

LOWER COLORADO RIVER AUTHORITY ("LCRA")

Request for Proposal ("RFP")

Project Name: SOFTWARE DEVELOPMENT SERVICES #7158

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	The following document are located at http://www.lcra.org/about/bids.html <u>Documents for review, signature and return:</u> Supplier Diversity Form SD-A, Subcontracting Plan List of Subcontractors/Suppliers Confidentiality Agreement <u>Documents for review only:</u> Environmental Purchasing Policy Board Policy-LCRA Code of Ethics Supplier Diversity Purchasing Guidelines

SECTION A – SUPPLIER MILESTONES, INSTRUCTIONS AND CHECKLIST

Milestones

DATE	MILESTONE
JANUARY 23, 2009	RFP Issued
JANUARY 30, 2009	Deadline for Questions
FEBRUARY 16, 2009, 3:00 PM CT	Proposal Deadline

This solicitation is being issued by the Lower Colorado River Authority (LCRA). LCRA is conservation and reclamation district of the State of Texas created pursuant to Article XVI, Section 59, of the Texas Constitution.

NOTE: NEW SUPPLIER MUST COMPLETE SUPPLIER/VENDOR REGISTRATION ON-LINE PRIOR TO SUBMITTING PROPOSAL. Vendor Registration is located at <http://www.lcra.org/about/bids.html>.

Instructions

1. Submission of Proposals. PROPOSALS SHALL BE RECEIVED IN AUSTIN, TX ON THE DATE INDICATED IN THE MILESTONES BLOCK UNTIL 3PM CT. Proposals received after the date and time specified above shall be considered late and will not be considered. Proposals shall be considered valid legal offers for a period of ninety (90) days after receipt by LCRA. Submittal of response by fax is not acceptable for this proposal.

- **Proposals must be submitted by E-Mail.** To submit your proposal response electronically, simply address them to the Sr. Category Manager listed in the Contract section below including the 4-digit proposal number, if any, and a short description of the proposal in the subject line of

your email response transmission. You are solely responsible for ensuring that your complete e-bid is sent to LCRA timely and actually received by LCRA at the proper destination server. Your proposal will be considered timely as long as it was sent at a verifiable time prior to the Proposal Deadline.

- Please be aware that your Internet Service Provider may limit file sizes on your outgoing emails, so try to avoid graphics, pictures, letterheads, etc which typically include *.tiff/*.tiff, *.gif, & *.bmp file extensions, but may include others, as well. LCRA's firewall virus protection runs at all times, so during times of new active virus alerts, incoming traffic may be delayed while virus software scans emails with attachments.
- LCRA takes no responsibility for ebids that are captured, blocked, filtered, quarantined or otherwise prevented from reaching the proper destination server by any LCRA anti-virus or other security software.

2. Opening of Proposals. Proposals will not be publicly opened. All proposals and evaluations will be kept confidential throughout the evaluation, negotiation and selection process. Only the members of the Evaluation Team and Supply Chain Services' employees will be provided access to the proposals and evaluation results during this period.

3. Contact. Questions regarding this RFP should be directed to the Sr. Category Manager listed below who is the sole LCRA point of contact from RFP issuance until contract award. Do not rely on information from any other source. Contacts with other LCRA personnel initiated by a Supplier may be grounds for disqualification of its proposal at LCRA's sole discretion.

Veronica Frederick, Sr. Category Manager
Supply Chain Services, LCRA
3700 Lake Austin Blvd, MS S205
Austin, TX 78703
W) 512-473-3345
F) 512-473-4037
veronica.frederick@lcra.org

4. Proposal Forms. Your proposal must conform to the formatting and other requirements contained herein. Incomplete proposal forms, schedules and information sheets may be grounds for disqualification. Avoid inclusion of brochures and other promotional materials not requested.

5. Requirements of Suppliers Prior to Proposal Submission Date.

- **Review of Documents.** Suppliers shall read and understand the complete RFP package including those sections that shall be completed subsequently by the Supplier to whom an award is made.
- **Clarifications Regarding LCRA Requirements.** LCRA shall attempt to answer written inquiries concerning specific LCRA requirements in the RFP, but shall not be obligated to do so. If a Supplier believes the RFP contains an error or ambiguity, then the Supplier shall make a written inquiry to LCRA explaining the issue and referencing paragraph and page number in the RFP, and asking the appropriate question. Written inquiry must be submitted via email to the Sr. Category Manager by the date indicated in the milestone section. Without revealing the identity of the Supplier who submitted a written inquiry, LCRA may share the questions and answers to a particular inquiry to all of the Suppliers who are participating in the RFP. A proposal item, which, in the opinion of LCRA, is not in exact compliance with the RFP, and which has not been modified or clarified may, at LCRA's discretion, be considered an exception to the RFP or be rejected as a non-conforming offer.

