor payment made and saved to queues and cash drawer levels
Logging & Reporting	LR-04	The system must have a daily summary and detail report of collections processed by tax type, payment method and document type, GL and/or user id
Logging & Reporting	LR-05	The system must have a summary of all user id and the screens/features that they have access to
Logging & Reporting	LR-06	The system must contain audit reports detailing the transactions of payments at all data points
Logging & Reporting	LR-07	The system must allow for direct and full access from the Microsoft BI application
Logging & Reporting	LR-08	The system must allow for Taxation to have full access to the data elements
Logging & Reporting	LR-09	The system must track each feature, screen and/or taxpayer id that each user id views
Logging & Reporting	LR-10	The system must track each feature and/or screen initiated by user id

Category	Sl.No	Requirement
External Services/Interfaces	ES-01	The system must allow for a service to retrieve the current settlement date
External Services/Interfaces	ES-02	The system must keep the settlement date on all machines synced
External Services/Interfaces	ES-03	The system must allow for a service to create a consolidated bill for a taxpayer for all underpaid periods
External Services/Interfaces	ES-04	The system must allow for a service to create a consolidated bill for a taxpayer for selected underpaid periods
External Services/Interfaces	ES-05	The system must allow for a service to determine the GL, journal Type, Journal sub type, Location and Amount when a payment is saved
External Services/Interfaces	ES-06	The system must allow for a service to retrieve customizable alerts based on taxpayer selected
External Services/Interfaces	ES-07	The system must validate a bill number entered against the integrated tax processing system database
External Services/Interfaces	ES-08	The system must validate a license payment coupon number entered against the database
External Services/Interfaces	ES-09	The system must validate a license renewal payment coupon number entered against the database
External Services/Interfaces	ES-10	The system must allow for a service to update the P&I and retrieve the balances of a consolidated bill across periods
External Services/Interfaces	ES-11	The system must allow for a service to update the P&I and retrieve the balances of a bill for a single period
External Services/Interfaces	ES-12	The system must allow for a service to update the P&I and retrieve the balances of an account period based on tax type, taxpayer id and period
External Services/Interfaces	ES-13	The system must allow for a service to update the P&I and retrieve the balances of an account based on tax type, taxpayer id
External Services/Interfaces	ES-14	The system must allow for a service to update the P&I and retrieve the balances of an account based on, taxpayer id
External Services/Interfaces	ES-15	The system must allow for an automated export of Revenue Accounting voucher and voucher lines for a closing.
Payment Methods	PM-01	The system must accept and process credit card numbers via swipe and data entry as a payment method
Payment Methods	PM-02	The system must accept and process mobile payments (e.g. ApplePay) as a payment method
Payment Methods	PM-03	The system must accept and process bank card (ACH Debit) via swipe as a payment method
Payment Methods	PM-04	The system must accept and process bank card (ACH Debit) via data entry as a payment method
Payment Methods	PM-05	The system must accept and process bank card (ACH Debit) via chip reader as a payment method
Payment Methods	PM-06	The system must allow for the validation of a bank card using a pin number
Payment Methods	PM-07	The system must accept the check amount from the check scanner
Payment Methods	PM-08	The system must allow for check to be scanned and sent for remote deposit to payment provider

Category	Sl.No	Requirement
Payment Methods	PM-09	The system must allow for check to be data entered and sent for remote deposit to payment provider
Payment Methods	PM-10	The system must accept and process US checks in \$USD via check scanner
Payment Methods	PM-11	The system must accept and process US checks in \$USD via data entry
Payment Methods	PM-12	The system must accept and process foreign checks in \$USD via check scanner
Payment Methods	PM-13	The system must accept and process foreign checks in \$USD via data entry
Payment Methods	PM-14	The system must accept multiple payment methods from a taxpayer for a single document
Payment Methods	PM-15	The system must accept a single payment method from a taxpayer for multiple documents
Payment Methods	PM-16	The system must allow multiple payments methods from a taxpayer for multiple documents
Payment Methods	PM-17	The system must integrate with payment provider for credit cards, common mobile based payment methods, and bank accounts
Processing	PR-01	The system must allow for a creation of a document locator number(DLN)
Processing	PR-02	The system must allow for the DLN to be a smart number
Processing	PR-03	The system must allow for the DLN to be unique
Processing	PR-04	The system must allow for double keying of payment amount for each transaction, for selected or all user ids
Processing	PR-05	The system must accept multiple payment from a taxpayer for a single document
Processing	PR-06	The system must accept a single payment from a taxpayer for multiple documents
Processing	PR-07	The system must allow multiple payments from a taxpayer for multiple documents
Processing	PR-08	The system must calculate the remaining balance due after each payment method submission
Processing	PR-09	The system must allow for a bill payment to be made using taxpayer search and bill selection
Processing	PR-10	The system must allow for a bill payment to be made using data entry of a bill number
Processing	PR-11	The system must allow for an account period payment to be made using taxpayer search and period selection
Processing	PR-12	The system must allow for an account period payment to be made using data entry of an ID, account type, document type and period end date
Processing	PR-13	The system must allow for a license renewal payment to be made using taxpayer search and license selection
Processing	PR-14	The system must allow for a license renewal payment to be made using data entry of a license fee coupon number
Processing	PR-15	The system must allow for a license renewal payment to be made using data entry of a payment coupon number
Processing	PR-16	The system shall save the payments made to a staging table utilizing customized mapping to a document type (and its line items)

