

STATE OF UTAH



SOLICITATION NO. JG9043

Software Development for Online ID Theft Reporting to Record Management Systems

RESPONSES ARE DUE PRIOR TO:

Feb 11, 2009 3:00:00 PM MST

RESPONSES MAY BE SUBMITTED ELECTRONICALLY TO:

www.bidsync.com

RESPONSES MAY BE MAILED OR DELIVERED TO:

State of Utah
Division of Purchasing
3150 State Office Building, Capitol Hill
Salt Lake City, Utah 84114-1061

Bid JG9043

Software Development for Online ID Theft Reporting to Record Management Systems

Bid Number JG9043
 Bid Title Software Development for Online ID Theft Reporting to Record Management Systems

Bid Start Date Jan 21, 2009 1:31:41 PM MST
 Bid End Date Feb 11, 2009 3:00:00 PM MST
 Question & Answer End Date Feb 3, 2009 5:00:00 PM MST

Bid Contact Jared Gardner
 Purchasing Agent
 Purchasing
 801-538-3342
 jaredgardner@utah.gov

Contract Duration 1 year
 Contract Renewal 4 annual renewals
 Prices Good for See Specifications
 Pre-Bid Conference Jan 29, 2009 10:00:00 AM MST
 Attendance is optional
 Location: Attorney General's Office
 5272 S. College Drive Suite 200
 Murray, UT 84123

Bid Comments The purpose of this request for proposal is to enter into a contract with a qualified firm to develop a software solution to allow Utah law enforcement officials to view and respond to reports of identity theft entered on the Utah Attorney General's Identity Theft Reporting Information System (IRIS) using their agency's Record Management System.

All questions must be submitted via the BidSync system.

Item Response Form

Item JG9043-1-01 - n/a
 Quantity 1 each
 Prices are not requested for this item.
 Delivery Location State of Utah
Refer to Specifications
 -
 - UT -
 Qty 1
 Description
 n/a



State of Utah

Request for Quotation

Legal Company Name (include d/b/a if applicable) 	Federal Tax Identification Number 	State of Utah Sales Tax ID Number 	
Ordering Address 	City 	State 	Zip Code
Remittance Address (if different from ordering address)	City 	State 	Zip Code
Type: ☐ Corporation ☐ Partnership ☐ Proprietorship ☐ Government	Company Contact Person 		
Telephone Number (include area code) 	Fax Number (include area code) 		
Company's Internet Web Address 	Email Address 		
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)	Days Required for Delivery After Receipt of Order (see attached for any required minimums)		
The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured, or performed in Utah. Yes ☐ No ☐ . If no, enter where produced, etc. 			
Offeror=s Authorized Representative=s Signature 	Date 		
Type or Print Name 	Position or Title 		

REQUEST FOR PROPOSAL - INSTRUCTIONS AND GENERAL PROVISIONS

1. SUBMITTING THE PROPOSAL: (a) The Utah Division of Purchasing and General Services (DIVISION) prefers that proposals be submitted electronically. Electronic proposals may be submitted through a secure mailbox at BidSync (formerly RFP Depot, LLC) (www.bidsync.com) until the date and time as indicated in this document. It is the sole responsibility of the supplier to ensure their proposal reaches BidSync before the closing date and time. There is no cost to the supplier to submit Utah's electronic proposals via BidSync. (b) Electronic proposals may require the uploading of electronic attachments. The submission of attachments containing embedded documents is prohibited. All documents should be attached as separate files. (c) If the supplier chooses to submit the proposal directly to the DIVISION in writing: The proposal must be signed in ink, sealed, and delivered to the Division of Purchasing, 3150 State Office Building, Capitol Hill, Salt Lake City, UT 84114-1061 by the "Due Date and Time." The "Solicitation Number" and "Due Date" must appear on the outside of the envelope. All prices and notations must be in ink or typewritten. Each item must be priced separately. Unit price shall be shown and a total price shall be entered for each item offered. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing offer. Unit price will govern, if there is an error in the extension. Written offers will be considered only if it is submitted on the forms provided by the DIVISION. (d) Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and handled in accordance with the Utah Procurement Rules, section R33-3-209. (e) Facsimile transmission of proposals to DIVISION will not be considered.

2. PROPOSAL PREPARATION: (a) Delivery time of products and services is critical and must be adhered to as specified. (b) Wherever in this document an item is defined by using a trade name of a manufacturer and/or model number, it is intended that the words, "or equivalent" apply. "Or equivalent" means any other brand that is equal in use, quality, economy and performance to the brand listed as determined by the DIVISION. If the supplier lists a trade name and/or catalog number in the offer, the DIVISION will assume the item meets the specifications unless the offer clearly states it is an alternate, and describes specifically how it differs from the item specified. All offers must include complete manufacturer's descriptive literature if quoting an equivalent product. All products are to be of new, unused condition, unless otherwise requested in this solicitation. (c) Incomplete proposals may be rejected. (d) Where applicable, all proposals must include complete manufacturer's descriptive literature. (e) By submitting the proposal the offeror certifies that all of the information provided is accurate, that they are willing and able to furnish the item(s) specified, and that prices offered are correct. (f) This proposal may not be withdrawn for a period of 60 days from the due date.

