

INVITATION TO BID

Support and Maintenance of UST Inspector Software

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Due Date: **28 August 2012**

Department of Administrative Services



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Invitation to Bid for Support and Maintenance of UST Inspector Software

Overview

The State of Connecticut Dept. of Administrative Services (DAS) is seeking bids for the support and maintenance of the software product USTInspector from MobileWright for the Department of Energy and Environmental Protection (DEEP). The term of the subsequent contract shall be for a three year period, with extension options up to three years. This software provides personnel from the Underground Storage Tank Compliance and Inspections Unit with an on-site interface to facilitate tank inspections, report printing, and client signature capture. These business requirements are part of a completed project at DEEP to automate functions and procedures for the Emergency Response and Spill Prevention Division named Emergency Spills Response and Underground Storage Tanks (ESRUST). USTInspector shall comply with State of Connecticut and DAS/BEST standards.

These services are currently met through August 20, 2012 under Contract Award 08ITZ0063 with Mobile Wright Solutions, Inc.

Scope

The Storage Tank & PCB Enforcement Unit is required by the Energy Policy Act of 2005 to inspect all operating underground storage tank facilities, approximately 4500 facilities, at least once every three years. Currently, there are 7 permanent staff, with the possibility of 6 additional staff, that will be using this uniform inspection platform.

CT DEEP has received the USTInspector software from the State of New Hampshire, Department of Environmental Services. This software provides the highest percentage of the functionality pertaining to the inspections and compliance monitoring of underground storage tanks as explained above according to the review conducted by the Emergency Spills and Incidents Division.

The key benefits of this system include having an electronic format to:

- record inspection data,
- upload individual inspection data into a program database extending the UST site database's information into the field,
- download site specific data previous to the inspection to provide the inspector up-to-date information for the site

The benefits of this program includes having an electronic means of uniformly collecting and saving compliance information regarding spill prevention devices, tank and piping release monitoring, line leak detection, corrosion protection, tightness testing, inventory control, and overfill prevention. It has standardized entry of site, tank, piping, and dispenser details. The project has streamlined data entry by asking only compliance questions appropriate for the site. Additionally, it has eliminated errors caused by manual entry and transcription of

handwritten compliance results. Inspectors are able to manage their schedules. With this program, inspectors can schedule their inspections and have site data available to them in the field. Central Fees Processing staff can use the inspection database to directly invoice the facilities for inspection fees. The Storage Tank Enforcement Unit staff definitely needs access to the information stored in this data system. Staff in the Central Fees Processing also needs data from this system.

The U.S. Environmental Protection Agency may request access to or verification from this Inspection Data Management System to ensure the state is meeting its grant requirements.

Instructions to Bidders

I. Approximate Bid Timeline

Release of ITB:	Date: August 7, 2012
Receipt of Questions:	Date: 12:00 PM EST Monday, August 13, 2012
Answers to Questions posted as Addendum:	Date: Wednesday, August 15, 2012
Bid Due Date:	Date: 2:00 PM EST August 28, 2012

During the period from your organization’s receipt of this Request for Proposals, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut for additional information, except in writing via email directed to elizabeth.basso@ct.gov .

II. Questions

Questions for the purpose of clarifying the bid must be submitted in writing and must be received in Procurement Services no later than 12:00 PM EST on Monday, August 13, 2012 in the State of Connecticut.

Questions must be emailed to email address: elizabeth.basso@ct.gov .

III. Solicitation Submission

Solicitations shall be submitted online by the bid due date and time only. Bidders must upload their solicitation submission to their BizNet Account. Any material that is not submitted online with your company’s solicitation submission shall not be accepted under any circumstances. No documentation shall be submitted by hard copy, fax or email.

IV. Public Bid Opening

Please note that the public bid openings are now conducted online. Since solicitations are now uploaded to the bidder’s BizNet account, solicitation results will be available online from all bidders that submitted a solicitation. The pricing results are only available for 24 hours after the bid opening date and time.

How to View Bid Results:

- Go to the DAS/Procurement website: das.ct.gov/Portal
- Click on the heading “Search Solicitations”
- Click radio button “Under Evaluation”
- Search for the bid
- Click on “Public Opening” under the bid due date and time

VI. MANDATORY REQUIREMENTS

Included with this Invitation to Bid (ITB) are four (4) items that mandatorily must be returned with your bid response. Failure to complete and submit requirement sheets for any of the four items listed shall result in disqualification of bid response.

