SOFTWARE AS A SERVICE
FOR PUBLIC ENGAGEMENT

Rhode Island Department of Transportation
Two Capitol Hill
Providence, RI 02903

December 4, 2019
RFP#7599878

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RHODE ISLAND DEPARTMENT OF TRANSPORTATION

Office of Communications

SOLICITATION #7599878

REQUEST FOR PROPOSALS

SOFTWARE AS A SERVICE (SaaS)
FOR PUBLIC ENGAGEMENT FOR RIDOT PROJECTS
MBE GOAL: 10%

A. INTRODUCTION

The Rhode Island Department of Administration, Division of Purchases, on behalf of the Rhode Island Department of Transportation (RIDOT), is soliciting proposals from qualified vendors to provide Software as a Service (SaaS) to provide visual and interactive surveys to the public to gather feedback on complex transportation planning initiatives to support better informed decision making. These services shall be procured in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase https://www.ridop.ri.gov.

The initial license/subscription period shall be for twelve (12) months. At the exclusive option of the State, the license/subscription may be renewed for up to four additional one-year terms. Vendors shall provide annual license/subscription pricing for the first year. If this Agreement is extended for any additional one-year terms, then prior to that extension, the parties will agree upon additional compensation terms.

Respondents are instructed to submit a Technical Proposal including the attached Appendices and a **separately sealed** Cost Proposal all described in detail herein. There shall be no reference to cost in the Technical Proposal.

This is a request for Proposals, not a Request for Quotes. Responses will be evaluated based on the relative merits of the Proposals in addition to cost. There will not be a public opening and reading of the responses received by the Division of Purchases pursuant to this solicitation other than to name those offerors who have submitted proposals.

B. SCOPE OF WORK

Background

Public involvement is a critical component of RIDOT's decision-making process, allowing for meaningful consideration and input from interested individuals. As daily users of the transportation system, the public has useful opinions, insights, and observations to share on the performance and needs of the transportation system or on specific projects. RIDOT recognizes that timely and strong public engagement has the potential to accelerate project delivery by helping to identify and address public concerns early in the planning process, thereby reducing delays from previously unknown interests late in the project delivery process. RIDOT has historically conducted their public involvement program through local public meetings/hearings. However, with the increased use of social media tools there are innovative opportunities for information sharing and public involvement in the transportation planning, programming, and project development process. Virtual tools include stakeholders who do not participate in traditional approaches to public involvement. Expanding engagement has the potential to improve

project quality to foster early, effective and continuous public involvement. This process brings diverse viewpoints and values into the decision-making process.

Scope of Services and Requirements

Provide a Software-as-a Service (SaaS) application for public engagement. RIDOT is seeking to accomplish the following objectives 1) Increase public participation across a representative demographic and geographic cross-section of the population. 2) Gain greater insight into public opinion. 3) Obtain quantifiable and actionable data on public preferences and priorities. The State shall be the owner of content and usage data uploaded to the platform. The Vendor must notify the State immediately upon discovering any breach or compromise of security protocols, measures or any unauthorized access to personal information.

The Respondent shall submit Appendices A-E with their Technical Proposal. Appendix F (Cost Proposal) shall be submitted separately.

C. PROCUREMENT SCHEDULE

RIDOT currently anticipates conducting this procurement in accordance with the following milestones. This schedule is subject to revision and RIDOT reserves the right to modify this schedule as it deems necessary and at its sole discretion.

Advertise RFP	December 4, 2019
Deadline for Questions & Comments	December 30, 2019 @ noon
Proposal Due Date	January 8, 2020 @ 11:30 am

D. PROPOSAL INSTRUCTIONS AND CONTENTS

The Technical Proposal shall be GBC or spiral bound in a single volume and printed on 8½" x 11" paper. Submit six (6) hard copies and include a CD-R of the complete proposal in pdf format with each Proposal. The CD-R shall be marked with the Vendor name, solicitation number and project name.

Submit three (3) copies of a separately sealed and signed cost proposal. The Vendor shall provide a lump sum annual license/subscription cost for software that is fully inclusive of all labor, profit, overhead, materials, equipment, support, and all other incidental costs required under the scope of work. The annual license/subscription shall be the only eligible cost payable to the Vendor.

