



Solicitation Information
3 July 09

Request for Proposals # 7322927

TITLE: Project Manager - Division of Motor Vehicles Modernization

Submission Deadline: 27 July 09 @ 11:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 13 July 09 Time: 2:00 PM (EDT)

Mandatory : No

Location: Department of Administration / Division of Purchases (Bid Room), One Capitol Hill, Providence, RI

Questions concerning this solicitation may also be received by the Division of Purchases at questions@purchasing.state.ri.us no later than **13 July 09 at 12:00 Noon (Eastern Time)**.

Questions should be submitted in a *Microsoft Word attachment*. Please reference the LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO

Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

The Rhode Island Department of Administration, Division of Purchases, on behalf of the State of Rhode Island, Department of Revenue, Division of Motor Vehicles (DMV) is requesting Requests for Proposals (RFP) from qualified vendors to provide organizational development, business process engineering, and program technical assistance to support the key change initiatives described in this document. This solicitation, and any subsequent award, is governed by the State's General Conditions of Purchase (available at www.purchasing.ri.gov).

Background and Purpose

The Rhode Island DMV is undergoing significant, numerous changes that will transform the way business is conducted and customers are supported. These efforts include the following three key initiatives:

- 1) Implementation of a new computer system (RIMS) (system is mid-way through a 2year design and build process, implementation due March 2010), including new workstations, completely redesigned business processes, and automation of back office operations;
- 2) Relocation of the main DMV headquarters to a new location in Cranston (August 2010); and
- 3) Redesigned business integration resulting from implementing new technologies and from the relocation of the main DMV office.

The DMV is currently seeking an individual or company to lead and support these critical key initiatives from a systemic organizational perspective. Qualified vendors will have extensive background and experience in organizational development and business and process reengineering, as well as strong skills and experience in technology implementation and integration from both customer and staff perspectives. These strategic initiatives will require guiding the core business processes and structures within the parameters of the RIMS design that it is already built and ensuring that employees are ready and able to adapt to the new hardware and software and function effectively from the new location while providing efficient customer service to the Rhode Island public. More than mere instruction regarding "which buttons to push," strategic management of these processes will increase staff awareness and understanding around how operations will be executed differently, and the various ways staff can maximize individual and collective success before, during, and after the transition.

The vendor will work directly for the Administrator/Registrar of the DMV at the DMV's main office, currently at 100 Main St., Pawtucket, and will attend meetings in Providence and in Cranston, in addition to possible other Rhode Island locations.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

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

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

Proposals misdirected to other State locations or those not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). ***This is a requirement only of the successful applicant.***

It is intended that an award pursuant to this Request will be made to a prime contractor who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will be considered. Subcontractors are permitted, provided that their use is clearly indicated in the offeror's proposal, and the proposed subcontractor(s) are identified in the proposal.

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Letter of Interest will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

The State of Rhode Island has a goal of 10% participation by Minority Business Enterprises in all State procurements. For further information, visit the website at

www.mbe.ri.gov. To contact an MBE officer, call 401-222-6253 or via email cnewton@gw.doa.state.ri.us.

If you wish to do business with the State of Rhode Island, you must register and utilize the E-Verify Program. Please refer to www.dhs.gov/E-Verify or the Division of Purchases website at www.purchasing.ri.gov for more information.

NOTICE

THERE MAY BE ADDITIONAL ADDENDA TO THIS RFP AT ANY TIME BEFORE THE OPENING DATE AND TIME. THE DIVISION OF PURCHASES WILL NOT BE NOTIFYING BY MAIL OF ANY SUCH ADDENDA.

IT IS THE VENDOR'S RESPONSIBILITY TO CHECK AND DOWNLOAD ANY AND ALL ADDENDA.

AN ADDENDUM TO A RFP IS LISTED AS THE BID NUMBER WITH AN "A" AND THE NUMBER OF THE ADDENDUM FOLLOWING: FOR EXAMPLE, **3025A1** INDICATED ADDENDUM #1 HAS BEEN ISSUED FOR BID 3025. **3025A2** INDICATES ADDENDUM #2 HAS BEEN ISSUED.

YOU MUST CLICK ON **ALL** OF THESE LISTINGS TO GET THE **COMPLETE** PACKAGE.

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond1@gw.doa.state.ri.us

Required Activities

The vendor shall be responsible for supporting, leading, and/or coordinating the multiple DMV processes and teams through the significant change related to the new RIMS

system implementation, to the relocation of the DMV to its new facility, and to the redesign of critical business flows. This will require the following key activities:

1. Serve as lead for organization development and organizational change efforts (specific to the three initiatives described above).
2. Develop an overall business flow process, DMV personnel resource, and communication plan for the new IT system.
3. Develop a business-impact design, DMV personnel resource, and communication plan for the relocation effort.
4. Ensure business needs and requirements drive the (re)design of key business processes and back-office operations and are aligned and integrated with implementation of the new RIMS system.
5. Attend key meetings on behalf of the Administrator.
6. Partner with the Administrator, DMV staff, other vendors (including vendor project manager for the new system, among others), and other State staff (including state IT project manager and IT Assistant Director, among others) to ensure the appropriate persons/groups are included and engaged in the design and implementation of the three initiatives described earlier.
7. Identify DMV staff and assemble cross-functional DMV teams from across all DMV branches and facilities to support the efforts involved in the three key initiatives.
8. Coordinate with the key cross-functional teams (including but not limited to DMV, facilities, and IT staff) in support of these efforts.

Deliverables include:

- (Re)Designed business processes and back-office operations.
- IT system integration, personnel resource, and communications plan.
- Relocation business-impact, resource, and communications plan.
- Monthly progress reports.
- Plan, coordinate, and facilitate team meetings, program briefings, and outreach efforts as needed.

