



Solicitation Information
August 5, 2019

RFP# 7598912

TITLE: Vital Records Electronic Registration System

Submission Deadline: September 4, 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 **Thursday, August 15, 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.ridop.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 Department of Health (“RIDOH”), is soliciting proposals from qualified firms to provide a full conversion of the Vital Records Registration System to include Death, Fetal Death, Induced Termination, Marriage and Birth Systems, with an integrated Issuance Fee Module for all registration types. This system is to be implemented in a phased in approach, beginning with Death module, 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 <https://www.ridop.ri.gov/rules-regulations/>

The initial contract period, phase I, will begin approximately December 15, 2019 for one year. Contracts may be renewed for up to five 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.EEO@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.

13. HIPAA - Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION 2. BACKGROUND

Rhode Island is one of the only states remaining that does not have an electronic death record system. The Rhode Island Department of Health is seeking to implement a new vital records system which will include the creation of electronic death registration system. Both the electronic death registration system and the electronic birth registration system need to also be developed and implemented as a public health specialized registry for Meaningful Use reporting. This means the new system needs to enable the ability to support interfaces to receive electronic vital record data from eligible hospitals’ electronic medical records systems. The vital records system will also support electronic connections to other important state and Medicaid systems to support interoperability and health information exchange. Such systems include electronically sharing data with the statewide HIE, MMIS and Medicaid’s eligibility and enrollment system.

Vital Records serves as the primary source and foundation of the public health data both locally and nationally while providing members of the public certified copies of a vital record for their legal purposes, social service needs and/or personal use. The Department of Health by statute (RIGL 23-3) and Rules and Regulations governing Vital Records, maintains the state-wide system acting to protect the health, welfare, and safety of the public. Vital Records performs legislative mandates as well as providing individual data requests in a timely, standardized manner through the state office and its 39 city and town hall offices.

In addition, Vital Records is contracted to report all deaths within a three (3) day period to our federal agencies for surveillance purposes and its required to report all medical and demographic information within 25 days per contract agreement with the National Center for Health Services (NCHS) a division of the Centers for Disease Control and Prevention (CDC). The current system cannot meet these needs.

The Medical Examiner requires special features to report deaths that are required to have State Medical Examiner confirm/validation cause of death. This includes deaths at home, deaths within 24 hours of admittance to hospital or hospice, trauma cases, homicides,

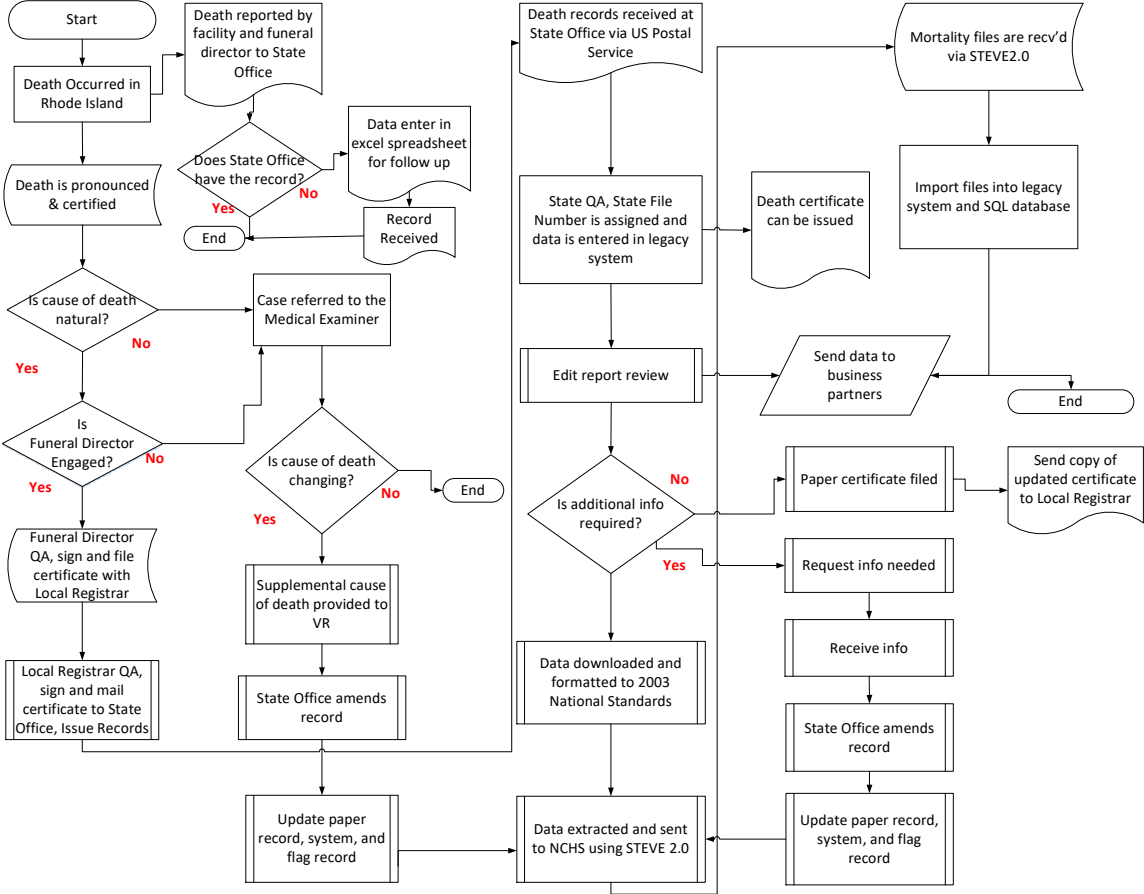
suicides, car accidents and drug overdoses. In addition, the Medical Examiner must approve all proposed cremations prior the cremation of the decedent.