1. **EXECUTIVE SUMMARY**
   The letter shall be signed by a person authorized to execute contracts and shall acknowledge addenda, summarize the firm's capabilities/experience in providing SaaS for public engagement, specifically related to transportation. Provide name, address, phone number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.

2. **FIRM'S QUALIFICATIONS**
   a. Submit Appendices A-E

3. **SAMPLES OF PREVIOUS WORK**
   a. Provide live demo or links to active sites

4. **RELEVANT EXPERIENCE**
   a. List of a minimum of six state Departments of Transportation for which the Vendor provided SaaS for public engagement within the past three years.
   b. Submit three letters of reference/recommendation from clients for whom the Vendor provided SaaS within the past three years

5. ***REQUIRED FORMS:*** The following forms must be included each submission package.

   a. RIVIP Bidder Certification Form: The form must be downloaded @ www.ridop.ri.gov.
   b. W-9 FORM
   c. DEBARMENT FORM
   d. LOBBYING FORM
   e. CONFLICTS DISCLOSURE STATEMENT
   f. CERTIFICATION FOR TITLE VI ASSURANCE
   g. APPENDICES A-F

E. QUESTIONS

There will be no point of contact at RIDOT who will directly answer questions either in person, through e-mail, or by telephone. Questions regarding this solicitation shall be posted at RIDOT'S "Bidding Opportunities" web page accessible at: http://www.dot.ri.gov/. Follow the link to Doing Business ▸ Contractors and Consultants ▸ Bidding Opportunities. Select the question mark "?" next to the applicable project to submit questions. Responses to questions will also be posted at this site. Questions will not be accepted after noon on **December 30, 2019**. Upon the close of questions, all questions and responses posted by RIDOT will be subsequently posted as an addendum at the RIVIP website at https://www.ridop.ri.gov/ and incorporated into the contract.

F. DUE DATE, TIME AND LOCATION

Interested vendors must submit proposals to provide the services covered by this RFP on or before the date and time listed. 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. **Six (6) copies of the Technical Proposal and (3) three copies of the Cost Proposal** are to be submitted separately but simultaneously and be marked as such.

Proposals may be submitted utilizing U.S.P.S., express delivery service, or hand-delivered. Packages must be in a sealed envelope or box marked *"RFP#7599878 Software-as-a-Service Application to Provide Public Engagement Surveys"* ***by January 8,*** **2020 no later than 11:30 am to:**

RI Department of Administration
Division of Purchases (2nd fl)
One Capitol Hill
Providence, RI 02908-5855

G. MINORITY BUSINESS ENTERPRISES

This project has been assigned a **10% Minority Business Enterprise (MBE) goal**. A list of current Rhode Island State certified MBE firms may be obtained through the State's Office of Diversity, Equity & Opportunity @ www.odeo.ri.gov. MBE firms must be certified at the time the Proposal is submitted. A detailed disclosure of RI certified MBE firm(s) and proposed task assignment(s) to be performed must be included in the Technical Proposal along with a copy of current state certification letter(s). Questions may be directed to:

Office of Diversity, Equity & Opportunity
One Capitol Hill
Providence, RI 02908
(401) 222-6398

H. INSURANCE

The Vendor shall procure the required insurance as defined in the State General Conditions of Purchase, Addendum A – General Insurance Requirements – Schedule A3 – Information Technology and/or Cyber/Privacy. This information can be found on the RI Division of Purchases Website at: https://www.ridop.ri.gov/documents/general-conditions-addendum-a.pdf

I. WITHDRAWAL OF PROPOSALS

A proposal may be withdrawn at any time prior to the due date by means of a written request signed by the authorized representative of the Proposer. Such written request shall be delivered to the RI Department of Administration at the address cited above. Withdrawal of a Proposal will not prejudice the right of a Proposer to file a new Proposal provided that it is received before the time due on the Proposal Due Date.