6. LCRA Reservation of Rights. LCRA reserves the right to reject any and all proposals, irregularities or formalities in the proposal. LCRA shall evaluate the proposals in accordance with the RFP requirements. LCRA may request additional written or oral information from Suppliers to obtain clarifications with respect to their proposals. LCRA may award from proposals without discussions, or

may conduct discussions with one or more Suppliers. LCRA reserves the right to delay proposal opening.

7. Discussions with Responsible Suppliers and Revisions to Proposal. After receipt of proposals, LCRA may conduct discussions and negotiations at its discretion individually with the appropriate Suppliers for the purpose of clarification or to assure full understanding of, and responsiveness to, the solicitation requirement. LCRA reserves the right to determine when and with whom to conduct discussions. As a result of such discussions, revisions may be permitted after initial submissions and prior to award for the purpose of obtaining final offers. In conducting discussions, LCRA shall not disclose to a Supplier any information derived from proposals submitted by competing Suppliers. The purpose of such discussions may include: (a) Investigation in greater detail of an Supplier's qualifications; (b) Exploration with the Supplier of the scope, schedule, and nature of the proposed project, (c) Supplier's proposed method of performance and any alternative methods of approach; (d) Establishment of the experience and availability of personnel and facilities necessary to perform the services within the required schedule; (e) Review Supplier's proposed opportunities for savings including nature, scope, schedule, and complexity of proposed projects; and (f) Price and/or value.

8. Addenda. Nothing in these instructions shall limit LCRA's right to issue addenda to the RFP prior to proposal opening.

9. Confidential Information. LCRA is subject to the Texas Public Information Act ("PIA"). Any information submitted to the LCRA by a Supplier shall be available to the public, unless it is clearly marked "CONFIDENTIAL". If another party requests access to information marked confidential, then LCRA shall ask the Supplier if the information may be released. If the release is agreed to, LCRA shall release the information. If the release is denied, the matter shall be referred to the Texas Attorney General's Office where the Supplier shall be responsible for substantiating its confidentiality. The Attorney General's office shall rule on the matter. Pricing information contained in proposals or contracts is not considered confidential under the PIA and will be disclosed without making a request to the Texas Attorney General.

10. Evaluation Criteria. Proposals will be evaluated based on the following criteria (not in order of precedence): (a) Ability to Perform (b) Quality (c) Service (d) Cost and (e) Innovation.

11. References. If LCRA has experience with your firm and you do not list LCRA as a reference, LCRA reserves the right to use past experience for this proposal.

12. Approvals. Contracts with LCRA that exceed \$300,000 (either initially or through an amendment/change order) must be approved by the LCRA Board of Directors before they become effective. Consulting contracts that exceed \$50,000 (either initially or through an amendment/change order) must be approved by the LCRA Board of Directors before they become effective. Amendments or change orders to contracts must be approved by the LCRA Board of Directors if they exceed \$300,000 (\$50,000 for consulting contracts), either separately or in the aggregate, and must be executed by an authorized LCRA Sr. Category Manager.

CHECKLIST:

- Supplier's Questionnaire & Information Form must be completed in its entirety.
- Sign and return the documents listed in the Table of Contents.
- Provide a list and resumes of professional personnel responsible for performance of the services.

SECTION B - SUPPLIER QUESTIONNAIRE AND INFORMATION FORM

Please complete this form in its entirety. If a question is not applicable, state "NA".

BUSINESS AND CONTACT INFORMATION

Business Name: _____ Federal Tax ID # _____

Address: _____ City/State/Zip: _____

Contact Name: _____ Phone #: _____ Fax #: _____

E-Mail: _____ Web Site: _____ NIGP

Code: _____

Number of Years been in Business: _____ Duns # _____ Is Business a MBE ☐ or WBE ☐

Type of Business Entity: Corporation ☐ LLC ☐ LP ☐ LLP ☐ Other ☐ _____

In What State & Year Did Business Organize in Your Current Structure: _____

Is Business or Parent Publicly Traded? Yes ☐ No ☐

Full Legal Name of Parent or Holding Company, if any: _____

(Note: if there are several tiers of ownership, attach a corporate organizational chart)

In the past three (3) years, has Business:

- (a) Been engaged in any litigation? Yes ☐ No ☐ If yes, attach explanation.
- (b) Completed all contracts it was awarded? Yes ☐ No ☐ If no, attach details.
- (c) Been awarded a bonus for early completion of work? Yes ☐ No ☐ If yes, attach details.
- (d) Defaulted on a contract? Yes ☐ No ☐ If yes, attach details.
- (e) Been assessed liquidated damages? Yes ☐ No ☐ If yes, attach details.