The current death registration system is paper-based and requires information to be data entered into a 30+ year old LINUX based system (File Pro) that is no longer supported by the software vendor or the State's Information Technology. The State is currently using the same registration system for marriages and induced terminations and had previously used this system for fetal deaths. Steps have been taken to reduce the chances of the File Pro system being down for any period. However, RIDOH and many other state and federal agencies as well as the public are reliant on the information data entered File Pro. If it becomes unavailable for an extended period, it would negatively impact agencies, RIDOH, etc. Operating a system without support is not considered best business practices for any business. File Pro only allows one person at a time to data enter the information from the death, marriage, or induced termination certificate, unlike many of the systems today where multiple people can data enter simultaneously. Rhode Island is currently using a statewide web based electronic birth registration system. This system is also being used to manually collect fetal death data, and the data entry process is paper-based.

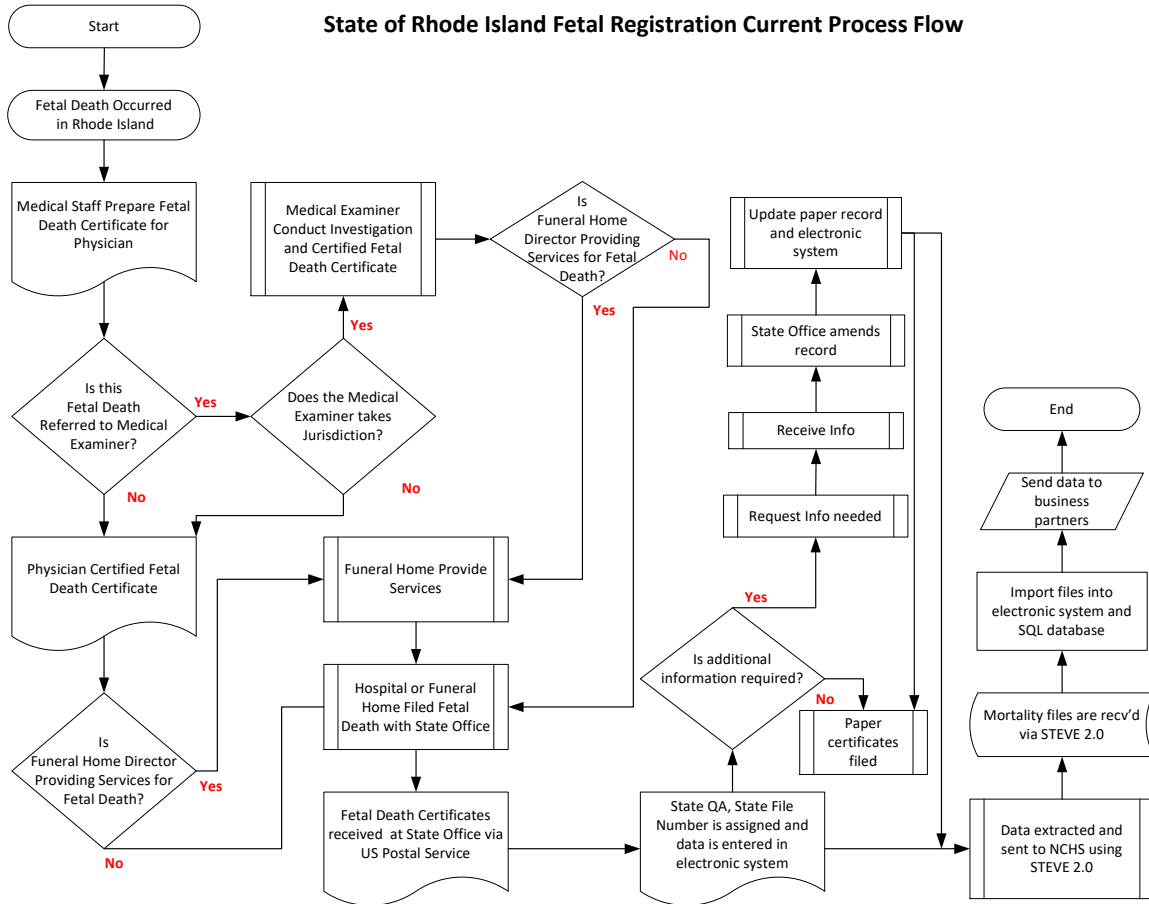
Vital Records registers and maintains approximately 10,000 deaths, 2,000 induced terminations, 800 fetal deaths, 7,000 marriages and 11,000 births per year. In each case, the paper death and marriage certificate are filed at the city/town of occurrence and copied before being sent to the state office via first class mail. Once all certificates are received, they are data entered and registered with a state file number.