J. TECHNICAL EVALUATION

A Technical Evaluation Group (TEG), the majority of which must be currently employed by the State of Rhode Island, will be convened by RIDOT. The TEG will be comprised of a Chairperson and RIDOT technical personnel (Voting Members) assigned to evaluate and score all proposals. All members of the TEG will be required to execute a Conflicts Disclosure Statement prior to the Division of Purchases release of the Proposals. The Final Selection Recommendations will be presented to The Division of Purchases for final approval. RIDOT reserves the right to use any appropriate technical resources to provide assistance in evaluating the submittals. Technical resources will act in an advisory capacity only and will not review or score any documentation.

K. TECHNICAL PROPOSAL EVALUATION CRITERIA

1.	**FIRM'S QUALIFICATIONS** a. Executive Summary (described above) b. Submit Appendices A -E (attached)	**0 - 30 points**

2.	**SAMPLES OF PREVIOUS WORK** a. Live demo or links to active sites	**0 - 20 POINTS**
3.	**RELEVANT EXPERIENCE** **a.** List of a minimum of six state Departments of Transportation for which the Respondent provided SaaS within the past three years. **b.** Submit three letters of reference/recommendation from clients for whom the Respondent provided SaaS within the past three years	**0 - 10 points** **0 - 10 points** **70 TECHNICAL POINT MAX**
Technical Proposals receiving scores of <u>less than 60 POINTS</u> out of the 70 eligible POINTS will NOT be scored for cost and will be disqualified.		
4.	**COST PROPOSAL (Evaluated separately)**	**0-30 POINTS**
	MAXIMUM TOTAL SCORE	**100 POINTS**

COST PROPOSAL shall reflect a Lump Sum Price for an annual subscription for the SaaS application.

Cost Proposals will be scored and ranked as follows:

1. The Respondent submitting the lowest Cost Proposal will be awarded the maximum of thirty (30) points.
2. The next-lowest Price Proposal will be awarded points based on the product of the ratio of the lowest Price Proposal divided by the next-lowest Price and multiplied by thirty (30) points.
3. The process will continue for each of the remaining Price Proposals, with points being awarded based on the product of the ratio of the lowest price divided by the respective Vendor's price; and multiplied by Thirty (30) points (i.e., the points awarded for the lowest Price Proposal), with such product rounded up to the nearest one hundredth (0.01) of a point.

<u>FOR EXAMPLE</u>:

<u>PROPOSER A</u> = $1,000,000.00 — <u>100,000</u> x 30 MAX = 30 Points
100,000

<u>PROPOSER B</u> = $1, 500,000.00 — <u>100,000</u> x 30 MAX = 20 Points
150,000

<u>PROPOSER C</u> = $1,800,000.00 — <u>100,000</u> x 30 MAX = 16.66 Points
180,000

COST PROPOSAL prices submitted will be considered *firm and fixed.* RIDOT will not increase the contract or any purchase order (either dollar amount or time) for items not included in the submitted proposal documents. Include a payment schedule and details of your pricing policy.

Technical and **Cost Proposals** will be evaluated separately. **COST Proposals** will remain sealed at RIDOA/Purchases until the technical scoring evaluation has been completed. The Technical Evaluation Group will then evaluate the qualifying **Cost Proposals** and the results will be integrated with the Technical review scores. This will result in a final ranking and recommended selection.

The State reserves the right to accept or reject any or all options, bids, proposals, to award based on cost alone, and to act in its best interest.

At any point during the review process, any proposal found to be substantially non-responsive will be dropped from further consideration.

L. RESERVATION OF RIGHTS

The State reserves to itself all rights (which rights shall be exercisable by the State in its sole discretion) available to it under applicable law, including without limitation, the following, with or without cause and with or without notice:

1. The right to cancel, withdraw, postpone or extend this RFP in whole or in part at any time prior to the execution of the contract by RIDOT, without incurring any obligations or liabilities.
2. The right to issue a new RFP.
3. The right to reject any and all submittals, responses and proposals received at any time.
4. The right to modify all dates set or projected in this RFP.
5. The right to suspend and terminate the procurement process for the Project, at any time.
6. The right to issue addenda, supplements, and modifications to this RFP.
7. The right to seek or obtain data from any source that has the potential to improve the understanding and evaluation of the responses to the RFP, including the right to seek clarifications from Respondents.
8. The right to permit Respondents to add or delete firms and/or key personnel until such time as RIDOT declares in writing that a particular phase of its review has been completed and closed.
9. The right to appoint and change appointees of the Evaluation Team.
10. The right to use assistance of outside technical and legal experts and consultants in the evaluation process.