Requirements:

1. **Organization Development and Business Acumen:** The vendor should have strong organizational development, resource management, business planning, and program/project management experience.
2. **Technology Integration:** The vendor must have a significant background in implementing large technology platforms from a software, hardware, and overall implementation perspective. Key focus areas include redesigning core business processes, workflow, roles, structures, and data conversion.

3. ***Operations Background:*** The vendor should have a strong understanding of back-office operations, process and technology integration, training, and integration of operations with technology.
4. ***Government Business Reengineering:*** Demonstrate past experience and success in dealing with the reengineering of government business processes. DMV background considered a plus.

Qualifications of Applicants

1. Masters degree in Organization Development, Organizational Behavior, Change Management (or equivalent).
2. A minimum of 10 years experience, or equivalent, leading and supporting various IT and operations design and reengineering efforts, to include experience with systems integration, business process management (BPM), data conversion, testing, training, and process redesign.
3. A significant background in implementing large technology platforms from a software, hardware, and overall implementation perspective and possess a Project Management Professional (PMP) certification, or its equivalent.
4. Strong knowledge of and experience working in behavioral sciences as it relates to organization development (OD) and strategic human resource management (HRM).
5. Proven experience in successfully leading and guiding cross-functional teams and achieving results quickly.

Additional Skills

The successful vendor should also have strong background and experience in effectively engaging the workforce, working within tight budget and time constraints, planning and implementation, strategic communications, leadership development/alignment, teambuilding/collaboration, high performing teams, systems thinking, organizational learning, and training/instructional design and approaches.

Contract Period and Renewals

The contract will be awarded approximately August 15, 2009, for an 18- 24 month period and/or a time period in agreement with the State of Rhode Island. Any award resulting from this request will be subject to the State's General Condition of Purchase, which is available from the Internet at www.purchasing.state.ri.gov as well as the terms of this request.

Responses should include:

1. Description of Vendor background and qualifications (to include a *detailed approach and schedule*).
2. Qualifications and experience of personnel assigned to the project.
3. Cost proposal.
4. Two letters of recommendation.

Vendor Questions & Response Submission:

Questions concerning this solicitation must be e-mailed to the Division of Purchases at questions@purchasing.state.ri.gov no later than the date and time listed on the cover sheet of this solicitation. Send your questions in a Microsoft Word format. Please reference the RFP # on all correspondence. Questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download the information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Responses (**an original plus three copies**) should be mailed or hand-delivered in a sealed envelope marked "RFP# 7322927. Deliver to

Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5097

NOTE: Proposals received after the due date and time listed on the cover page of this solicitation will not be considered. Proposals misdirected to other State locations or those not present in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases.

Response Contents

Proposals must include the following:

1. A completed and signed three-page R.I.V.I.P. generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at: <http://www.purchasing.ri.gov>);
2. A signed and sealed Cost Proposal reflecting the fee proposed for this scope of service.

3. A completed and signed W-9 taxpayer certification form. *The form is downloadable at www.purchasing.ri.gov.*
4. A Technical Proposal describing the background, qualification, and experience with and for similar programs, letters of reference, as well as the work plan (with proposed schedule) or approach proposed for this requirement.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom, Diskette, or flashdrive). Microsoft Word/Excel or PDF format is preferable. Only 1 electronic copy is requested. This electronic medium should be in the proposal market “original”.

The Technical Proposal must contain the following sections:

- Executive Summary

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror’s technical approach and ability.

- Offeror’s Organization and Staffing

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumés, curricula vitae, or statements of prior experience and qualification).

- Work Plan/Approach Proposed.

This section shall describe the offeror’s understanding of the State’s requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage of the project. The work plan description shall include a detailed proposed project schedule (by task and sub-task), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

- Previous Experience and Background

This section shall include the following information:

A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects;

A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position; and

Evaluation Criteria

1. **Vendor qualifications and background** are clearly demonstrated and resumes are included for key staff (0 – 40 points)
2. **Comprehensive listing of similar projects** demonstrating knowledge and experience in similar projects and environments including a brief description of each project. (0 – 20 points)
3. **Workplan / Approach (Reflective of a clear understanding of State's requirements)** and the results, proposed timeline, intended and desired under this contract has been demonstrated by the offeror (0 – 20 points)
4. **Cost proposal** demonstrating the cost per hour or per unit of service. Cost is calculated as lowest responsive cost proposal divided by this cost proposal x 20 points. (0 – 20 points)

Notwithstanding the above, the State reserves the right to accept or reject any or all offers. The State reserves the right to award in whole or in part, and to act in its best interest. Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. Proposals that do not include all of the requirements will not be considered.

The State may, at its sole option, elect to require presentations by offerors clearly in consideration of an award.

The Technical Review Committee will review the proposals based on the Evaluation Criteria and present written findings, including the results of all evaluations, to the State Purchasing Agent, or his designee, who will make the final selection. When a final decision has been made, a notice will be placed on the Internet.

Filename: Document2
Directory:
Template: C:\Documents and Settings\DStJohn\Application
Data\Microsoft\Templates\Normal.dotm
Title:
Subject:
Author: Daniel St. John
Keywords:
Comments:
Creation Date: 7/7/2009 9:37:00 AM
Change Number: 1
Last Saved On:
Last Saved By: Daniel St. John
Total Editing Time: 0 Minutes
Last Printed On: 7/7/2009 9:37:00 AM
As of Last Complete Printing
Number of Pages: 9
Number of Words: 2,707
Number of Characters: 15,709