

State of Oregon



COVER SHEET

OREGON STATE POLICE

ASSET MANAGEMENT AND CONTROL SYSTEM

REQUEST FOR PROPOSALS (RFP) **102-1639-09**

Date of Issue: November 17, 2009

Proposal Due Date: December 22, 2009;

2:00 PM (Pacific Time)

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SECTION 1: GENERAL INFORMATION

1.1 SUMMARY OVERVIEW

The State of Oregon, acting by and through its Department of Administrative Services, State Procurement Office (“DAS SPO”), on behalf of Oregon State Police (“OSP” or “Department”) issues this RFP for a commercial off the shelf (COTS) package for a Department wide Asset Management and Control System. OSP operates a stockroom through which uniforms, badges, weapons, ammunition, and other operating equipment is purchased, distributed, stored, and destroyed. A fleet of vehicles, including motorcycles and boats, are also purchased, operated, maintained, and removed from inventory as surplus. The stockroom and fleet operations are the first two operations OSP would like to automate using a COTS package.

OSP is also interested in tracking facilities leased and operated by the Department; tracking large and small purchases of services and capital outlay; all computer equipment owned and maintained by OSP; and all communication and video equipment (cell phones, Bluetooth equipment, radios).

The Department currently uses various Microsoft Access databases, Microsoft Excel spreadsheets and paper records within its various divisions to manage its inventory of fixed and disposable assets. These methods and tools are largely independent of each other; data sharing between them is limited. Interfaces between systems are often manual and cause inaccuracies and inconsistencies and creates an additional workload for people who must use information drawn from across the Department.

Rather than develop new software, it is OSP’s intent to select one Contractor with experience working with public law enforcement organizations which can supply, operate and support a configured COTS package that best meets the Department’s needs. Supplemental Services include but are not limited to:

- o Hosting the application and providing web-based access
- o Hosting the application as a leased product on the Proposer’s hardware
- o Optionally modifying the software to better meet the Department’s requirements
- o Implementing the new System in an agreed upon Contractor or Department hardware environment
- o Training Department staff to use the System
- o Optionally migrating existing Department data into the System
- o Providing specified technical support and maintenance of the System

The goal of this project is to obtain a single, integrated System which can be used across the Department. The planned approach for the project is to incrementally

introduce the new system to the various divisions within the Department, optionally migrating division data to the new system and training the associated staff in the use of the tool during each increment.

The Contract resulting from this procurement is anticipated to start in March 2010. The initial Contract term shall be for two (2) years. DAS SPO reserves the right to extend the term of the Contract twice in increments of two (2) years, for a total length of six (6) years.

1.2 SCHEDULE OF EVENTS:

Event	Date	Time (Pacific Time)
Solicitation Release	November 17, 2009	See ORPIN System
Pre-Proposal Conference	November 25, 2009	9:00 ☒ AM ☐ PM
Deadline for Questions / Clarifications / Protests	December 8, 2009	2:00 PM
Closing Date and Time for Submittals	December 22, 2009	2:00 PM
Announcement of Competitive Range (approximate)	1/12/10	
Protest of Exclusion from Competitive Range	Seven days from Announcement of Competitive Range	2:00 PM
Demonstrations/Proof of Concept (approximate)	1/20/10 – 2/3/10	
* Posting of Notice of Intent to Award (approximate)	2/10/10	See ORPIN System
Protests of Award	7 days from Notice of Intent to Award	2:00 PM
* Contract Execution (approximate)	3/1/10	See ORPIN System

DAS SPO reserves the right to modify these dates at any time, with appropriate notice to prospective Proposers as posted on ORPIN. *The dates specified for these activities are estimates only and are based on the proposal evaluation process specified.

1.3 DEFINITION OF TERMS:

For the purposes of this RFP, the following definitions will be used:

“Addendum” means an addition to or deletion of, a material change in, or clarification of, the RFP. Addenda shall be labeled as such, issued by DAS SPO, and shall be made available to all interested Proposer as set forth in this RFP.

“Affected Proposer” means a Proposer whose ability to participate in a procurement is adversely impaired by an DAS SPO decision.

“Closing Date and Time” means the date and time on or before all Proposals must be submitted.

“Contractor” when capitalized, means the Proposer, consultant or consulting firm which is awarded the Price Agreement contract resulting from this solicitation.

“ORPIN” means the Oregon Procurement Information Network which is the State of Oregon’s automated procurement system and can be found at <http://orpin.oregon.gov/open.dll/welcome>.

“OSP” means Department of Oregon State Police.

“Proposal” means Proposal submitted in response to this RFP.

“Proposer” means a person, organization or governmental entity submitting a Proposal.

“Responsible” means an entity who meets the standards of responsibility as described in ORS 279B.110.

“Responsive” means having the characteristic of substantially complying in all material respects with applicable solicitation procedure and requirement and the RFP.

“RFP” means Request For Proposal.

“State” means the State of Oregon.

“Successful Proposer” means the person, organization or governmental entity to which the award is made.

1.4 SINGLE POINT OF CONTACT:

All questions or protests about the technical requirements of this RFP, contractual requirements, or the procurement process must be directed to the person identified on the cover sheet of this RFP.

SECTION 2: SOLICITATION PROCESS

2.1 PROCUREMENT AUTHORITY: DAS SPO is conducting this RFP pursuant to its authority under ORS 279A.050(7) and OAR 125-246-0170(3).

2.2 PROCUREMENT METHOD: DAS SPO intends to use the competitive sealed Proposal method, pursuant to ORS 279B.060 and OAR 125-247-0261. DAS SPO intends to conduct any combination of the following methods for Competitive Sealed Proposals – Multistep Solicitation: a). Competitive Range; b). Discussions and Revised Proposals; c). Best and Final Offers; d) Multistep Proposals; e) Revised Rounds of Negotiations; and f). Negotiations.

2.3 PRE-PROPOSAL CONFERENCE: DAS SPO will hold a Pre-Proposal Conference to answer general questions and to clarify any program issues. Questions will be recorded by DAS SPO and will be answered as set forth in Section 2.5. Verbal comments made by DAS SPO at the Pre-Proposal Conference are not binding.