Bidders shall provide a proper descriptive response that is clear, articulate, and appropriate. Each numbered item’s narrative response should be no longer than one (1) 8½”X11” page. Additional charts, diagrams, work plans, etc. may be included as attachments. Each narrative response (and any supporting materials) must clearly reference, in the upper right-hand corner, the section and line item number it is responding to.

Do not refer to attachments or hyperlinks in lieu of narrative response.

1. Maintenance: Bidders shall provide details of their product maintenance policies and procedures. It should include, but not be limited to, descriptions of upgrade schedules and emergency fixes. Vendor responsibilities must be clearly stated.
2. Support: Bidders shall provide details of their support policies and procedures. Please respond separately for business hours support and off hours support. It should include, but not be limited to: the number of support hours included annually, the level of staff available to answer questions, the “not to exceed” response times and escalation criteria and procedures. Bidder responsibilities must be clearly stated. The plan shall also identify whether application support is to be conducted from within the State’s network backbone.
3. Enhancements: Bidders shall provide details and levels of Professional resources available for system enhancements. Bidder shall provide hourly and daily (8 hours/day) rates (where indicated on Price Schedule) for work not included in the support and maintenance agreement.
4. The bidder shall have provided similar implementation services, support and maintenance for this product in at least two other states. Specify states and implementation dates.

Bid / Contract Requirements

I. Contract Award

The State reserves the right to award this Contract in a manner deemed to be in the best interest of the State and may include, but not be limited to:

- A. by item, group of items, or in it's entirety
- B. geographic location to adequately service the entire State of Connecticut in the best possible manner
- C. Multiple Contractor Award

II. Contractor Responsibilities

The contractor shall perform the following tasks:

- Support all interfaces currently supported:
 - Bluetooth printing
 - GPS device integration
 - signature and site sketching capture capability
 - integrated voice notes
 - scanning capabilities
- Develop an understanding of the UST system for the analysis of data entry, state rules, IT systems and business processes in order to perform the necessary support and maintenance.
- Support for the testing, installation and deployment of the CT USTInspector system
- Support for database utilized by the mobile device and host.
- Support the current reports being generated on the local device

III. Emergency Standby for Goods and/or Services

In the event of a declared emergency or natural disaster within the State of Connecticut, not resulting from inadequate inventory or contract expiration, but which are expected to be temporary in nature, DAS and/or the Client Agency reserves the right to request the goods and/or services called for in this contract from the Contractor. The Contractor shall make best effort to provide goods and/or services at the time and in the manner specified by DAS and/or the Client Agency. From the time a request for goods and/or services is made the contractor shall acknowledge the request within two (2) hours. If the Contractor is unable to respond or provide the goods and/or services requested, DAS and/or the Client Agency reserves the right to procure said good and/or services from another source. Contractors called upon to perform under emergency circumstances shall supply goods and/or services in a timely manner such that time is of the essence.

Contractors shall offer the DAS and/or Client Agency first priority for goods and/or services, which are unknown at this time, but which may be required during an actual emergency, from its regular sources of supply at the rates set forth in Exhibit B of this Contract.

IV. Subcontractors

DAS must approve any and all subcontractors utilized by the successful bidder prior to any such subcontractor commencing any work. Bidders acknowledge by the act of submitting a proposal that any work provided under the contract is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be

necessary or appropriate. It is also understood that the successful bidder shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the successful bidder to DAS upon request. The successful bidder must provide the majority of services described in the specifications.

- V. Ported application shall allow the simultaneous installation of VPN software so inspectors can use the same device to connect to the DEEP intranet
- VI. All travel and other miscellaneous expenses must be included within the total fixed maintenance costs of the bid response.
- VII. DEEP must have ownership of all source code developed and modified.
- VIII. Alterations of the product code that will require re-implementation after upgrades, patches, or service pack releases of USTInspector shall be approved by DEEP

Index of Abbreviations/Definitions

Abbreviations:

DAS	Department of Administrative Services
DEEP	Department of Energy and Environmental Protection
ITB	Invitation to Bid

Definitions: