



Solicitation Information
August 16, 2019

RFP# 7598926

Title: Statewide Legal Case Management System

Submission Deadline: September 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 **Thursday, August 29, 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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Exhibit B – RI Security Questionnaire

SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Administration is soliciting proposals from qualified firms to implement , support and host a Commercial Off the Shelf (COTS) Statewide Legal Case Management System, with minimal configuration needs, 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 will begin on signature of contract, (estimated January 2nd of 2020) for approximately one (1) year for the Implementation phase plus an additional two years of Support. Contracts may be renewed for up to three additional one-year 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

13. HIPAA - Under the federal Health Insurance Portability and Accountability Act, (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

The State of Rhode Island's (“SoRI”) various executive branch agencies are generally represented by legal departments with broad responsibilities and varied workloads. Key staff in a department may include a chief/lead/executive legal counsel overseeing supporting attorneys, legal assistants and administrative assistants (approximately 300 internal staff). The bulk of agency lawyer work typically consists of: (1) legislative and regulatory drafting and review, (2) administrative hearings and claims resolution, (3) licensing and enforcement actions, (4) Labor Relations negotiations and disputes, (5) Access to Public Records (APRA) and subpoena responses, and (6) municipal, probate, state and federal court litigation. Additionally, because most of the legal departments are quite small, executive counsel usually carry their own caseloads in

addition to supervising staff attorneys. This presents a significant challenge to executive counsel who also handle state and federal court litigation, which could be complex and time-consuming.

The Executive branch encompasses the following agencies and offices: Governor's Office, Department of Administration, Department of Business Regulation, Department of Corrections, Department of Elementary and Secondary Education, Emergency Management Agency, Department of Health, Department of Environmental Management, Executive Office of Commerce, Executive Office of Health and Human Services, Office of Health Insurance Commissioner, Department of Public Safety, Department of Human Services, Department of Behavioral Healthcare, Developmental Disabilities and Hospitals, Department of Children, Youth & Families, Department of Labor and Training, Public Utilities Commission, Public Utilities Division, Department of Revenue and Department of Transportation.

Currently the SoRI employs a variety of tools to manage caseloads across agencies, including Microsoft Office (Excel and Access), ProCATS (~1853 cases) and Time Matters. The legal departments may find themselves responsible for the following categories of cases:

- i. Employment discrimination;
- ii. Personal injury;
- iii. Civil rights violations;
- iv. Construction cases;
- v. Tax cases;
- vi. Real-estate transactions and disputes;
- vii. Contract negotiations, disputes, and procurement;
- viii. Employment litigation including grievances and arbitrations;
- ix. APRA filings, responses and appeals;
- x. Licensing;
- xi. Civil and criminal commitments;
- xii. Collections;
- xiii. Developmental Disabilities benefits;
- xiv. Grant applications, funding and management;
- xv. Termination of parental rights and Child Support Enforcement;
- xvi. Probate;
- xvii. Medicaid recoupment;
- xviii. Civil litigation;

- xix. Environmental enforcement actions;
- xx. Permitting;
- xxi. Superior Court enforcement
- xxii. Receivership cases;
- xxiii. Legal research
- xxiv. Administrative hearings and appeals under the Administrative Procedures Act;
- xxv. Labor standard appeals;
- xxvi. Wage and hour violations;
- xxvii. Unemployment claims
- xxviii. Drafting of contacts, memoranda of understanding, statutes, regulations, agreements, and other legal documents.

The SoRI is seeking a Legal Case Management solution that will allow Executive organization of all legal matters across the various agencies, allow for standardization, streamlined entry and robust reporting.

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

Budget

State of Rhode Island will entertain proposals for the scope and requirements detailed below and in Exhibit A. The total cost of the implementation, hosting, licensing, post implementation maintenance and any other costs (including insurance costs) must be furnished. Vendors must propose pricing for subsequent years with clear cost breakdown for maintenance, licensing, hosting, etc.

General Scope of Work

The State of Rhode Island's goals are:

1. To provide easily configurable alerts and notifications including but not limited to submissions, filings, milestones, hearings and statute of limitations and statutes of repose.
2. To promote effective and efficient collaboration internally, across government agencies, divisions and selected external departments.
3. To provide Executive oversight of all pending legal matters

4. To reduce data entry, redundant tasks and clerical work, and paper document storage.
5. To provide an efficient, user-friendly mechanism for document retrieval, review and production during litigation discovery.

To accomplish this, the solution should be easily configurable, intuitive, context sensitive and created specifically for the legal environment. The solution must have a capacity for uploading existing case materials from multiple sources. The solution should be fully compatible with mobile devices.

The SoRI prefers a web-based system, hosted and maintained by the vendor. The system and all associated data must be hosted and remain within the continental United States. The cloud solution must be FedRamp compliant.

The SoRI seeks a phased reasonable approach that considers the varied agencies, numerous types of legal matters, limited number of personnel, confidentiality requirements and other pending State obligations. Vendors responding to this RFP should have legal experience and knowledge of legal terms and processes to advise the State on best practices for configuration, implementation, training and deployment of the proposed solution.