Attendance at the Pre-Proposal Conference is voluntary. A telephone bridge will be set up so possible Proposers may call in rather than attend the conference in person. Attendance shall be recorded, but those Proposers that do not attend will not be excluded from submitting a Proposal. An explanation of the solicitation shall be given. Attendees shall have the opportunity to ask questions of Agency program staff which may clarify Agency expectations.

The Pre-Proposal Conference is a forum in which potential Contractors may request in writing a change to the requirements contained in the RFP. DAS SPO shall take all written requests to change requirements under advisement. Changes to the RFP, if any, shall be in the form of a written Addendum to the RFP and posted on ORPIN. Verbal comments made by DAS SPO or OSP at the Pre-Proposal Conference are not binding.

The Pre-Proposal Conference will be held at:

Oregon State Police, State Fire Marshal's Office
4760 Portland Rd NE
Salem, OR 97305

Please report to the front reception desk and provide ID, as requested.

2.4 ORPIN SYSTEM:

2.4.1 RFPs, including all Addendum and attachments, are posted on the Oregon Procurement Information Network (ORPIN System) as part of the solicitation document and will not be mailed to prospective Proposer. Proposer without access to the ORPIN System may download copies at DAS SPO, 1225 Ferry St. SE –

U140, Salem, Oregon. Proposer may also order hard copies from the DAS SPO for a fee (\$0.10 per page).

2.4.2 ATTACHMENTS: If an Exhibit, Attachment or Addendum is used that cannot be viewed or downloaded through the ORPIN System, the solicitation will include instructions on how to obtain these documents.

2.4.3 SOLICITATION ADDENDA: RFP Addenda are incorporated with the original solicitation and can be viewed and downloaded by registered suppliers. Proposers should consult ORPIN regularly until the solicitation Closing Date to assure that they have not missed any Addenda announcements. DAS SPO is not responsible for sending Addenda to any potential Proposers, whether requested or not. It is the sole responsibility of each Proposer to obtain all Addenda information from the ORPIN System. **By submitting a Proposal, each Proposer thereby agrees that it accepts all risks associated with or related to its failure to obtain Addenda information.** DAS SPO accepts no claim or responsibility if the ORPIN System goes down.

2.4.4 ORPIN SYSTEM USAGE: Proposers unfamiliar with the ORPIN System may contact DAS SPO at 1225 Ferry St. SE - U140, Salem, OR 97301-4285; telephone number (503) 378-4642.

2.4.5 ORPIN SYSTEM REGISTRATION INFORMATION: Proposer are responsible for ensuring that their registration information is current and correct. DAS SPO accepts no responsibility for missing or incorrect information contained in the supplier's registration information in the ORPIN System.

2.5 REQUESTS FOR CLARIFICATIONS/QUESTIONS:

All inquiries, whether relating to the solicitation process, administration, deadline or award, or to the intent or technical aspects of the services must be submitted, in writing, to the person identified on the cover page of this RFP (mail, fax or email are acceptable) by the deadline identified in Section 1.2. **No telephone questions will be accepted or considered.**

Requests must include:

- Identify the Proposer's name and be signed by the Proposer's authorized representative.

- Clearly reference this RFP Number.

- Refer to the specific RFP paragraph number and page and should quote the passage being questioned.

- Be received as described above by the deadline identified in the Schedule of Events, Section 1.2.

DAS SPO will respond to questions and will post answers on the ORPIN system as described in Section 2.4. When appropriate as determined by DAS SPO, in its sole

discretion, revisions, substitutions, or clarifications of the RFP or attached terms and conditions will be issued by Addendum to this RFP

Interpretations, corrections or changes to this RFP will be made by written Addendum, and posted to the ORPIN System. Interpretations, corrections or changes to this RFP made in any other manner will not be binding on the State of Oregon.

2.6 PROTEST OF RFP:

This is the Proposer's only opportunity to protest the provisions of this RFP, including but not limited to, the solicitation process, technical specifications, statement of work requirements and contract terms and conditions.

Proposer may submit a written protest of anything contained in the RFP. Prospective Proposer must submit protests to the person identified in the cover sheet of this RFP by the deadline specified in Section 1.2 of this RFP. DAS SPO will not consider any protest received after this deadline.

Protests must include:

- The identity of the Proposer;
- A clear reference to this RFP Number;
- Reason for the protest;
- Proposed changes to the RFP provisions, Statement of Work or Contract Terms and Conditions; and,
- All required information as described in ORS 279B.405(4)

DAS SPO will address all timely submitted protests within a reasonable time following DAS SPO's receipt of the protest and will issue a written decision to the Proposer who submitted the protest. Protests that do not include the required information as stated above may not be considered by DAS SPO. Written protests may be submitted in the following methods:

- ☒ Faxed Protest submitted to person identified on the Cover Sheet of this RFP.
- ☒ Emailed Protests submitted to person identified on the Cover Sheet of this RFP.
- ☒ Letter submitted to person identified on the Cover Sheet of this RFP.

2.7 ADDENDA:

DAS SPO will advertise Addendum only on the ORPIN System. Proposer is responsible for checking the ORPIN System to determine whether an Addendum has been issued.

Addenda are incorporated into the RFP by this reference and can be viewed and downloaded by registered firms. Proposer should consult ORPIN System regularly until the Closing Date and Time to assure that they have not missed any Addendum announcements. DAS SPO is not responsible for sending Addendum to any potential Proposer, whether requested or not.

2.8 PROTEST OF ADDENDUM:

Unless a different deadline is set forth in the Addendum, prospective Proposer may submit a protest of the Addendum by the close of the next business day after the issuance of the Addendum, or no later than 2:00 PM Pacific Time on the last day allowed to submit a Solicitation protest under OAR 125-247-0430, whichever is later. The Addendum protest must be submitted in the same manner as a protest of the RFP under subsection 2.6 above.