Below are the current registration process flows for Vital Records:

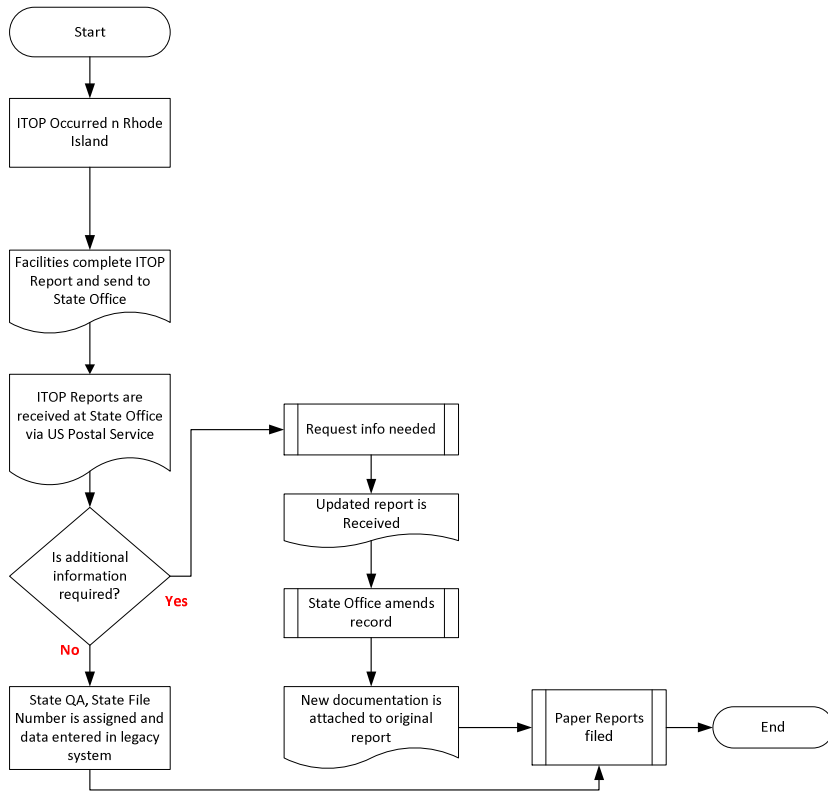
State of Rhode Island Death Registration Current Process Flow