Training and Documentation

- 1) User Training: Training sufficient to result in an *acceptable and sustainable level of comfort and capability* among State users. Training will be designed and provided for different types of users including attorneys, administrators, executive leadership and administrative support staff. Trainers will be knowledgeable in the Rhode Island solution and general legal processes.
- 2) Support and Maintenance Training: To reduce long-term costs, increase the level of customer service to our users and decrease dependency on the vendor, the State expects to be self-sufficient in administering the LCMS. The State expects to have the ability to perform basic configuration, administer users including permissions and security, 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 State technical staff. If a proposed platform does not allow for full client self-support as described in this paragraph, please explain why and describe with clarity the level of autonomy that may be achieved.

Training Approach: For each of the training requirements listed above, please describe the general approach that works best for your platform. How many hours of training will be included/delivered as part of the scope of this contract (this should match the estimate of what is necessary). The State prefers a combination of Instructor-led and train-the-trainer sessions in addition to on-demand online modules. Please provide a detailed proposal for what the State would need to provide to support the vendor's efforts.

Documentation: Vendor should include full documentation of the architecture of the solution being offered. The training materials should be customized to the State's needs and in a format that is easily reproduced.

The Vendor should also provide documentation on the information security program that ensures the confidentiality, availability, and integrity of the data the solution will store and provide access to.

SECTION 4: PROPOSAL

A. Technical Proposal

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

. A1. Technical Proposal

The proposal should address specifically each of the following elements (except for the Demonstration/Element 11, which must be qualified for):

1. **Commitment to Desired Scope**: Include a statement expressing a clear understanding of and commitment to the inclusion of the entire Scope detailed above in *Section 3: General Scope of Work*. In addition, please include a description of training approach by responding to the questions posed in the final paragraph on training above.
2. **Staff Qualifications and Team Structure** – 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 case management design and implementation (preferably in the legal sector). 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. Please detail the on-site team members vs. remote team members and the percentage of time for each. Note all data associated with this system must remain within the Continental United States. Any changes in key staff must be mutually

agreed upon and approved by the State of Rhode Island.

3. **Capability, Capacity, and Qualifications of the Offeror** - Please provide a Detailed description of the Vendor's experience. Proposals must include (between three and five) past successful installations of similar case management systems used in the field of **legal case management** 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/ERP system the client is integrating with (if applicable).
4. **Work Plan** – We seek a vendor who will partner with the State 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 based upon your assessment of the state's needs and our existing landscape of case management technology and processes. SoRI 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 SoRI project

manager). The VPM will also meet with subject matter experts from SoRI to review business functions along with existing information systems relevant to this project. SoRI 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 Monday through Friday 8:30 a.m. – 4:30 p.m. EST. SoRI will provide office space for staff.

- Vendor must describe the roles and skill sets that are expected to be provided by SoRI 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 (SMEs), 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.
- Vendor must provide a description of the steps they will take in order to create the required detailed project plan once the RFP is awarded (meetings, discovery, workflow analysis etc.).

5. **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 issue resolution (both for communication and document sharing) with the SoRI 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 what *tool(s)/method(s) your team will utilize to provide support post go-live*.
- e. Please include a plan for conversion from Access (~3,000 records), Excel (~6,000 records) and ProCats (~1,800 records). The files for the Department of corrections Access database are included in Appendix B are included. It is expected that this database will be converted.

6. **Form, architecture and external access:** Please *describe the technology upon/with which your solution is built*. The State will give due consideration to 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 SoRI. It must be made obvious, whether no direct access is available (data exports only) or whether ODBC or API access methods are possible. *Please describe the most complex scenario in which an existing client is accessing their own data in your platform in order*

to satisfy a business requirement.

7. **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 partnering with your organization? What features are your clients requesting that have not yet been delivered? Please provide 2-3 examples of SLAs that have been imposed with liquidated damages with an existing public client.*

8. **Response to Exhibit A: Detailed Business and Technical Requirements** – Please submit, in electronic editable format (using the Microsoft Excel template provided), *responses to each of the numbered items on each of the tabs*, detailing your offering's ability and method to meet the needs of SoRI. Systems may not meet all needs, but it is important for SoRI to understand the pairings of capabilities within your platform. Please note that **Tab 11 Infrastructure Security & Integrity** requires detailed written responses or documentation in its place. **Provide a copy of your Service Level Agreement** and explain how you meet the standards it sets. Other documentation that might be provided in response to Tab 11 may include your Business Continuity Plan, Continuity of Operations Plan, Disaster Recovery Plan (for disasters), System Redundancy, Backup and Recovery (for Production), etc. SoRI reserves the right to negotiate higher standards than those proposed.