SECTION 3. INSTRUCTIONS TO PROPOSER

3.1 ACCEPTANCE PERIOD:

Unless otherwise specified herein, Proposals are firm offers for a period of 120 calendar days from the Closing Date and Time.

3.2 PROPOSAL SUBMISSIONS (GENERAL):

3.2.1 PROPOSAL FORMAT:

Proposer should describe in detail how they will meet the requirements of this RFP and may provide additional related information with their Proposal. The Proposal must be presented in a format that corresponds to, and references, the sections contained in the technical proposal, specifications and statement of work. Responses to each section and subsection should be labeled to indicate which item is being addressed.

Proposals must be organized into four primary sections:

- Proposal Cover Sheet & Certification (Attachment A)
- Technical Proposal
- References
- Price Proposal (Attachment B)

Proposals should be straightforward and concise and provide “layman” explanations of technical terms that are used. Emphasis should be focused on responding to the RFP requirements, on providing a complete and clear description of the Proposal, and conforming to the RFP instructions. If a complete response cannot be provided without referencing supporting documentation, Proposer must provide such documentation with the Proposal indicating where the supplemental information can be found. Proposals that merely offer to provide supplies and services as stated in

this RFP may be considered non-responsive and may not be considered for further evaluation.

DAS SPO prefers to receive Proposals with an index and tabs identifying separate sections. In a joint effort to save costs, reduce waste and produce energy savings, Proposers should use standard 8-1/2" x 11" recycled paper and are encouraged (**not required**) to use recyclable binders.

Pricing must be submitted in a separate sealed envelope with the Proposal.

3.2.2 QUANTITY OF PROPOSALS TO BE SUBMITTED

One (1) signed original, five (5) double-sided copies and one (1) compact disk of the Proposal and all required supporting information and documents must be submitted on or before the Closing Date and Time. Proposer shall submit one (1) original Proposal marked "MASTER." Envelopes, packages or boxes containing the original and the copies should be marked in accordance with subsection 3.2.3. If discrepancies are found between the copies, or between the original and copies, the original "MASTER" will provide for the basis of resolving discrepancies. If one document is not clearly marked "MASTER," DAS SPO reserves the right to use the original as the Master. If no document can be identified as an original, Proposer's Proposal may be rejected at the discretion of DAS SPO.

3.2.3 ENVELOPE, PACKAGE OR BOX LABEL:

Proposals must be clearly labeled and submitted in a sealed envelope, package, or box bearing the following information:

Name of Proposer
RFP Number
Closing Date and Time

Proposer is solely responsible for ensuring that their Proposals are received by DAS SPO in accordance with the solicitation requirements, before the Closing Date and Time, and the place specified on the cover sheet of this RFP. DAS SPO shall not be responsible for any delays in mail or by common carriers or by transmission errors or delays or mistaken delivery. Proposal deliveries made to another location other than to the address identified on the cover letter of this RFP will be considered non-responsive unless re-delivery is made to the address identified on the cover sheet of this RFP before the Closing Date and Time. **Proposals may NOT be submitted by facsimile. Faxed Proposals will not be evaluated.**

3.2.4 PROPOSAL MODIFICATIONS:

It is the responsibility of the Proposer to ensure that modified Proposals are submitted before the Closing Date and Time. All modifications made to a Proposal before submission must be made in ink and must be properly initialed by Proposer's authorized representative. Proposals that contain omissions or improper erasures or irregularities may be rejected.

Any Proposer who wishes to make modifications to a Proposal already received by DAS SPO must first withdraw its Proposal in order to make the modification. Withdrawals must be made in accordance with subsection 3.2.5. The revised Proposal may then be resubmitted in accordance with the provisions of this RFP.

No oral, electronic, telegraphic, faxed, or telephonic Proposals or modifications will be considered. **Proposals or modifications to a Proposal may NOT be submitted by facsimile.**

3.2.5 PROPOSAL WITHDRAWAL:

If a Proposer wishes to withdraw a submitted Proposal, it must do so prior to the Closing Date and Time. The Proposer must submit a written notice to withdraw, signed by the authorized representative and submitted to the person identified on the cover sheet of this RFP.

3.2.6 LATE PROPOSALS:

The Closing Date and Time identified in subsection 1.2, or as modified by Addenda, is FIRM. Proposals will **NOT** be accepted for consideration in the evaluation process after the Closing Date and Time and late Proposals will be returned to the Proposer.

3.3 PROPOSAL SUBMISSION REQUIREMENTS (MANDATORY):

Each Proposal must comply with the following requirements, which will be evaluated on a Pass/Fail basis. Failure to provide any of the information in this section **WILL** result in rejection of the Proposal. DAS SPO reserves the right to determine which Proposals meet the Proposal Submission Requirements of this RFP.

3.3.1 SUBMITTAL DEADLINE:

Proposals must be submitted before the Closing Date and Time. Proposals will **NOT** be accepted after the Closing Date and Time and late Proposals will be returned to the Proposer. DAS SPO reserves the right to extend the Closing Date and Time when it is in the best interest of the State.

3.3.2 PROPOSAL COVER SHEET:

The Proposer **must** include in their Proposal Submission the attached Proposal Cover Sheet and Certification (Attachment A) signed by a duly authorized representative empowered to legally bind the Proposer to the Proposal submission. Proposer's signature and submission of a signed Proposal in response to the RFP constitutes Proposer's affirmation that:

- a. the Proposer, acting through its authorized representative, has read and understands all RFP instructions, specifications, and terms and conditions contained within this RFP and addenda, if any;

- b. the Proposer certifies that its Proposal has been arrived at independently and has been submitted without any collusion designed to limit independent proposals or competition;
- c. the Proposer is bound by, and will comply with, all requirements, specifications and contract terms and conditions contained within this RFP, including addenda, if any;
- d. the Proposer will provide its federal employee identification number or social security number with Proposal submission;
- e. all information provided within its Proposal is true, accurate and complete, and;
- f. Proposer has not and will not discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, women or emerging small business enterprise certified under ORS 200.055.