11. The right to waive deficiencies, informalities and irregularities in a Proposal, review and accept a non-conforming Proposal or seek clarifications or supplements to a Proposal.
12. The right to disqualify any Consultant firm that violates any Federal and/or State laws and/or regulations.

M. ADMINISTRATIVE REQUIREMENTS AND NOTIFICATIONS

1. Proposals received shall be in accordance with guidelines as outlined in this request and the State's General Conditions of Purchase which may be accessed @ http://www.ridop.ri.gov.

2. All Respondents must register online at the Rhode Island Vendor Information Program (RIVIP) website at http://www.ridop.ri.gov. A complete *RIVIP Bidder Certification Cover Sheet* must accompany EACH proposal. Failure to make a complete submission inclusive of this document may result in disqualification. Call (401) 574-8100 and for the RIVIP Help Desk technical assistance. Office Hours are 8:30 am – 4:00 pm.

3. The Rhode Island Department of Transportation, in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000d - 2000d-4 and 49 C.F.R. Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, Disadvantaged Business Enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, sex, national origin, age, or disability in consideration for an award.

4. All costs associated with developing and submitting a proposal in response to this RFP, and to provide oral or written clarification of its content shall be borne by the Vendor. The State assumes no responsibility for these costs.

5. All pricing submitted will be considered to be firm and fixed for the subscription period.

6. Submissions in response to this solicitation are considered to be irrevocable for a period of not less than one hundred twenty (120) days following the established due date and may not be withdrawn without the express written permission of the State Purchasing Agent.

7. Responses misdirected to other State locations or which otherwise are not received by the State Division of Purchases by the established due date for any cause will be determined to be late and will not be considered. The office clock, for the purpose of registering the arrival of a document, is in the reception area of the Department of Administration (DOA), Division of Purchases, One Capitol Hill, Providence, Rhode Island.

8. Respondents are advised that all materials submitted to the State for consideration will be considered to be public records as defined in RI Gen Laws 38-2, without exception, and will be released for inspection immediately upon request once an award is made.

9. In accordance with RI Gen. Laws 7-1.1-1401, no foreign corporation (a corporation established other than in Rhode Island) has the right to transact business in this State until it has procured a Certificate of Authority to do so from the Office of the Secretary of State (401) 222-2357. If applicable, a copy of the Respondent's Certificate of Authority must be submitted prior to award.

10. There will be no stipend offered to Respondents who are not selected to provide the requested services. All costs associated with developing or submitting documents in response to this solicitation and/or in providing oral or written clarification of its content shall be borne by the Respondent. All materials received in response to this RFP shall become the property of the State and shall not be returned.

11. All Proposals submitted to the State become the property of RIDOT and are subject to the disclosure requirements of the Rhode Island Access to Public Records Act (APRA). Respondents are advised to familiarize themselves with the provisions of this Act to ensure that documents identified as confidential will not be subject to disclosure under APRA. In no event shall the State or RIDOT be liable to a Respondent for the disclosure of all or a portion of a Proposal submitted pursuant to this request not properly identified as confidential.

12. Each Respondent shall require its proposed team members to identify potential conflicts of interest or a real or perceived competitive advantage relative to this procurement. Respondents are notified that prior or existing contractual obligations between a company and a federal or state agency relative to the Project may present a conflict of interest or a competitive advantage. RIDOT, in its sole discretion, will make a determination relative to potential organizational conflicts of interest or a real or perceived competitive advantage, and its ability to mitigate such a conflict. Failure to abide by RIDOT's determination in this matter may result in a proposal being declared non-responsive. Conflicts of interest and a real or perceived competitive advantage are described in state and federal law, and, for example, may include, but are not limited to the following situations:

    a. An organization or individual hired by RIDOT to provide assistance in the development of RFPs.
    b. An organization or individual with a present or former contract with RIDOT to prepare planning, environmental, engineering, or technical work product for the Project, and has a potential competitive advantage because such work product is not available to all potential Respondents in a timely manner prior to the procurement process.