9. **Exit Strategy** – SoRI wants its relationships with vendors to end on a positive note. Please describe the format in which data may be extracted from your system to assist in a future change of platform (conversion effort). This effort must be included in the cost of any proposal submitted in response to this RFP. Proposals must clearly detail the format/structure of the data, and what the limitations of the platform are in exporting linkages between data elements in the system so that it will be entirely clear what effort would be necessary to export that data and what linkages will be lost. Proposals must also include a commitment to the destruction of all data held by the vendor, accompanied by a Data Destruction Certificate, at the direction of and in partnership with SORI. All costs related to the delivery of all data belonging to SORI must be borne by the vendor. What is the most comprehensive method available to move data and linkages/structures from your platform to another platform? Please describe in detail your most recent effort to close an

account with a former client that has converted data from your system to another system.

10. **Security Questionnaire (Exhibit B)** must be completed. This is in addition to the security tab in Exhibit A.

A2. Demonstration (pending invitation)

1. **Demonstration** – Proposals exceeding the minimum threshold during Phase 1 of the review based on the ten elements above will receive an invitation to deliver an oral presentation. The objectives of the oral presentation include: walking through the content proposed in elements 1-10, delivering a proof of concept, demonstrating platform navigability, and introducing the proposed project team.
2. Vendors are asked to submit information of three (3) references from recent similar projects completed, ideally in the public sector. The State may elect to contact references, and reserves the right to determine if and how this information will be factored into the evaluation process. References must include the following information:

Organization name and address.

Project Begin Date

Project End Date

Concise description of work performed, and products delivered

Contact information including phone number(s) and email addresses of the project lead at reference organization.

B. Cost Proposal

Detailed Budget and Budget Narrative:

Vendors must complete the attached APPENDIX C: LCMS COST PROPOSAL TEMPLATE. All pricing quoted is expected to be in a Fixed Price cost model, for the initial contract term, and all options years. The proposals are expected to include all costs. In the event of a Tentative Award, no additional costing may be added.

The Cost Proposal must correspond directly to the Work Plan presented and outline the costs associated with each phase of this project, including an explanation of the basis and rationale of the proposed fee structure.

Hosting - Vendor must provide costs associated with hosting the proposed solution (if applicable).

Support - Vendor must indicate costs for optional support after all development, implementation, and enhancements are completed. Costs should be annual, enumerated by each year, and broken out by year.

Licensing - Vendor must provide licensing costs associated with proposal. Note: the State reserves the right to alter this proposed licensing structure should an alternative prove advantageous.

Enhancement capacity - Vendor must provide an hourly rate card, should the State approve enhancements, post go-live

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 review committee (“TRC”) comprised of staff from State agencies. The TRC first shall consider technical proposals.

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

Phase 1 - Technical proposals must receive a minimum of 34 (75.5%) out of a maximum of 45 points to advance to the demonstration phase. Any technical proposals scoring less than 34 points shall not advance to the demonstration phase, shall not have the cost component opened, and the proposal shall be dropped from further consideration.

Phase 2 – Demonstration. 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 Demonstration. 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 30 points are available during this phase. Vendors must score a minimum of 24 of the 30 (80%) available points in the demonstration phase to move from the technical review phase to the cost review. Interviews/demonstrations scoring less than 24 points shall not have the cost component opened and the proposal shall be dropped from further consideration.

To advance to the Cost Evaluation phase, the Vendor's bid must receive a minimum of 58 of the maximum of 75 technical points and meet the minimum score requirement for both phases of the Technical Review.

Cost Proposal Review:

Proposals which scored 58 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. After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

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.

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 & Qualifications of Offeror	10 Points
Work Plan (APPROACH/METHODOLOGY) <ul style="list-style-type: none"> - Exhibit B - Solution: Product / Licensing model - Implementation / timeline Support model 	15 Points
Exhibit A	20 points
Total Possible Technical Points	45 Points
Vendor Demonstration	30 Points
Total Possible Technical Points + Demo Points	75 Points
Cost proposal*	25 Points

Total Possible Evaluation Points		100 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:

$$(\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate}$$

$$\times \text{Maximum ISBE participation points})$$

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 $(12\% \div 20\%) \times 6$ 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 # 7598926** 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. Please provide appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) **Searchable** Electronic copy on a CD-R, marked "Technical Proposal - Original".
 - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
 - c. Seven (7) **Searchable** Electronic copies on CD-Rs

5. Cost Proposal - A **separate, signed and sealed cost proposal** reflecting FIXED PRICING COST MODELS, proposed to complete all of the requirements of this project.
- a. One (1) **Searchable** Electronic copy on a CD-R, marked “Cost Proposal -Original”.
 - b. One (1) printed paper copy, marked “Cost Proposal -Original” and signed.
 - c. Seven (7) **Searchable** Electronic copies on CD-Rs

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.

*****PLEASE NOTE: VERY IMPORTANT*****

PLEASE TEST YOUR CDs AS THE CD-R WILL GOVERN THIS SOLICITATION. IF THE CD DOES NOT OPEN OR OTHERWISE MALFUNCTIONS, IT MAY BE CAUSE FOR DISQUALIFICATION OF YOUR PROPOSAL.

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 APPENDIX C: LCMS COST PROPOSAL 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# 7598926 Legal Case Management 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

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

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