3.3.3 AUTHORIZED SIGNATURE:

Every Proposal must be signed by the person or persons legally authorized to bind the Proposer to the Proposal submission and the contract resulting from this RFP. Upon request by DAS SPO, any representative submitting a Proposal on behalf of the Proposer shall provide a current power of attorney or other document certifying the representative's authority to bind the Proposer. Upon request of DAS SPO, a corporation shall provide a certified copy of the bylaws or resolution of the board of directors showing the authority of the officer signing the Proposal to execute contracts on behalf of the entity.

3.3.4 REFERENCES

Proposer must provide three (3) references from similar projects performed for any clients within the last four (4) years. Information provided must include:

- Client Name, telephone number and address;
- Project Description;
- Project Dates (starting and ending);
- Proposer's role in the Project
- Technical environment;
- Staff assigned to reference engagement that will be designated for work per this RFP; and
- Client project manager name and telephone number.

DAS SPO will check and score references to determine if references provided are supportive of the Proposer's ability to comply with the requirements of this RFP. Failure to provide complete and accurate information in Proposal may be cause for rejection. DAS SPO may conduct other reference checks with persons whose names have not been provided by Proposer, but DAS SPO is aware of Proposer's business relationship. DAS SPO may use references to obtain additional information, break tie scores, or verify any information needed.

DAS SPO will make reasonable attempts to contact each of the three references provided by the Proposer. If these attempts are unsuccessful, the Proposer will not

receive consideration or points for that reference. DAS SPO reserves the right to contact any other references beyond those submitted by Proposer at DAS SPO's discretion.

3.3.5 TECHNICAL PROPOSAL REQUIREMENTS:

Proposals must include a Technical Proposal that provides the following information for the Proposer and any subcontractor organizations proposed to be used on the Project. Technical Proposals must not reference or identify cost information or rates.

A. Project Approach

At a minimum, the Proposal must include the following information:

- i. A statement of the Proposer's understanding of the Department's objectives and issues to be resolved by this engagement.
- ii. A description of the Proposer's plan to accomplish the Statement of Work as identified in Exhibit A of Attachment E – Sample Contract, which must include, but not be limited to, a preliminary management and task plan which, at a minimum, includes:
 - a. A work breakdown structure for each Task and Deliverable required by the Statement of Work.
 - b. Task descriptions and associated proposed staffing assignments including titles, roles, and responsibilities for each Task and Deliverable required by the Statement of Work.
 - c. A statement which describes the availability and accessibility of each proposed Project team member to the Department and identifies the percentage of time that each proposed Project team member will be able to devote to each Deliverable and to be on-site at OSP facilities to perform their respective duties.
- iii. A proposed time line for completion of each Task and Deliverable that meets the requirements defined in the Statement of Work;
- iv. The proposed strategy and methodology for completing the work required by the Statement of Work; including but not limited to project management, mitigation of risks including team member turnover and scheduling delays, system development life cycle, software engineering processes, development and testing tools and environments, and other relevant information regarding strategy and methodology that the Proposer uses to manage and to deliver software projects.
- v. A description of the methods, processes, and tools proposed to facilitate communication and coordination with OSP. Specifically describe how the Proposer

will communicate progress, manage issues, and facilitate successful deliverable creation and handoff.

- vi. A description of the processes and tools the Proposer has in place for deliverable and code inspection, quality control and assurance, and configuration and integration management.
- vii. A description of the operating environment, including data center, computer system and network environment required to host Proposer's solution system.
- viii. A description of Proposer's data center procedures, management procedures and management controls which would be used to successfully host their proposed system.

B. Corporate Capability

At a minimum, the proposal must include the following information:

- i. A description of the Proposer's corporate background and experience which shall include, but not be limited to:
 - a. A statement indicating the number of years that the Proposer has been in business providing services to complete projects of similar size and scope to the project identified in this RFP.
 - b. A description of the firm's organization, history, general qualifications and experience in providing services to complete projects for other state police organizations of similar size and scope to the Project identified in this RFP.
 - c. A statement detailing any subcontracting firms or individual subcontractors that may be engaged as part of the Proposal to this RFP, with those entities and the services they will provide clearly identified.
- ii. A description of the Proposer's management and organizational structure, including relationship with the management of this Project if awarded.
- iii. Disclose any and all judgments, current, pending or expected litigation, or other real or potential financial reversals that may materially affect the Proposer's or subcontractor's viability or stability, or warrant that no such condition is known to exist.
- v. Disclose any instances in the preceding three years from this RFP in which the contract performance of the Proposer or subcontractor was placed into formal dispute by its client, whether or not any such dispute resulted in contract termination or default. Describe in the disclosure those means used to resolve the dispute. Formal dispute is defined as written notice from its client alleging Proposer's or

subcontractor's nonperformance or poor performance based upon the subject contract terms and conditions.

- vi. A description of the proposed software's current install base, client support and availability, product upgrade frequency and strategy, and process for infrastructure version changes such as changes to the database or application servers.
- vii. Proposer's ability to support a hosted solution including average uptime statistics and average frequency of unscheduled downtime.

C. Proposed Project Team Experience, Qualifications, References and Capacity

At a minimum, the proposal must include the following information:

- i. Describe the proposed staffing approach. Identify the Project team; including titles, roles, and responsibilities of each proposed Key Person (as described in Section 3.3.6) and other relevant personnel. For each proposed Project team member identified, provide a current resume that covers, at a minimum, the following:
 - a. Past performance, history and experience relating to the performance of similar work for projects of similar size, scope and complexity as required by this RFP and specifically as required by Statement of Work.
 - b. Qualifications, education and training, relevant certification by an accredited school or association relating to the performance of similar work as required by this RFP and specifically as required by Statement of Work.
 - c. Three professional references with contact person's name, title, current telephone number, and current electronic mail address for the purpose of reference checking.
- ii. Describe how the Proposer plans to accommodate the level of work required by the Statement of Work, including without limitation any restrictions on current or projected assignments and work location of proposed Project team members and their effect, if any, on their respective ability to perform the services proposed for this Project.
- iii. Proposer's internal procedures and policies related to work quality and cost control, including customer escalation procedures with Contractor's executive management where appropriate.