The undersigned Supplier declares: (a) that it has reviewed and agrees to the Terms and Conditions, Scope of Work, and all other documents herein; (c) that either (1) no delinquent corporate franchise taxes are owed the State of Texas under Chapter 171, Tax Code or (2) the Supplier is not subject to the corporate franchise tax in Texas.

SIGNATURE: _____

TITLE: _____

PRINTED NAME: _____

DATE: _____

SECTION C - GENERAL DESCRIPTION AND LCRA REQUIREMENTS

1.0 GENERAL DESCRIPTION AND BACKGROUND INFORMATION

LCRA is seeking preferred Supplier(s) to provide software/application development services and turn-key services including implementation, modification and integration for in-house developed software and commercial off the shelf ("COTS") software solutions. Generally, these services include, but are not limited to the following:

- gathering technical and business requirements
- software development and coding
- testing
- software installation
- deployments to development/test/production environments
- troubleshooting and tuning
- quality assurance and quality control
- technical writing
- knowledge transfer & training
- defining existing business process
- developing new and improved business processes

LCRA anticipates several development projects per year which may be several weeks to several months in duration.

LCRA is working to develop a Service Oriented Architecture ("SOA") based infrastructure. It is anticipated that any development and integration work performed by Supplier will need to fit into an SOA structure. A key focus on system deliverables will be to offer functionality as a service to the end user.

Other technologies the Supplier will need to work with for development or integration include but are not limited to the following:

- Oracle Identity Management
- Peoplesoft Financials and HR
- IBM Maximo EAM and IT Asset Management
- Microsoft Sharepoint
- Microsoft Exchange
- Oracle Business Intelligence Enterprise Edition
- Oracle Enterprise Database
- Microsoft SQL Server
- Workforce EmpCenter Time and Labor System
- VMWare
- Oracle Portal & Web Center
- LabManager
- Landesk
- Oracle ADF

LCRA generally prefers to implement COTS solutions but at times it maybe necessary to develop software and applications in-house to meet various business needs. LCRA currently uses a Microsoft .Net development environment as well as a Java J2EE development environment.

LCRA's current technical environment consists of the following:

Operating Systems: - Windows Server - VM servers - OVM - Redhat 4 -5.2 Linux - Oracle Enterprise Linux - AIX - HP 11.11	Frameworks: - .Net - J2EE - ADF, ADF Faces - Spring - Portlets JSR-168 - BPEL
Web Servers: - Apache 1.3, 2.0 - Oracle Http Server 1.3 , 2.0 - IIS 5- current Applications Servers: - Tomcat 5x - Oracle Application Server (OAS) 10.1.2.3 - OAS 10.1.3.3 - WebLogic Server (WLS) 9.2 - WLS 10.3 - WLS 8.1 - WLS 7.x	Software suite: - PeopleTools 8.49 - PeopleTools 8.46 - PeopleSoft Financials 9 - PeopleSoft HR 9 - PeopleSoft HR 8.8 - PeopleSoft Portal 9 - PeopleSoft Portal 8.8 - Maximo 5 - Filenet (x) - Oracle Portal 10.1.4.2 - Oracle Infrastructure 10.1.4.2 - Oracle SOA Suite - Oracle Access and Identity Suite - Oracle Enterprise Manager

2.0 ABILITY TO PERFORM

This section is intended to elicit Supplier's capability to provide the services being solicited by LCRA in this RFP. The specific questions relate to a Supplier's viability as a company, a past provider of the services, account team structure, capabilities, past performance and references.

- Provide information that quantifies Supplier's financial condition, i.e., annual revenues, EBIT, profit, etc.
- Size of company and number of employees that perform application development work and provide turn key business solutions from the initial phases of a project through final implementation and move to production?
- Will Supplier be providing its own employees for the services or will it be engaging subcontractors? If subcontractors will be utilized, provide their company information.
- If Supplier is awarded the business associated with this RFP, describe what Supplier's Account Team for LCRA will look like. Will any of the Account Team be dedicated to LCRA?
- How many personnel resources do you have available in the Austin TX area? How many local personnel resources will Supplier use on this project? How many will travel from outside Austin?
- Describe any on-shoring or off-shoring models your company may use to deliver application development work and turn key project deliverables.
- What are the typical resources the LCRA would need to supply to provide for a successful implementation of Supplier's solutions?
- Provide a list in detail of application development projects performed by Supplier within the last 3 years. Identify whether it was a turn-key solution or staff augmentation services. What did these applications do for your client?