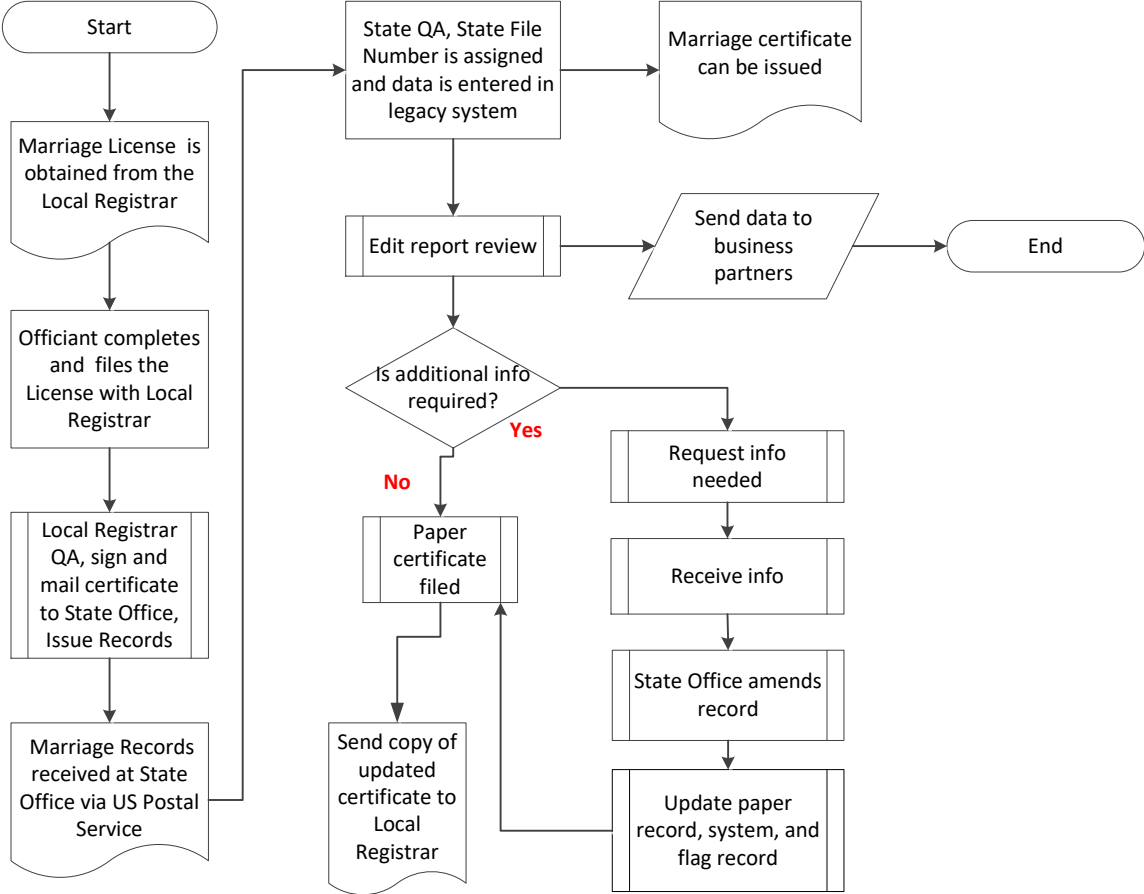
State of Rhode Island Fetal Registration Current Process Flow



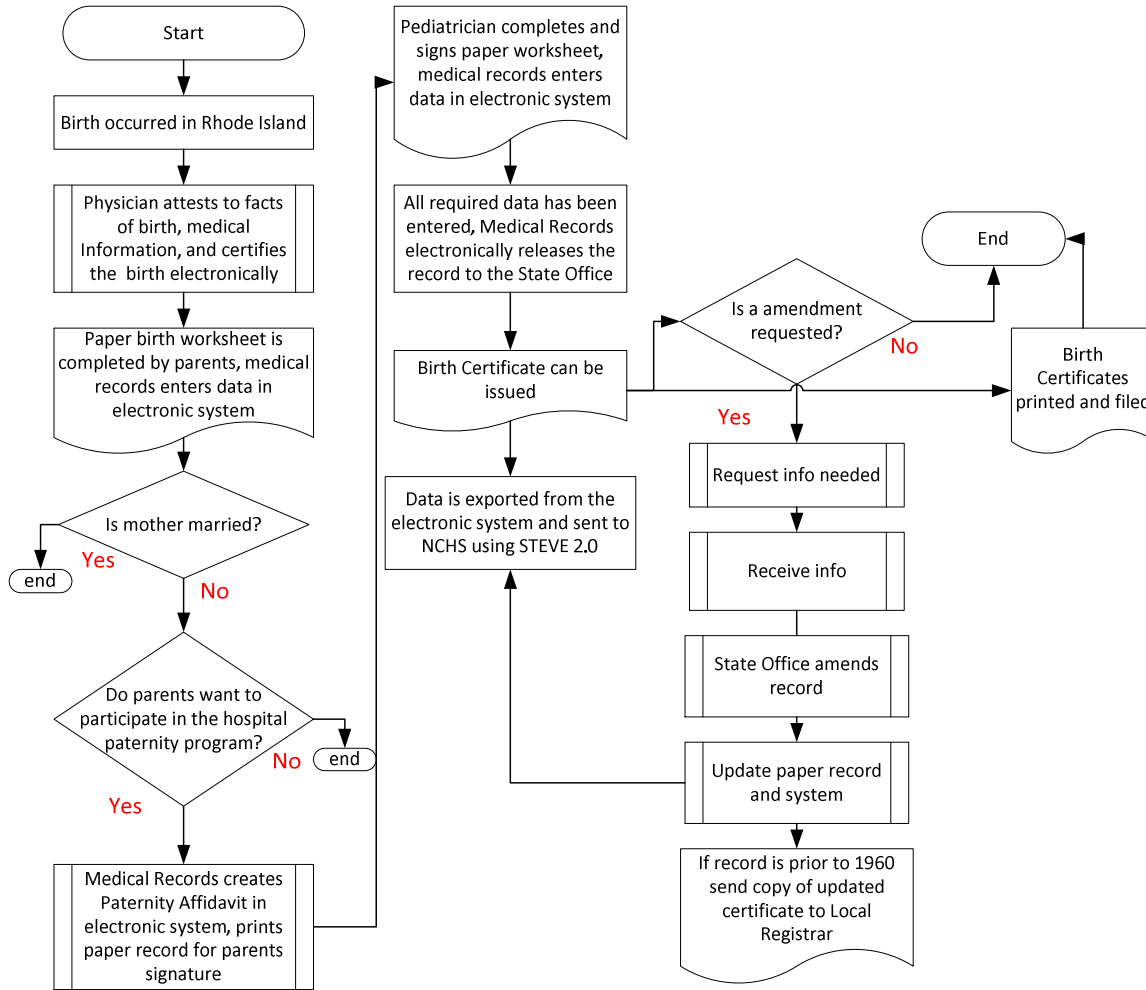
State of Rhode Island Induced Termination of Pregnancy (ITOP) Registration Current Process Flow