Category	Sl.No	Requirement
Processing	PR-17	The system shall allow for xml schema validation of the exported line items prior to save
Processing	PR-18	The system must allow for the release of the saved payments on a staging table after confirmation of bank acceptance
Processing	PR-19	The system must allow for the cancellation of a submitted payment prior to daily cutoff
Processing	PR-20	The system must allow for a taxpayer to electronically sign to complete the payment for credit card and ACH debit payment methods
Processing	PR-21	The system must create a receipt for the payment via paper or email
Processing	PR-22	The system must allow for recreation of a receipt in paper form
Processing	PR-23	The system must allow for recreation of a receipt in email form
Processing	PR-24	The system must allow for the manual rolling the settlement date based on custom work day calendar
Processing	PR-25	The system must allow for alerts to display, based on external service, when a taxpayer is selected
Processing	PR-26	The system must allow to search transactions within the cashier system.
Processing	PR-27	The system must allow search one or multiple combinations by taxpayer id, tax type, document type, period end date, dollar amount, journal type, journal subtype, payment method, create date, payment status, GL account, DLN, receipt number.
Processing	PR-28	The system must allow for the postmark date to be defaulted
Processing	PR-29	The system must allow for a user to enter a postmark date other than the default
Processing	PR-30	The system must allow for the postmark date to be decoupled from the settlement date
Processing	PR-31	The system must allow for the automated and/or manual rolling the postmark date based on custom work day calendar
Imaging	IM-01	The system must allow for uploading of one and/or multiple PDF, TIF, JPEG, and other common image formats, associated with the payment
Imaging	IM-02	The system must allow for an upload of one and/or multiple files associated to a single payment
Imaging	IM-03	The system must allow for an upload of one and/or multiple files associated with the payment after the payment has been saved
Imaging	IM-04	The system must allow for one and/or multiple uploaded files to be saved as a single PDF
Imaging	IM-05	The system must allow for creation of an index file, for a single PDF
Imaging	IM-06	The system must allow for the DLN, settlement date, taxpayer ID, and/or creation date to be used in the image index file
Imaging	IM-07	The system must allow for saving of electronic signature image associated with the payment
Imaging	IM-08	The system must scan and save the check image associated to the payment
Training and Documentation	TD-01	The Vendor must supply documentation on each feature and how to use it
Training and Documentation	TD-02	The Vendor must supply documentation on each screen and how to use it

Category	Sl.No	Requirement
Training and Documentation	TD-03	The Vendor must supply documentation on all configuration
Training and Documentation	TD-04	The Vendor must supply documentation as to how to configure each feature
Training and Documentation	TD-05	The Vendor must supply documentation as to how to configure each screen
Training and Documentation	TD-06	The Vendor must supply documentation as to how to configure user ids
Training and Documentation	TD-07	The Vendor must provide “Train the Trainer” training sessions to Taxation
Training and Documentation	TD-08	The Vendor must provide knowledge transfer training sessions to Taxation/DoIT

SECTION 4: PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. **Staff Qualifications** – 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 Project Management, Leading System development and integration, Leading and Managing technical and testing teams, technical training and user training.
2. **Capability, Capacity, and Qualifications of the Offeror** –
 - a. Please provide a detailed description of the Vendor’s experience as a Point of Sale / Cashiering integrated/interfaced payment system vendor, provider, developer and implementor.
 - b. Provide a detailed description of Vendor’s experience implementing system interfacing with application that deal with sensitive, confidential and secure information such as Federal Tax Information (FTI), Personally Identifiable Information (FII) etc.
 - c. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. **Work Plan** –
 - a. Please describe in detail, the framework within which the proposed system will be implemented.
 - b. Describe its capabilities and challenges for accommodating the future needs such as adding newer payment method options, interfacing changes to accommodate ITS upgrades, upgrading to newer cash counters, scanners, display screens and other peripherals etc.
 - c. Describe in detail the system’s limitations/advantages of various technologies used within or the system as a whole to its adaptation to upgrades or changes to network, operating systems and other IT infrastructure where the system will reside.

- d. Please provide a check list of infrastructure requirements Taxation Division to provide upfront and ongoing to implement your system.

4. Approach/Methodology –

- a. Define the Approach and methodology to be used for the installation, implementation (including a description of features and/or screenshots), interfacing, maintenance and support.
- b. Define the Approach and methodology regarding warranty, warranty period support, warranty conditions, after warranty maintenance and operations, Support, licensing etc.
- c. Explain Approach and methodology for reconciling, reporting and transferring collected funds and disbursement of service fees.
- d. Explain Approach and methodologies dealing with payment issues, complaints and their resolution methods including refunds in case of disputed / unauthorized payments.

B. Cost Proposal

Detailed Budget and Budget Narrative: This project will be a fixed fee, time and material. All costs should be included in the proposal amount.