13. The State may, in its sole discretion, disqualify the Respondent from further consideration for the award of this contract if it is found after due notice and examination by the State that there is a violation of the RI Code of Ethics, Chapter 36-14.1 of the Rhode Island General Laws or any other statute involving the Respondent in the procurement of the contract.

14. All Respondents must have internal control systems in place that meet federal requirements for accounting. These systems must comply with requirements of 48 CFR 31*, "Federal Acquisition Regulations, Contract Cost Principles and Procedures."*

15. The Vendor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 *et seq*. and US DOT regulations, "Program Fraud Civil Remedies" 49 CFR Part 31 apply to its actions pertaining to the Project. Upon execution of the underlying contract, the Vendor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or cause to be made, pertaining to the underlying contract or the FHWA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Vendor further acknowledges that if it makes, or causes to be made, a false, fictitious or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Respondent to the extent the Federal Government deems appropriate.

16. The Vendor also acknowledges that if it makes, or causes to be made, a false, fictitious or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FHWA under the authority of 49 U. S. C. Chapter 53, the Government reserves the right to impose the penalties of 18 U S C § 1001 and 49 U S C § 5323(I) on the Vendor, to the extent the Federal Government deems appropriate.

17. The Vendor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal Assistance provided by FHWA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

18. The Vendor acknowledges and agrees that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or ward of the underlying Contract, absent the express written consent of the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the Recipient, Vendor or any other party (whether or not a party to that Contract) pertaining to any matters resulting from the underlying Contract. The Vendor agrees to include the above clause in each subcontract financed in whole or in part with Federal Assistance provided by FHWA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

19. In accordance with Section 504 of the Rehabilitation Act of 1973, as amended 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 *et seq*., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 *et seq*., the Vendor agrees that no qualified handicapped person shall, on the basis of handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity which receives Federal financial assistance.

20. Federal Equal Employment Opportunity (EEO) Requirements include but are not limited to:
    a. Nondiscrimination in Federal Public Transportation Programs:
       41 CFR 60-4.3 prohibits discrimination on the basis of race, color, religion, national origin, sex (including sexual orientation and gender identity), disability, or age, and prohibits discrimination in employment or business opportunity.
    b. Prohibition against Employment Discrimination: Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e, and Executive Order No. 11246 "Equal Employment Opportunity", September 24, 1965, as amended, prohibit discrimination in employment on the basis of race, color, religion, sex or national origin.

21. Reasons for Termination: The State may terminate the entire Contract, or any portion thereof, when the Vendor is prevented from proceeding with the prescribed work for any of the following reasons:

    a. An Executive Order of the President of the United States with respect to the prosecution of war; in the interest of national defense; or any civil emergency or natural disaster.
    b. An Executive Order of the Governor of the State with respect to a natural disaster or civil emergency.
    c. Court orders relating to energy consumption, and orders or injunctions obtained by third party action resulting from national or local environmental protection laws.

d. Discovery of unanticipated archaeological artifacts of a significant nature that would require extensive and time-consuming delays in the work for the purposes of identification, evaluation, and possibly recovery.

e. Occurrence of an unanticipated environmental situation of a significant nature that would require extensive and time-consuming delays in the work for the purposes of identification, evaluation, and possibly mitigation.

f. Any other circumstances beyond the control of either the Department or the Vendor that precludes the orderly prosecution or completion of the work and that is in the public interest. The Department shall terminate the Contract by delivering to the Vendor a Notice of Termination which shall specify the extent of the termination, the reasons therefore, and the effective date thereof.

22. Vendor firms shall permit RIDOT to review, at any time, all work performed under the terms of this Contract at any stage of the work, and to conform to all instructions and directives that may be issued by RIDOT.

23. Vendor firms, upon request by RIDOT, shall furnish statements as to the experience record of any person employed under this Contract and the anticipated or actual duties to be performed by that person.