State of Rhode Island Marriage Registration Current Process Flow



State of Rhode Island Birth Registration Current Process Flow



It is anticipated the following efficiencies will be realized with the implementation of a new system:

- The Vital Records system will become a public health specialized registry for Meaningful Use reporting allowing Eligible Hospitals to electronically submit the necessary data from the hospital's electronic medical record EHR). It will support electronic connections to Medicaid systems such as MMIS and eligibility and enrollment.
- Public Health Surveillance
- Promote interoperability through electronic data exchange
- Decrease fraudulent claims against Medicaid/Medicare, Social Security etc.
- Assist in decreasing voter registration fraud
- Rapid data reporting for immediate benefit termination
- Real time data reporting for prompt systematic collection, analysis, and dissemination
- Physicians could have the ability to certify deaths through mobile technology
- Funeral Directors' travel time will decrease
- Promote better data quality and improve timeliness of data reporting

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

Implementation of an electronic system will enable the capability for the vital records system to become a public health specialized registry for Meaningful Use reporting and will also support electronic connections to Medicaid systems such as MMIS and eligibility and enrollment. The state will work with the incoming vendor to provide technical design requirements to ensure transaction protocols are compliant and interface with existing systems for MMIS and Bridges. This system should promote a decrease of fraudulent claims against Medicaid/Medicare, Social Security, other benefit payers. This system can also assist in reducing possible voter registration fraud. Rapid reporting will allow for immediate benefit termination. A system that produces real time data together with public health surveillance will allow for systematic collection, analysis, and interpretation of data, closely integrated with the timely dissemination of these data to those responsible for preventing and controlling disease and injury. All data potentially relevant to public health surveillance should be synchronized across data systems, interoperable, and have ability to be accessed by many users, all while protecting the privacy and confidentiality of the business partners providing that data.

Bidders' cost proposals should include options for (1) hosting in the state data center with state-supplied hardware/utilities/connectivity, (2) full managed services in a vendor-operated/arranged data center, and (3) any other alternatives that the bidder feels may provide the best value to the state. These options should also be laid out and discussed in detail where applicable in the Technical Proposal.

Specific Activities / Tasks

The Rhode Island Department of Health (RIDOH), Center for Vital Records is looking for a commercial off-the-self software system (COTS) to integrate the state of Rhode Island's registration and issuance function. This would include the following state registration modules for Phase 1: Death, Fetal Death, Induced Terminations; Phase 2: Marriage; and Phase 3: Birth.

The vendors are encouraged to review the following edit specifications:

https://www.cdc.gov/nchs/data/dvs/death_edit_specifications.pdf [cdc.gov]

https://www.cdc.gov/nchs/data/dvs/birth_edit_specifications.pdf [cdc.gov]

https://www.cdc.gov/nchs/data/dvs/fetal_death_edit_specifications.pdf [cdc.gov]

The system must be able to perform specific functions needed by the Medical Examiner. Below are general basic requirements the RIDOH is requesting.

1. **Authentication and Authorization:** The proposed system must provide an authentication mechanism for ensuring that only registered users have access to the database system. Once a person has been authenticated, the system must apply access control mechanisms to ensure that a user's access to system functions and data resources corresponds with their assigned level of authority or access rights and privileges. The system must also provide a means of separating roles and duties. For example, a role-based access control might be used to limit access to data resources at folder and data levels. The proposed system must provide the ability to lockout a user's account after three failed logon attempts as well as provide a means of recording and retaining both successful and failed logon attempts. The proposed system should also provide the ability to enforce minimum password length and strength as well as password expiration rules.
2. Administrative tools are necessary for managing the database, including the creation and assignment of user rights and privileges; the deletion of users and modification of access rights; scheduling of events; reports generation; backup and recovery; database optimization; and general database security management. In terms of backup mechanism, the system should also support dynamic backup.
3. A secure and automated audit capability for recording activities in the system as well as changes made to data records. All suspicious activities must be logged and reported to the Administrator. The proposed system must record and keep information about unsuccessful attempts to access data and system resources. The log file must be maintained. Security must be identified down to the role and user.
4. The ability to generate, print, and/or save different types of reports including predefined routine reports as well as ad-hoc reports. The reporting capability must include the generation of reports using multiple categories as well as provide automatic calculation features. The system must also have the ability to generate, view, print, and/or save audit reports, including exception reports.