D. General Requirements

At a minimum, the proposal must include the following information:

- i. Acceptance of requirements and, where appropriate, description of Proposer plans to accomplish the work as described in Exhibit A – Statement of Work located in Attachment E – Sample Contract.
- ii. Any Peripheral Agreements are required to be included in Proposer's Technical Proposal, including End User License agreement and a Maintenance and Support Agreement. Unless incorporated into the final Contract, Peripheral Agreements will be negotiated separately.

E. Business Requirements

- i. At a minimum, the Proposal must include the following information for all Business Requirements and complete the form Attachment C, Business Requirements:
 - a. A description of how the proposed solution meets each requirement or answers each question in the Business Requirements document.
 - b. If customization of the proposed software is required to fulfill a requirement, note what percentage of the functionality will require customization.
 - c. Indicate if each mandatory or desirable requirement is met ("Y" for "Yes" the proposed solution will fulfill the requirement), or not met ("N" for "No" the proposed solution does not fulfill the requirement). The Checklists also requires Proposer to identify whether the requirement is met "now", "now but not yet released", "customization at no charge", "customization at an additional cost", "partially available", or "not available". Proposers shall identify how much customization is required to meet the specification and shall put the cost, if any, for the customization in Attachment B.

Proposals submitted that include any mandatory marked with an "N" response may be deemed non-responsive.

F. Technical Requirements

- i. At a minimum, the proposal must include the following information for all Technical Requirements, both mandatory and desirable, and complete the form Attachment D, Technical Requirements:
 - a. A description of how the proposed solution meets each requirement or answers each question in the Technical Requirements document.
 - b. If customization of the proposed software is required to fulfill a requirement, note what percentage of the functionality will require customization.

- c. Indicate if each mandatory or desirable requirement is met (“Y” for “Yes” the proposed solution will fulfill the requirement), or not met (“N” for “No” the proposed solution does not fulfill the requirement). The Checklists also requires Proposer to identify whether the requirement is met “now”, “now but not yet released”, “customization at no charge”, customization at an additional cost”, “partially available”, or “not available”. Proposers shall identify how much customization is required to meet the specification and shall put the cost, if any, for the customization in Attachment B.

Proposals submitted that include any mandatory marked with an “N” response may be deemed non-responsive.

G. End User Training

At a minimum, the proposal must include the following information:

- a. A description of the Proposer’s background and experience in successfully conducting training;
- b. A description of the Proposer’s training methodology;
- c. Sample training materials that are representative of what will be used on this Project;
- d. A description of the Proposer’s plan to meet Project training requirements.

3.3.6 RESERVED

3.3.7 PRICE PROPOSAL:

Proposer must complete its price proposal using Attachment B – Price Proposal Form and submit with the Proposal. Attachment B consists of 3 tabs. The tabs are titled “Price Proposal Form”, “Att. C Customization Costs”, and “Att. D Customization Costs”. ***Price Proposal Form must be submitted in a separate sealed envelope with the Proposal.***

SECTION 4: EVALUATION

4.1 EVALUATION COMMITTEE:

Proposals will be evaluated by an Evaluation Committee for completeness and compliance with the requirements of this RFP. If the Proposal is unclear, Proposer may be asked to provide clarification. During the evaluation of Proposals, Proposers must respond to any request for clarification from the Evaluation Committee within 48 hours of request. Inability of the Evaluation Committee to reach a Proposer for clarification or failure of a Proposer to respond within the time

stated may result in rejection of that Proposer's Proposal. No new information or documentation may be substituted.

Proposals received on time will be reviewed against the pass/fail Proposal submission requirements identified in subsection 3.3. Proposals meeting Proposal submission requirements will be forwarded to an Evaluation Committee that will independently review, score and rank Proposals according to the scoring criteria set forth in subsection 4.2.

4.2 EVALUATION AND SCORING CRITERIA:

Scoring will be based on the categories described below. The Proposer must describe how Proposer (or firm) meets the requirements that are specified in this RFP as related to the subsections below.

4.2.1 SCORED CRITERIA

A. PROJECT APPROACH (Refer to Section 3.3.5.A.)

50

- i) Proposers plan and timeline for each phase of the Project,
- ii) Strategy and methodology used to communicate the implementation of the Project,
- iii) Project management and communication structure.
 - a. Does it address the objectives and goals for this Project?
 - b. Does the plan contain adequate staffing and resources?
 - c. Are the timelines and deliverables in the plan appropriate and meet OSP's needs?
 - d. Is there a contingency plan for unforeseen strategies?
 - e. Does the communication plan present regular progress and adequate reporting to OSP?
 - f. Is the quality control and assurance plan acceptable level for OSP?
 - g. Are there adequate procedures in the plan for acceptable project management and support?

B. CORPORATE CAPABILITY (Refer to Section 3.3.5.B)

20

- i) Background and experience with similar Projects,
- ii) Management and organizational structure,
- iii) Methodology for Product upgrades and maintenance
- iv) Maintenance of System.
 - a. Does the Proposal and its corporate structure, background & experience support its ability to complete this Project?
 - b. Does it present itself to provide efficient level of project management of its resources and subcontractors, including its data storage solution?
 - c. Does the Proposal and its corporate structure present a solid financial status to be able to carry through and complete this project in a timely manner?

- d. Does the Proposal and its corporate structure able to or have the ability to resolve dispute and will have the capability for dispute resolution?
- e. Does the Proposal include satisfactory plan for software support, update, and maintenance?
- f. Does the Proposal include hosted solutions.

C. PROJECT TEAM EXPERIENCE, QUALIFICATIONS AND CAPACITY 30
 (Refer to Section 3.3.5.C)

- i) Plan for staffing Project,
 - ii) Proposer and staff past performance, responsiveness, education, training and experience.
 - iii) Quality and cost control procedures.
- a. Does each submitted resume support sufficient qualifications, education, training & experience to carry the project through completion?
 - b. Will the formed team, as proposed, able to work efficiently and will it be capable of carrying the project through completion?
 - c. Is the staffing plan for this project give assurance for quality work and cost control through the entire project, as proposed?