Appendix A (General Specifications)

	YES	NO
Public Engagement Software-as-a-Service application		
Unlimited number of surveys for a fixed annual fee		
Unlimited support for unlimited users		
Provide software host online training and support		
Provided SaaS services to a minimum of six state Departments of Transportation within the past three years		
Pre-built survey templates that do not require customization		
Provides data on survey progress and information within the survey		
Includes education (information sharing) and comprehensive surveying simultaneously		
Templates allow participants to choose budget allocation preferences		
Templates allow participants to place markers on maps to indicate desired features, voice concerns, and rank priorities after seeing images or potential scenarios		
Templates provide for rating and/or selection of preferred potential alternatives/projects on a map after being presented with images, attributes, pro/con attributes, and costs		
No requirement to register or sign-up to participate in surveys		
Surveys take five (5) minutes or less to complete		
Surveys are accessible via desktop/laptop computer, tablet, or mobile phone		
Built-in social media links		
On-line access to standard reports (Charts, graphs, etc.)		
Pre-developed standard reports to analyze data		
Ability to download data to Excel		
Supports multiple browsers including but not limited to Internet Explorer, Firefox, Chrome, MacOS, Safari, etc.		
The software easily integrates into RIDOT's existing website, project pages, etc.		

Appendix B (Technical Specifications)

Technical Specifications	
Technology Architecture	
Optimal and minimum desktop (client) requirements	
Is content delivered through a web browser (which browsers supported?)	
Does the App Support native Apple and Android OS?	Yes/No
Administration Toolsets/Skills	
What programming languages and skills required to maintain software	
What tools are available to customize/modify software and database (example: add fields, change forms)	
Security	
What security tools are provided in software?	
Identify data encryption approach used	
Does system support active directory?	
Does system support single sign on?	
Network Bandwidth	
What are the bandwidth requirements for optimal performance?	

Appendix C (Data Center and Services)
*Attach additional pages if necessary

Data Center and Services	
Data Center	
Where is the data center and disaster recovery data center located?	
Network Bandwidth	
If ASP or SaaS, what are the internet bandwidth requirements for optimal performance?	
Contract	
Describe any minimum contract periods (example: Minimum of 5 year)	
After contract period, is it possible to transition to self-hosted model? Describe what is required for transition and cost	
Proposed Services	
Number of database instances (please list)	
Describe proposed disaster recovery services	
Describe proposed application availability service level	
Security	
Describe security including firewalls, authentication, and architecture of data center	
Describe network level security	
Describe physical security of data center	
Describe data center security policies including background checks on employees and other	

measures to protect confidentiality and sensitivity of RIDOT's data	
Identify disaster recovery, redundancy, and data backup options and procedures.	
Support	
Describe operations support	
Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly.	
Describe process for installing patches and updates	
Describe process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update	

Appendix D (Proposed Service Level Agreement)

With hosting services being provided, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy/penalty if guarantee is not met.

Proposed Service Level Guarantees			
Service	**Metric**	**Requirement/ Guarantee**	**Remedy if Not Met**
System Availability (Unscheduled Downtime)			
System Response (Performance)			
Issue Response Time			
Issue Resolution Time			
System Data Restore			
Implementation of System Patches			
Please list other proposed service levels			

Proposed Service Level Guarantees	
How is performance against service levels reported to the RIDOT	
Describe process for RIDOT reporting issue to the vendor	

Appendix E (Reference Form)

Please provide at least three (3) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Client:_____

PROJECT MANAGER/CONTACT:_____**TITLE:**_____

PHONE:_____ **E-MAIL:**_____

Software Program/Version:_____

Summary of Project:_____

_____

_____

Number of Employees: _____**Size of Operating Budget:** _____

TECHNOLOGY INFORMATION

Hosted? Yes_____ **No**_____ **If yes, hosting provider**_____

IMPLEMENTATION INFORMATION

Project Duration: _____

Initial Go-Live: _____

Describe Role on Project:_____

_____

_____

_____

Project Challenges: _____

_____

Major Accomplishments: _____

SOFTWARE AS A SERVICE FOR PUBLIC ENGAGEMENT FOR RIDOT PROJECTS
COST PROPOSAL
RFP# 7599878
APPENDIX F

Vendor Name:

Street Address:

City:

State/Zip Code:

Annual License/Subscription	$

Authorized Signature

Print Name

Title

The Vendor shall provide a lump sum annual license/subscription cost for software that is fully inclusive of all labor, profit, overhead, materials, equipment, support and all other incidental costs required under the scope of work. The annual license/subscription shall be the only eligible cost payable to the Vendor. Vendors that do not utilize this Cost Proposal sheet may be disqualified from further consideration.