5. Must have the ability to validate data input from multiple users. Data validation functions duplicate information into the database. As input validation is crucial to the overall function of the database, the proposed system must ensure that illegal or invalid values are not passed to the database. It must provide a means of ensuring that the user has completed all mandatory data entry fields before enabling the registration of a new record. The system must have the ability to display warning/alert messages as well as provide the ability for soft and hard edits.
6. Provide the ability to change certain data inputs to conform to the desired format. For example, if the date of birth does not conform to the desired format, the system should automatically change it to conform rather than reject the input. It must have the ability to capitalize (auto covert) all proper nouns. For example, if the first letter of a name is not capitalized, the system should automatically capitalize it. This system must ensure that the date text fields contain a pop-up calendar.
7. Provide the functionality for searching and retrieving any potential duplicate record before enabling the creation of a new vital event record in the database. If a duplication record is found, the system should provide a means of handling the duplicate record. The system must also provide support for wild card searches.
8. Must have search functionality that is not case sensitive. The proposed system must provide functionality for the user to sort search results in either ascending or descending order on multiple fields.
9. Capability to modify records (births, deaths, change of names, stillbirths) of key vital events. The history of the modification must be permanently retained. As there may be cases where completed records of vital events are no longer valid for one reason or another (for example, an erroneously or fraudulently created record), the proposed system must provide a means of voiding such entries. However, the system must ensure that invalid records can only be voided, and not deleted from the database.
10. The proposed system must provide the ability to permanently archive voided records, as well as a means of retrieving and viewing these records. It must also provide a way of ensuring that only authorized high-level users have access to all voided or cancelled vital events records.
11. Must provide mechanisms to enable data entry efficiency and keystroke reduction wherever practicable. For example, an auto-populate functionality can be used to populate certain text fields based on input selection from a dropdown menu. The system must provide the ability to dynamically suppress or disable text fields based on the data entered in the previous fields. For example, when creating a birth record, if the mother has not named the child's father, the relevant data entry fields for the child's father should be disabled. The system must also allow for Eligible Hospitals to electronically submit the necessary data from the hospital's electronic medical record EHR).

12. It is anticipated that the existing electronic files for death, fetal death, induced terminations and marriage (1982-present), and births (1960-present), will be migrated to the new database solution. As such, the proposed system must provide data migration functionality. The proposed system should support the importation and exportation of electronic records using several formats including .txt, .xml, .csv and .xls.
13. User Training: Training should be sufficient to result in an acceptable and sustainable level of comfort and capability among users. This system should foster a user-friendly environment promoting ease of use for all user roles.
14. Support and Maintenance Training: To reduce long-term costs, increase the level of customer service to our users and decrease dependency on the vendor, RIDOH expects to be all but fully self-sufficient in administering the system. Dependent on solution capabilities, it is expected that the system will have the capacity to perform basic configuration, administer user roles and permissions and promote a secure environment. Administrator roles should have the ability to review audit logs of system activity, customize screens, add new fields, and customize workflow and reports independently, etc. This will require knowledge transfer from vendor technical staff to RIDOH technical staff.
15. Additional information is required, please review and complete each of the following exhibits that are attached to this document. With the exception of Appendix E, which is to be returned with the Cost Proposal, all Appendices are to be returned as part of the Technical Proposal.
 - a. Appendix B - System Requirement Functions
 - b. Appendix C - Application Security & Data Integrity
 - c. Appendix D - Infrastructure Security & Integrity
 - d. Appendix E - 6-Year Cost and Financing Proposal
 - e. Appendix F – RACI, Staffing, and Software

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/CVs and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of vital records and implementation of such systems). In addition, submit an organizational chart that includes each proposed staff person, along with their supervisor and each level of management between them and the chief executive of the organization, so that all escalation points to the top of the organization are apparent. Any changes in key staff must be mutually agreed upon and approved by RIDOH.