D. GENERAL REQUIREMENTS (Refer to Section 3.3.5.D) 30

- i) Implementation plan – acceptance of requirements
 - ii) Proposed license agreement, terms and conditions
- a. How well will the Proposer plans accomplish the Statement of Work?
 - b. Does the proposed plan achieve the required assurances and acceptance requirements?
 - c. Will the End User License Agreement provide long term use of the system, as proposed?
 - d. Will the End User License Agreement protect OSP's interest and objectives for this project and system?

E. BUSINESS REQUIREMENTS 240
 (Refer to Section 3.3.5.E)

- i). Requirements Documentation method(s)
 - ii) Requirements traceability through implementation
 - iii) User documentation provided (form and content)
- a. Does the proposed plan sufficiently provide methods to start and complete the project timely?
 - b. Does the proposed documentation plan provide satisfactory form and content to meet OSP's needs for implementation and continued use by OSP staff?

- c. Does the proposed documentation plan provide adequate content for OSP IT Services to manage the project software, as needed?

F. TECHNICAL REQUIREMENTS

600

(Refer to Section 3.3.5.F)

- i) Off-the-shelf capabilities
- ii) Customized capabilities
- iv) Customization approach
 - (1) Design/development methods
 - (2) Quality Assurance processes
 - (3) Configuration management approach
- v) Maintenance support and change management methods
- vi) Technical documentation provided (form and content)

G. EDUCATION AND TRAINING (Refer to Section 3.3.5.G)

20

- i) Proposer and staff background and experience,
 - ii) Training methodology
 - iii) Plan for Department training and System rollout.
- a. Does the proposed staff training promote quality training resulting in enabling OSP staff to use the system in efficiently?
 - b. Are the Proposal's trainers capable of providing adequate training based on their background and experience in conducting training?
 - c. Does the proposed training methodology meet OSP's needs and provide the necessary knowledge for OSP staff to use the inventory system successfully?
 - d. Will the training strategy promote independence (less reliance) from Contractor and allow OSP to someday manage the system with minimum assistance from Contractor?
 - e. Is there a "Train the Trainer" component to the training strategy?

H. REFERENCES (Refer to Section 3.3.4)

10

DAS SPO will contact each of the three (3) references identified by Proposer regarding the past performance of the Proposer with respect to its successful performance of similar projects, compliance with contractual obligations, completion of services on schedule, etc.. Each of the three references will be contacted and asked to rate the Proposer's performance on a scale of one (1-low) to five (5-high) for each question.

I. PRICING (Refer to Attachment B)

200

Maximum amount of points that can be awarded for the lowest total cost under this solicitation is two hundred (200) points. All other bidders' total cost proposal points will be calculated according to the formula:

Points awarded = ((lowest proposed cost)/(Proposer's proposed costs)) * (maximum possible points)

An example of how the cost point scores will be calculated is shown below.

In this EXAMPLE the lowest total cost is \$20,000 and worth the maximum of two hundred (200) points:

- Proposer **A** proposes a total cost of: \$40,000
- Proposer **B** proposes a total cost of: \$30,000
- Proposer **C** proposes a total cost of: \$20,000

All Proposers meet all mandatory requirements. In this EXAMPLE we show only proposed total costs. The Proposer would receive the following points.

- Proposer A
Total Cost: \$40,000 = 100 points [$\$20,000/\$40,000 * 200 = 100$]
- Proposer B
Total Cost \$30,000 = 400 points [$\$20,000/\$30,000 * 200 = 400$]
- Proposer C
Total Cost: \$20,000 = 200 (LOWEST price) [$\$20,000/\$20,000 * 200 = 200$ points]

In this example "Proposer C" would be the lowest Responsible Proposer.

Evaluation Summary

The following is a summary of the evaluation criteria with the point values assigned to each.

EVALUATION CRITERIA	Maximum Points Possible
A. PROJECT APPROACH	50
B. CORPORATE CAPABILITY	20
C. PROJECT TEAM EXPERIENCE, QUALIFICATIONS AND CAPACITY	30
D. GENERAL REQUIREMENTS	30
E. BUSINESS REQUIREMENTS	240
F. TECHNICAL REQUIREMENTS	600
G. EDUCATION AND TRAINING	20
H. REFERENCES	10
I. PRICE PROPOSAL	200
Total Maximum Points	1200
J. PRESENTATION AND DEMONSTRATION (SECTION 4.2.3)	100

4.2.2 RANKING OF PROPOSALS & DETERMINATION OF COMPETITIVE RANGE

After the results of the scores from steps A - I are compiled, the THREE Proposers with the highest scoring Proposals will constitute the Competitive Range. DAS SPO may increase the number of Proposers in the range if the results of the combined scoring indicate that a greater number of Proposers are closely competitive or have a reasonable chance of contending for a contract award. DAS SPO may decrease the number of Proposers if the results of the combined scoring of the Proposals indicate that the excluded Proposers have no reasonable chance of contending for a contract award. DAS SPO will provide notice to all Proposers regarding the establishment of the Competitive Range.

Upon its determination and Notice of Competitive Range, DAS SPO will either:

- a. concurrently provide notice to all Proposers in the Competitive Range of the beginning of negotiations with, and its intent to award a Contract ("Notice of Intent to Award") to, the highest ranked Proposer in the Competitive Range; or
- b. make a determination to require Proposers to participate in Demonstrations/Presentations/Proof of Concept and also reserves the right to request Best and Final Offers.

4.2.2.1 Protest of Exclusion from Competitive Range

Protests of exclusion from the Competitive Range must be submitted to the person identified in the cover sheet of this RFP and must be received within seven (7) calendar days after the date of the announcement of the Competitive Range. Protests must meet the requirements of OAR 125-247-0261(2)(b) to be considered. DAS SPO will not consider any protests that are received after this deadline.