- Provide contact details for three separate references for organizations whom you have implemented a turn key software solution or implemented from start to end a COTS solution.

3.0 QUALITY

This section is intended to identify the quality of the resources and services that will be provided by the Supplier.

- Regarding the Supplier technical and functional resources that will perform the services, provide detail on the qualifications of those individuals, including resumes, past application development and project experience including certifications.
- LCRA requires the discretion to have any of Supplier's resources removed from projects if necessary. Please indicate Supplier's ability to comply with this requirement and describe the Supplier's process in replacing such resources.
- Describe any quality control programs or tools that Supplier will use for the deliverables and services provided to LCRA. Describe how you would integrate your QA/QC methodology with LCRA's QA/QC methodology and move to production process.
- Describe your firm's policy on intellectual property that may be produced or used as part of a project.
- Ownership of any derivative works or software created for LCRA along with copyrighted material will remain with LCRA.

4.0 SERVICES

This section relates to the specific services that Supplier will provide to achieve a successful implementation of any given software/application development solution or turn key project.

- Describe the methodology Supplier uses to gather business/user requirements to perform a software development project.
- Describe the methodology that Supplier uses to assess and determine the hardware/infrastructure needs of the proposed project. This includes servers, storage, integration, operating systems, databases, and security.
- Describe the Software Development Lifecycle methodology used by the Supplier.
- Describe the documentation standards and templates used by the supplier.
- Project documentation will include software architecture and user instructions if applicable.
- Describe the project management mechanism that Supplier will use to track, monitor, and manage any development or turnkey project.
- Describe the knowledge transfer process for getting pertinent information from Suppliers staff to LCRA staff for subsequent maintenance and support of the delivered solution or implementation.
- Describe the software development methodology that the Supplier finds most effective in delivering application solutions or other turn key projects.

5.0 COST

- LCRA expects competitive rates and flexible pricing provided in a tiered rate structure including any incentive discount program or packages available.
- Provide the hourly rates below for various development resources at varying skill levels including but not limited to Java developers, Microsoft .Net developers, personnel with any IBM Maximo or Oracle Peoplesoft skills, QA/QC services, Integration Specialists and Identity Management Specialists.
- Supplier personnel must have a minimum of 5-7 years of experience in the required field.

- Provide information on costs for Travel and Expenses to Austin, Texas. Travel and other expenses will be billed at cost to LCRA.
- Describe the basis for LCRA pricing such as volume associated with the project, potential business from LCRA, Texas Department of Information Resources or other government contract, or best-in-class pricing?
- A Statement of Work (“SOW”) will be required for each project which includes a fixed fee amount for the specific project.
- LCRA will pay Supplier for the services based upon LCRA acceptance of a deliverable or milestone schedule provided by Supplier throughout the project. Please indicate whether Supplier can comply with this requirement.
- LCRA normal working hours are 8 am to 5 pm central time and LCRA will provide access to the necessary facilities when Supplier’s personnel are working on-site.
- Describe Supplier’s warranty or other guarantees for the services and products delivered.
- This RFP does not include staff augmentation resources.

Hourly and Discounted Rates:

Resource Level/Role	Hourly Rate	40 Hour Block Rate	160 Hour Block Rate
Consultant			
Software Developer			
Project Manager			

6.0 INNOVATION

LCRA is looking for a Supplier who can provide innovative ideas, alternative ways of delivering solution functionality, and best practices methodology for software/application solution delivery. LCRA desires to work with partners that can best assess the business requirements for a solution and optimize its service delivery through innovative web/portal based user interfaces. LCRA would like to achieve a service oriented delivery model for providing information, data, and services for end users.

- Supplier is encouraged to present any additional information not requested in this RFP which you believe will assist LCRA to better understand your software development and turn key project implementation capabilities. Pay particular attention to areas that you believe may benefit LCRA and help to decrease the Total Cost of Ownership for the product and services including any other approaches or solutions related to this RFP.
- Describe any cost improvement possibilities which LCRA would benefit from in the software development or turn key solution delivery area.
- What characteristics set your company apart from other entities in the software development and turn key solution delivery marketplace?