2. **Capability, Capacity, and Qualifications of the Offeror** - Please provide a Detailed description of the Vendor's experience. Proposals must include (between two and five) brief descriptions of current and/or past successful installations of similar Vital Records Systems and the geographic jurisdiction it was deployed in. A list of relevant client references (at least two, no more than five) must be provided, to include client/contact names, addresses, phone numbers, dates of service and type(s) of service(s) provided. Client List: Provide a list of all customers owning the proposed public-sector version of the solution and indicate the status: Live, currently implementing, not yet implementing, project on hold, project cancelled and which major system the client is integrating with (if applicable).
3. **Work Plan** - The expectation of the implementation timeline for phase I is well under one year. We seek a vendor interested in collaborating for a timely, efficient implementation. Describe in detail the framework within which requested services will be performed. This may come in the form of a sample project plan, including the timeline with duration of each phase, sequence of the project, deliverables, and milestones. RIDOH will assign a Project Manager to work with the vendor's Project Manager. The vendor must assign an experienced Project Manager(s), who will be responsible for the detailed requirements, configuration, customization, testing, training, and go live of the system (for all modules chosen for implementation).

The vendor project manager (VPM) is expected to host status meetings and milestone meetings (which can be determined with the RIDOH project manager). The VPM will also meet with subject matter experts to review business functions along with existing information systems relevant to this project. RIDOH and the key contractor staff will work very closely together on this project. There is an expectation of an on-site presence of the vendor when needed, if not continuous. RIDOH will provide office space for staff.

Vendor must describe the roles and skill sets that are expected to be provided by RIDOH to support a successful implementation, along with the estimated time commitment expected of each role on the project. This should include IT staff as well as subject matter experts, operational and administrative staff. Please use your own language as you see fit to identify key roles per your experience, and we will do our best to comply.

Vendor must provide a proposed high-level project plan and timeline that list tasks milestones, and duration. RIDOH desired timeframe for implementation is up to 12 months for Phase 1 after vendor award, and vendor must aspire to complete the implementation as early as possible.

The vendor must additionally provide implementation approach of Phase 2 and Phase 3. The State reserves the right to implement all or few of the Phases as scope of this RFP the vendor can also give options of how the Phases can be sequential or partially parallel to get the best cost advantage for the State.

State has a high degree of interest in completing Phase 1 and Phase 2 in the most cost-effective manner as both the current systems rely on the same technology stack today and will help to modernize the same. Vendors are advised to read the Appendices for more details.

Vendor must provide a description of the steps they will take to create the required detailed project plan once the RFP is awarded (meetings, discovery, workflow analysis etc.).

Vendor must provide a clear Project Plan for all the Phases and any Options thereby. This must also include model of Support. It is the desire of the State that while this contract will be Fixed Price, the Vendors will be transparent in their approach to Staffing and their detailed plans.

4. **Approach/Methodology** – Must use comprehensive processes, tools and techniques that apply to the lifecycles of the project – initiation, planning, execution, control and closing. Kickoff meeting, Project plan, Timelines, deliverables, communication with key stakeholders and players within the department on the project.
 - a. Please describe what project management tool(s)/platform(s) your team utilizes to facilitate collaboration, task completion and issues resolution (both for communication and document sharing) with our team.
 - b. Please describe your approach to all phases of testing and responsibilities of each stakeholder.
 - c. Please detail the various environments (instances) you typically support throughout the phases of an implementation and describe their use.
 - d. Please describe in detail your approach to historical data migration
 - e. Please describe the UAT approach.
 - f. Please describe what tool(s)/method(s) your team will utilize to provide support post go-live.

Platform, architecture, and external access: Please describe the technology upon/with which your solution is built. The State will consider solutions that are built along modern, service-oriented architectures for primary functions. Vendor should outline underlying technologies, architectures, and relevant development practices. Vendor should describe in sufficient detail and with clarity the methods by which data stored by the vendor’s platform may be accessed directly by RIDOH.

Lessons Learned that will directly benefit our implementation – What key lessons has your organization learned during recent implementations that have resulted in a change in the way you manage your implementations or your relationship with your clients, and what were those changes? What would your strongest clients say they wish they had known before collaborating with your organization?

5. Provide a copy of your Service Level Agreement and explain how you meet the standards it sets. Please include your Business Continuity Plan, Continuity of Operations Plan, Disaster Recovery Plan (for disasters), System Redundancy, Backup and Recovery (for Production), etc. RIDOH reserves the right to negotiate higher standards than those proposed.

B. Cost Proposal

Detailed Budget and Budget Narrative:

This project will be a fixed fee. 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 by Phases.

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 five (5) years of platform utilization of full functionality as required.

An itemized 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.

As detailed in item 6, bidders' cost proposals should include options for hosting in the state data center with state-supplied hardware/utilities/connectivity, full managed services in a vendor-operated/arranged data center, and any other alternatives that the bidder feels may provide the best value to the state.