DAS SPO will address all timely submitted protests that are in accordance with ORS OAR 125-247-0261(2)(b) within a reasonable time following DAS SPO's receipt of the protest. DAS SPO will issue a written decision to the Proposer who submitted the protest. Protests that do not include the required information pursuant to OAR 125-247-0261(2)(b) may not be considered by DAS SPO. DAS SPO will receive protests in the following forms:

- ☒ Faxed Protests submitted to person identified on the Cover Sheet of this RFP
- ☒ Emailed Protests submitted to person identified on the Cover Sheet of this RFP
- ☒ Letter submitted to person identified on the Cover Sheet of this RFP.

4.2.3 DEMONSTRATIONS/PRESENTATION/PROOF OF CONCEPT:

DAS SPO will notify Proposers in the Competitive Range in advance (approximately two weeks) of the presentation and demonstration schedule and requirements, including required participants (including certain Key Persons). Proposers will be prohibited from making any reference to Proposed Pricing Schedule or cost data associated with the Proposal during presentations. Presentations will be made to the Evaluation Committee and selected Department staff.

Proposers in the Competitive Range will be asked to provide an oral presentation and product demonstration that will be scored. Scores gained during the presentation and demonstration will be independent and exclusive of the scores from Section 4.2.1. Scores from Section 4.2.3 will be calculated, combined and compared to determine the highest ranked Proposer.

As part of the presentation/demonstration, DAS SPO will require on-site, in-person presentation by Proposers in the Competitive Range at a Department-prescribed site in Salem, Oregon. The primary purpose of the oral presentation and demonstration is to provide an opportunity for the Department to observe and verify first-hand the functions and features the Proposers have stated they can deliver. Proposers will be required to describe their respective proposed solutions in detail and demonstrate the functionality of the proposed software.

DAS SPO anticipates that presentations/demonstrations required for each Proposer will occur over a one-day period. Proposer will be required to provide applicable visual and written materials related to the presentation, including materials required to describe the software and any proposed modifications; however, format is left to Proposer's discretion. Proposer will be required to provide all computer hardware, software and other equipment and services needed to support its presentations at its own expense. Travel and all other costs incurred by Proposer for the presentation/demonstration will be at Proposer's expense.

Technical Proposal: As part of the presentation/demonstration, Proposer will be required to make an oral presentation of its Technical Proposal, including its experience, qualifications, proposed project team, project plan, its proposed solution and associated services. Proposers will be required to provide applicable visual and written materials to describe the proposed modifications; however format is left to the discretion of Proposer. **Note: Proposer may present only information that is included in its written Proposal.**

Mandatory Requirements: As part of its presentation/demonstration, Proposer will be required to use the proposed software product to demonstrate the mandatory functions identified in the presentation/demonstration requirements for which Proposer has indicated that software meets the requirement "out of the box." During the presentation, for Mandatory Requirements for which Proposer has indicated the software will meet the requirements through "custom built" functions, Proposer will be required to fully describe the modification to its software and its approach at delivering the functionality.

Proof of Concept: As part of the evaluation process, Proposers may be asked to set up a prototype system with mock data provided by the Agency for demonstration. The Agency will require the Proposer to load the application on the Proposer's servers that substantially meets the requirements of the RFP. During the demonstration, the application with the mock data will be accessed over the internet. The demonstration will be part presentation by the Proposer and part hands on use by the Agency.

The Agency will be providing sample data for which the Proposer will not be responsible, but which must be treated as confidential. The mock data must be destroyed by the Proposer at the conclusion of the demonstration.

Upon completion of the Demonstration/Presentation/Proof of Concept, DAS SPO will either:

- a. Issue its intent to award a Contract ("Notice of Intent to Award") to, the highest scoring Proposer in the Competitive Range; or
- b. make a determination to require Proposers to participate in subsequent rounds of revised Proposals and also reserves the right to request Best and Final Offers.

4.2.4 BEST AND FINAL OFFERS

In the event the State determines to develop and implement a Best and Final Offer process in accordance with OAR 125-247-0261:

DAS SPO reserves the right to modify its requirements and its evaluation criteria and process prior to requesting Best and Final Offers. DAS SPO will establish a common date and time by which Proposers will submit their Best and Final Offers. Best and Final Offers will only be submitted once, unless DAS SPO makes a written determination that it is in DAS SPO's best interest to conduct additional discussions or change DAS SPO's requirements and require another submission of Best and Final Offers. If Proposers do not submit a notice of withdrawal or another Best and Final Offer, their immediately previous offer will be construed as their Best and Final Offer.

4.2.5 EVALUATION APPROVAL:

DAS SPO will review the recommendation and approve or reject the Evaluation Committee's recommendation. Upon acceptance of a recommendation DAS SPO will proceed with additional reference checks, if determined necessary, of the highest ranked firm.

4.2.6 RESPONSIBILITY:

Prior to final award of a Contract, DAS SPO may investigate Proposer and request information in addition to that already required in the RFP, when DAS SPO, in its

sole discretion, considers it necessary or advisable in order to evaluate whether the Proposer meets the applicable standards of responsibility.

SECTION 5: INTENT-TO-AWARD

5.1 AWARD NOTIFICATION:

After a final selection is made, DAS SPO will issue an intent-to-award announcement on the ORPIN System. Proposal files are public records and available for review at DAS SPO by appointment.

5.2 AWARD PROTEST:

An award protest must be submitted to the person identified in the cover sheet of this RFP and must be received within seven (7) calendar days after the date of the notice of intent to award. Award protests must meet the requirements of ORS 279B.410 to be considered. DAS SPO will not consider any protests that are received after this deadline.

DAS SPO will address all timely submitted protests that are in accordance with ORS 279B.410 within a reasonable time following DAS SPO's receipt of the protest and DAS SPO will issue a written decision to the Proposer who submitted the protest. Protests that do not include the required information pursuant to ORS 279B.410 may not be considered by DAS SPO. DAS SPO will receive protests in the following forms:

- a. Faxed Protest letter submitted to person identified on the Cover Sheet of this RFP; or
- b. Letter submitted to person identified on the Cover Sheet of this RFP.