Provide a detailed cost proposal narrative for all anticipated costs of successful implementation of all deliverables outlined in this RFP. Include a budget and an explanation of the basis and rationale of the proposed cost structure. The budget must enumerate all ‘licensing’, maintenance, and other costs required to maintain and operate the solution. The cost proposal should assume an initial contract period including the implementation and four (4) years of platform utilization of full functionality as required. Please also include the option for three (3) additional 24-month renewals. An item-by-item breakdown of costs shall be included in the proposal, including option years. Applicants shall submit the breakdown and demonstrate how the cost was determined. If there are any implementation fees associated with providing services in the RFP, the applicant shall identify each type of implementation fee to be charged. The cost proposal must describe the vendor’s licensing structure (e.g., per user, license, subscription, contract volume, etc.) throughout the proposal as well as any modular structure of the software.

Narrative must include the following:

1. Milestone-based payments, mapped to the Workplan that the payment schedule accompanies. Components of each payment should be broken up into the various services that are included.

2. All consulting, technical support, initial setup configuration, conversions and interfaces, training and any additional support required of the vendor to accomplish a successful go-live.
3. Maintenance costs. Maintenance includes any software failures, malfunctions, defects or nonconformities, which impair RI Division of Taxation from normal processing or problems which impact the correctness of information produced by the platform.
4. Separate from the initial contract term costs, submit the cost for each of the three 2-year optional extension periods, to include all standard services (support, maintenance, hosting, licensing, etc.).
5. Information regarding the hardware/software/database requirements for the client workstations and servers (if needed) necessary to implement the proposal
6. Information regarding items such as licensing, warranties, installation and training, and any other costs associated with the project.
7. Alternative fee schedule proposals will be considered with an explanation of the benefits of any alternative approach
8. Cost proposal narratives must also include a separate section of pricing for any potential/required 3rd-party/partner integration.
9. Complete and submit the uniform cost schedule tables as below

	Year 1	Brief Description tied to deliverable
<i>Implementation Expense</i>		
<i>Equipment</i>		
<i>Software Licensing</i>		
TOTAL \$		

Additional Optional Features/Functionality

	Year 1	Year 2	Year 3	Year 4	Year 5
<i>Annual Maintenance/ Support</i>					
<i>Additional features outside of requirements</i>					

C. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

SECTION 5: EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee (“TEC”) comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 35 (78%) out of a maximum of 45 points to advance to the demonstration phase. Any vendor whose technical proposal scores less than 35 points shall not be offered the opportunity for a demonstration, nor will they have the accompanying cost proposals opened and evaluated. The proposal will be dropped from further consideration.

Demonstrations may score a maximum of 30 points. Vendor’s total score after demonstrations must be a minimum of 60 (80%) out of a maximum of 75 points to advance to the cost evaluation phase. Any technical proposals scoring less than 60 points shall not have the accompanying cost proposals opened and evaluated. The proposal will be dropped from further consideration.

Technical proposals scoring 60 points or higher will have the cost proposals evaluated and assigned up to a maximum of 25 points in cost category bringing the total potential evaluation score to 100 points. After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications Capability, Capacity, and Qualifications of the Offeror	20 Points
Work Plan/Approach Proposed	25 Points
Total Possible Technical Points	45 Points
Demonstration	30 Points
Total Possible Technical & Demonstration Points	75 Points
Cost Proposal*	25 Points
ISBE Participation**	6 Bonus Points
Points	Total Possible 106 Points

***Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 30 = 19.5$$

****ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.

2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$\begin{aligned} & (\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate} \\ & \quad \times \text{Maximum ISBE participation points}) \end{aligned}$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP # 7597696** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, 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 any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.purchasing.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*
3. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
4. 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 twelve (12) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked "Technical Proposal - Original".
 - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
 - c. Four (4) printed paper copies
5. Cost Proposal - A separate, signed and sealed cost proposal reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
 - a. One (1) Electronic copy on a CD-R, marked "Cost Proposal -Original".
 - b. One (1) printed paper copy, marked "Cost Proposal -Original" and signed.
 - c. Four (4) printed paper copies

B. Formatting of proposal response contents should consist of the following:

- A. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor's name
 - b. RFP #
 - c. RFP Title
 - d. Proposal type (e.g., technical proposal or cost proposal)
 - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable.

Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of '1 of 3' on first CD-R, '2 of 3' on second CD-R, '3 of 3' on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase's inability to open or read a CD-R may be grounds for rejection of a Vendor's proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it "non-responsive". USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

B. Formatting of written documents and printed copies:

- a. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1" margins on white 8.5"x 11" paper using a font of 12 point Calibri or 12 point Times New Roman.
- b. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
- c. The cost proposal shall be typed using the formatting provided on the provided template.
- d. Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP 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, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7597696 Division of Taxation Cashiering System**" 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 shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State's 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.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

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

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:

Type of RI Certification: ☐ MBE ☐ WBE ☐ Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):

Subcontract
Value (\$):

ISBE Participation
Rate (%):

Anticipated Date of Performance:

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date