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. Maintenance costs. Maintenance includes any software failures, malfunctions, defects, or nonconformities, which impair RIDOH from normal processing or problems which impact the correctness of information produced by the platform.
3. Information regarding the hardware/software/database requirements for the client work stations and servers (if needed) necessary to implement the proposal
4. Information regarding items such as licensing, warranties, installation and training, and any other costs associated with the project.
5. 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.
 - a. Hosting in the state data center with state-supplied hardware/utilities/connectivity;
 - b. Full managed services in a vendor-operated/arranged data center; and

- c. Any other alternatives that the bidder feels may provide the best value to the State.

Alternative fee schedule proposals will be considered with an explanation of the benefits of any alternative approach.

Cost proposal narratives must also include a separate section of pricing for any potential/required 3rd party/partner integration.

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

5.1 Evaluation

Offers will be reviewed by a Technical Review Committee comprised of staff from State agencies comprised of a technical and cost evaluation.

Technical Review: The technical review will be broken into two phases:

1. Phase 1 - Review of Vendor Submitted Technical Proposal: The Technical Review Committee will review and score the Vendor's submitted technical proposal. A total of 60 points are available in this phase. Vendors must score a minimum of 45 of the 60 (75%) available points to be invited in for an interview. Technical Proposals scoring less than 45 points shall not advance to the Interview stage, shall not have the cost component opened, and the proposal shall be dropped from further consideration.
2. Phase 2 - Interview with Vendors: The Technical Review Committee will meet with Vendors who meet the minimum score in Phase 1 of the technical review. Vendor(s) meeting the minimum score requirement will receive written notice that they have qualified for an interview and will be provided with details on the presentation.

During the interview, Vendors will present their team and the firm's qualifications and experience, their approach to meeting the State's requirements, and respond to questions from the Technical Review Committee. The State reserves the right to request detailed responses to follow-up questions identified during the Interview. The State may perform additional due diligence and visit the sites of selected client references to gain a better understanding of their software solutions experience. The Demonstration/Interview will be evaluated based on the following criteria:

- a. Vendor's on-site presentation and responses to State's questions.
- b. Vendor's client references and demonstrated record of successful implementations.

A total of 15 points are available during this phase. Vendors must score a minimum of 12 of the 15 (80%) available points in the interview phase to move from the technical review phase to the cost review. Interviews scoring less than 12 points shall not have the cost component opened and the proposal shall be dropped from further consideration.

To advance to the Cost Evaluation stage, the Vendor’s bid must receive a minimum of 57 of the maximum of 75 (76%) technical points and meet the minimum score requirement for both phases of the Technical Review.

Cost Proposal Review:

Proposals which scored 57 points or higher in the technical review and met the minimum score requirement for both phases of the Technical Review shall be evaluated for cost and assigned up to a maximum of 25 points in the cost category, bringing the potential maximum score to 100 points.

The State reserves the right to select the individual(s) or firm (Vendor) that it deems to be in the State’s best interest to accomplish the project as specified herein; and conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

5.2 Evaluation

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

PROPOSED SCORING METRICS FOR VITAL RECORDS	
<u>Criteria</u>	<u>Possible points</u>
TECHNICAL PROPOSAL Total possible points = 60	
Staff Qualifications	10 Points
Capability, Capacity and Qualifications of the Offeror, and Subcontractors where appropriate	10 Points
Work Plan	25 Points
Approach/Methodology/Training	15 Points
Total Possible Technical Points	60 Points
DEMONSTRATION PROPOSAL – Total possible points = 15	
Vendor Demonstration/Interview	15 Points
Total Possible Technical & Demonstration/Interview Points	75 Points
Cost proposal*	25 Points
Total Possible Evaluation Points	100 Points
ISBE Participation**	6 Bonus Points
TOTAL POSSIBLE POINTS	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:

(lowest cost proposal / vendor's cost proposal) x 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 twenty-five (25), Vendor B's cost points are calculated as follows:

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

****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:

$$(\text{Vendor's ISBE participation rate} \pm \text{Highest ISBE participation rate} \times \text{Maximum ISBE participation points})$$

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 $(12\% \pm 20\%) \times 6$ 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 #7598912** 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 [/documents/Forms/Misc Forms/13_RI Version of IRS W-9 Form.docx](#). *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 fifteen (15) 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.
 - d. Additional information is required, please review and complete each of the following exhibits that are attached to this document. All Appendices mentioned below are to be returned as part of the Technical Proposal.

Appendix B - System Requirement Functions
Appendix C - Application Security & Data Integrity
Appendix D - Infrastructure Security & Integrity
Appendix E – Vital Records Cost and Financing

Proposal
Appendix F – RACI, Staffing, and Software

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
 - d. Additional information is required, please review and complete Appendix E-6-Year Cost and Financing Proposal and return it as part of the Cost Proposal.

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 #7598912 Vital Records Electronic Registration 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://rules.sos.ri.gov/regulations/part/220-30-00-13>.

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