SECTION 6: CONTRACT NEGOTIATIONS AND EXECUTION

6.1 CONTRACT NEGOTIATIONS:

6.1.1 NEGOTIATION OF CONTRACT TERMS AND CONDITIONS: By Proposal submission, the Successful Proposer agrees to be bound by the Contract terms and conditions specified in Attachment E – Sample Contract and as modified by Addendum except for those terms and conditions that DAS SPO has reserved for negotiation as specified in Section 6.1.2. Any subsequent negotiated changes may be subject to prior approval of the Department of Justice.

6.1.2 NEGOTIABLE ITEMS: The following Contract terms and conditions may be negotiated by the State and the apparent Successful Proposer:

- 6.1.2.1 Prices or Consideration
- 6.1.2.2 Term of Contract (Length of Contract)
- 6.1.2.3 Extensions
- 6.1.2.4 Indemnification
- 6.1.2.5 Termination
- 6.1.2.6 Insurance
- 6.1.2.7 Schedules
- 6.1.2.8 Statement of Work
- 6.1.2.9 Purchase of Additional Goods or Services

6.1.3 NEGOTIATION PERIOD: If negotiations are not successful within 30 calendar days of the start of negotiations, DAS SPO may terminate negotiations with highest ranked firm and begin negotiations with second higher ranked firm. DAS SPO reserves the right to conduct serial or simultaneous negotiations pursuant to the Competitive Sealed Proposal: Multi-step Process.

6.2 CERTIFICATE OF INSURANCE: The successful Proposer(s) will be required to provide Certificates of Insurance to DAS SPO for levels of Insurance coverage shown in Section XII - INSURANCE in Attachment E – Sample Contract prior to contract execution.

SECTION 7: ADDITIONAL INFORMATION FOR PROPOSER

7.1 GOVERNMENTAL ENTITIES: Government bodies subject to ORS Chapter 190 do not bid or compete on the same basis as private-sector Proposer, however, DAS SPO will initially review Proposals from government bodies according to the same evaluation criteria described in this RFP. Government bodies, submitting Proposals must comply with all applicable Proposal requirements described in this RFP. In addition to any other Proposer selection, DAS SPO reserves the right to enter into an ORS Chapter 190 agreement with any government body for the services or work. Alternatively, DAS SPO reserves the right to cancel this RFP if it would be in the public interest as determined by DAS SPO, and enter into an ORS Chapter 190 agreement with a government body.

7.2 OWNERSHIP OF MATERIALS: All materials submitted in response to this RFP become the property of DAS SPO. Proposals and supporting materials will not be returned to Proposer unless the Proposal is submitted late.

7.3. COST AND DAMAGES: In accordance with ORS 279B.100, any solicitation or procurement described in a solicitation may be delayed, suspended or canceled and any or all bids or proposals may be rejected in whole or in part, when the delay, suspension, cancellation or rejection is in the best interest of the contracting agency as determined by the contracting agency. A contracting agency is not liable to any

bidder or Proposer for any loss or expense caused by or resulting from the delay, suspension, cancellation, or rejection of a solicitation, bid, proposal or award.

7.4 CANCELLATION AND/OR REJECTION OF PROPOSALS: DAS SPO reserves the right to reject any or all Proposals in-whole or in-part, and reserves the right to cancel this RFP at anytime when the rejection or cancellation is in the best interest of the State as determined by the DAS SPO. DAS SPO is not liable to any Proposer for any loss or expense caused by or resulting from the rejection or cancellation of a solicitation, Proposal, or award. All Proposals will become part of the public file without obligation to DAS SPO.

7.5 CONFIDENTIAL OR PROPRIETARY INFORMATION: Following the award of a Contract, responses to this RFP are subject to release as public information unless the response or specific information contained therein is identified as exempt from public disclosure. Proposer is advised to consult with legal counsel regarding disclosure issues.

If a Proposer believes that any portion of a Proposal contains any information that is considered a trade secret under ORS Chapter 192.501(2), or otherwise is exempt from disclosure under the Oregon Public Records Law, ORS 192.410 through 102.505, each page containing such information must include the following:

"This data is exempt from disclosure under the Oregon Public Records Law pursuant to ORS 192, and is not to be disclosed except in accordance with the Oregon Public Records Law, ORS 192.410 through 192.505."

Identifying the Proposal, in whole, as exempt from disclosure is not acceptable and may result in rejection of the Proposal as non-responsive. Proposer is cautioned that cost information submitted in response to an RFP is generally not considered a trade secret under Oregon Public Records Law. If Proposer fails to identify the portions of the Proposal that Proposer claims are exempt from disclosure, Proposer is deemed to waive any future claim of non-disclosure of that information.

DAS SPO's business practice is to schedule requests for inspection of any RFP file after Proposer has been notified of the intent to award.

7.6. STATEWIDE E-WASTE / RECOVERY POLICY: If applicable, Proposer must include information in its Proposal that demonstrates compliance with this policy effective January 1, 2007.

7.7 RECYCLED PRODUCTS: Contractors shall use recyclable products to the maximum extent economically feasible in the performance of the contract services or work set forth in this document and the subsequent contract. (ORS 279B.060 (2)(f), and ORS279B.220-279B.235)

7.8 CONTRACT AMENDMENTS: DAS SPO reserves the right to amend the contract resulting from this RFP. All amendments must be in writing and signed by all approving parties before becoming effective. Only DAS SPO has the final authority to execute changes, notices or amendments to the contract pursuant to OAR 125-246-0560.

7.9 RECIPROCAL PREFERENCE: For Proposal price evaluation purposes only, DAS SPO intends to add a percent increase to each out-of-State Proposer's Proposal price which is equal to the percent preference, if any, given to resident Proposer of the Proposer's State. For example, if the Proposer is from a State that grants a ten percent (10%) preference to local Proposer, DAS SPO intends to add ten percent (10%) to that Proposer's Proposal price.