CONSULTANTS

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS PRIMARY COVERED TRANSACTIONS FOR PRIME CONSULTANTS AND LOWER TIER PARTICIPANTS (SUBCONSULTANTS ETC.)

Appendix B - - certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions

INSTRUCTIONS FOR CERTIFICATION:

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, ineligibility And Voluntary Exclusion - - Lower Tier Covered Participants

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS PRIMARY COVERED TRANSACTIONS

In accordance with the code of Federal Regulations, Part 49 CFR Section 29.510, the prospective primary participant _____ (name of Authorized Agent), _____ (Title), being duly sworn (or under penalty of perjury under the laws of the United States), certifies to the best of his/her knowledge and belief, that its principals:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency;

b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a pubic (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification;

d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall list exceptions below.

Exceptions will not necessarily result in denial of award, but, will be considered in determining contractor responsibility. For any exception noted, indicate below to whom it applies, the initiating agency, and the dates of the action. Providing false information may result in criminal prosecution or administrative sanctions. If an exception is noted the contractor must contact the Department to discuss the exception prior to award of the contract.

_____

_____

_____

_____ _____

Signature of Authorized Agent Date

Certification for Federal-Aid Construction/Consultant Contracts

IN ACCORDANCE WITH PUBLIC LAW 101-1210 SECTION 319 (DEPARTMENT OF THE INTERIOR AND RELATED AGENCIES) THE PROSPECTIVE PARTICIPANT CERTIFIES, BY SIGNING AND SUBMITTING THIS BID OR PROPOSAL, TO THE BEST OF HIS/HER KNOWLEDGE AND BELIEF, THAT:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The prospective participant also agrees by submitting his or her bid or proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed $100,000 and that all such subrecipients shall certify and disclose accordingly.

(R.I.D.O.T. APPENDIX C)

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to Title 31, U.S.C. Section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.

2. Identify the status of the covered Federal action.

3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.

4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.

5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.

6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.

7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.

8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number, Invitation for Bid (IFB) number, grant announcement number, the contract, grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."

9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.

10. (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.
    (b) Enter the full names of the individual(s) performing services, and include full address if different from 10(a). Enter Last Name, First Name, and Middle Initial (MI).

11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.

12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.

13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.

14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity,not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.

15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.

16. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any o her aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (03-48-00-46), Washington, D.C. 20503.

Approved by
03-48-0046

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352 - 0348-0046
(see reverse for public burden disclosure)

1. Type of Federal Action: ☐ a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: ☐ a. bid/offer/application b. initial award c. post-award	3. Report Type: ☐ a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Report Entity: ☑ Prime ☐ Subawardee Tier ___, if known: Congressional District, if known:	5. If Reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: $	
10. a. Name and Address of Lobbying Entity: (if individual, last name, first name, mi):	10. b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, mi):	
11. Amount of Payment (check all that apply) $_____ ☐ actual ☐ planned	13. Type of Payment (check all that apply): ☐ a. retainer ☐ b. one-time fee ☐ c. commission ☐ d. contingent fee ☐ e. deferred ☐ f. other; specify:	
12. Form of Payment (check all that apply): ☐ a. cash ☐ b. in-kind; specify: nature _____ value _____		
14. Brief Description of Services Performed or to be Performed and Date(s) of Service, including officer(s), employee(s), or Member(s) contracted, for Payment indicated in Item 11 (Attach Continuation Sheet(s) SF-LLL-A, if necessary):		
15. Continuation Sheet(s) SF-LLL-A attached: ☐ yes ☑ no		
16. Information requested through this form is authorized by title 31 U.S.C. section 1352. this disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. any person who fails to file the required disclosure shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No: _____ Date: _____	
For Federal use Only:	Authorized for Local Reproduction Standard Form – LLL-A	

Approved by
03-48-0046

DISCLOSURE OF LOBBYING ACTIVITIES
CONTINUATION SHEET

Reporting Entity: _____ Page _____ of _____

Authorized for Local Reproduction
Standard Form - LLL-A

RIDOT 12/27/07

CONFLICTS DISCLOSURE POLICY

To ensure that the Rhode Island Department of Transportation (RIDOT) maintains the continued confidence and trust of the people of Rhode Island in carrying out its mission, prospective vendors must disclose any family (or other personal) relationships, associations or connections that the vendor, its affiliates, or employees, may currently have with any RIDOT employee. A Conflicts Disclosure Statement shall be submitted to RIDOT from the following:

- Owners;
- Directors;
- Principals;
- Officers, board members, or individuals with corporate authority;
- If the vendor is a partnership, the applicant's partners;
- If the vendor is a limited liability company, its members and managers;
- Employees with decision-making authority, including executive directors, managers or individuals in a similar position with corporate authority; and
- Shareholders with a controlling interest.

RIDOT 12/27/07

CONFLICTS DISCLOSURE STATEMENT

RE: _____

_____

I, _____ **hereby certify as follows:**

I am employed as a _____ **of** _____
[TITLE] **[COMPANY]**
and to the best of my knowledge:

PLEASE CHECK THE APPROPRIATE BOX:

☐ **I have no family or personal relations currently employed either on a full-time or part-time basis at the Rhode Island Department of Transportation.**

☐ **I do have family or personal relations currently employed at the Rhode Island Department of Transportation. Please list their name(s), title(s), and RIDOT Division(s) (if known):**

NAME	TITLE	RIDOT DIVISION

If necessary, please add any additional names as attachments hereto.

FOR ILLUSTRATIVE PURPOSES, FAMILY RELATIONS SHALL INCLUDE, WHETHER BY BLOOD, ADOPTION OR MARRIAGE, ANY OF THE FOLLOWING RELATIONSHIPS:

Father, Mother, Son, Daughter, Brother, Sister, Grandfather, Grandmother, Grandson, Granddaughter, Father-In-Law, Mother-In-Law, Brother-In-Law, Sister-In-Law, Son-In-Law, Daughter-In-Law, Stepfather, Stepmother, Stepson, Stepdaughter, Stepbrother, Stepsister, Half-Brother Or Half-Sister, Niece, Nephew, And Cousin

❖ *If you are unsure whether a relationship, association, or connection you have may need to be disclosed, please consult with RIDOT's Legal Office at (401) 222-6510.*

_____

SIGNATURE **DATE**

By signing this form you: (1) certify that the information contained in this form is complete and accurate to the best of your knowledge; and (2) acknowledge your continuing obligation to complete and submit a new Disclosure form when there is any change in your family or personal relations during the course of this Contract.

This document is used for internal RIDOT purposes only in order to address and avoid any potential conflicts at the inception of the contract process and to avoid any impropriety or the appearance of impropriety during the contract process. Any disclosures made hereto will not prejudice prospective vendors from selection.

USDOT Standard Title VI/Nondiscrimination Assurances for Contractors DOT Order 1050.2A

I, _____ _____, _____, a duly
authorized representative of _____
do hereby certify that the organization affirmatively agrees to the provisions set forth by *U.S. DOT Order 1050.2A, DOT Standard Title VI Assurances and Non-Discrimination Provisions (April 11, 2013)*

_____
Signature

_____
Date

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.

4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

    a. withholding payments to the contractor under the contract until the contractor complies; and/or
    b. cancelling, terminating, or suspending a contract, in whole or in part.

6. **Incorporation of Provisions**: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

<u>Pertinent Non-Discrimination Authorities:</u>

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq*.), (prohibits discrimination on

the basis of sex);

- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq*.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq*.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq*).

Last Update: November 2017