3. FREIGHT COST: (a) Where "Freight Cost" is listed as a separate line item, suppliers are to provide product line item pricing FOB Origin Less Freight. On the line item for "Freight Cost" suppliers are to indicate the total freight cost FOB Destination Freight Prepaid, and complete the "Freight Information" document. The DIVISION will analyze freight charges separately from the item cost and determine how the shipment will be routed (either by the supplier, or by the State's carrier). (b) Where there is not a line item for "Freight Cost", suppliers are to provide line item pricing FOB Destination Freight Prepaid. Unless otherwise indicated on the contract/purchase order, shipping terms will be FOB Destination Freight Prepaid.

4. SOLICITATION AMENDMENTS: All changes to this solicitation will be made through written addendum only. Answers to questions submitted through RFP Depot shall be considered addenda to the solicitation documents. Bidders are cautioned not to consider verbal modifications.

5. PROTECTED INFORMATION: Suppliers are required to mark any specific information contained in their offer which they are claiming as protected and not to be disclosed to the public or used for purposes other than the evaluation of the offer. Each request for non-disclosure must be made by completing the "Confidentiality Claim Form" located at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc> with a specific justification explaining why the information is to be protected. Pricing and service elements of any proposal will not be considered proprietary. All material becomes the property of the DIVISION and may be returned only at the DIVISION's option.

6. BEST AND FINAL OFFERS: Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of assuring full understanding of, and responsiveness to, solicitation requirements. Prior to award, these offerors may be asked to submit best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by a competing offeror.

7. SAMPLES: Samples of item(s) specified in this offer, brochures, etc., when required by the DIVISION, must be furnished free of expense to the DIVISION. Any item not destroyed by tests may, upon request made at the time the sample is furnished, be returned at the offeror's expense.

8. AWARD OF CONTRACT: (a) The contract will be awarded with reasonable promptness, by written notice, to the responsible offeror whose proposal is determined to be the most advantageous to the DIVISION, taking into consideration price and evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The contract file shall contain the basis on which the award is made. Refer to Utah Code Annotated 65-56-408. (b) The DIVISION may accept any item or group of items, or overall best offer. The DIVISION can reject any or all proposals, and it can waive any informality, or technicality in any proposal received, if the DIVISION believes it would serve the best interests of the DIVISION. (c) Before, or after, the award of a contract the DIVISION has the right to inspect the offeror's premises and all business records to determine the offeror's ability to meet contract requirements. (d) The DIVISION will open proposals publicly, identifying only the names of the offerors. During the evaluation process, proposals will be seen only by authorized DIVISION staff and those selected by DIVISION to evaluate the proposals. Following the award decision, all proposals become public information except for protected information (see number 5 above). A register of proposals and contract awards are posted at <http://purchasing.utah.gov/vendor/bidtab.html>. (e) Estimated quantities are for bidding purposes only, and not to be interpreted as a guarantee to purchase any amount. (f) Utah has a reciprocal preference law which will be applied against offerors offering products or services produced in states which discriminate against Utah products. For details see Section 63G-6-404 and 63G-6-405, Utah Code Annotated. (g) Multiple contracts may be awarded if the DIVISION determines it would be in its best interest.

9. DIVISION APPROVAL: Contracts written with the State of Utah, as a result of this proposal, will not be legally binding without the written approval of the Director of the DIVISION.

10. DEBARMENT: The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the CONTRACTOR cannot certify this statement, attach a written explanation for review by the DIVISION.

11. ENERGY CONSERVATION AND RECYCLED PRODUCTS: The contractor is encouraged to offer Energy Star certified products or products that meet FEMP (Federal Energy Management Program) standards for energy consumption. The State of Utah also encourages contractors to offer products that are produced with recycled materials, where appropriate, unless otherwise requested in this solicitation.

12. GOVERNING LAWS AND REGULATIONS: All State purchases are subject to the Utah Procurement Code, Title 63, Chapter 56 Utah Code Annotated 1953, as amended, and the Procurement Rules as adopted by the Utah State Procurement Policy Board (Utah Administrative Code Section R33). These are available on the Internet at www.purchasing.utah.gov.

13. SALES TAX ID NUMBER: Utah Code Annotated (UCA) 59-12-106 requires anyone filing a bid with the state for the sale of tangible personal property or any other taxable transaction under UCA 59-12-103(1) to include their Utah sales tax license number with their bid. For information regarding a Utah sales tax license see the Utah State Tax Commission's website at www.tax.utah.gov/sales. The Tax Commission is located at 210 North 1950 West, Salt Lake City, UT 84134, and can be reached by phone at (801) 297-2200.

(Revision 22 October 2008 - RFP Instructions)

ATTACHMENT A: STATE OF UTAH STANDARD TERMS AND CONDITIONS

1. **AUTHORITY:** Provisions of this contract are pursuant to the authority set forth in 63G-6, Utah Code Annotated, 1953, as amended, Utah State Procurement Rules (Utah Administrative Code Section R33), and related statutes which permit the State to purchase certain specified services, and other approved purchases for the State.
2. **CONTRACT JURISDICTION, CHOICE OF LAW, AND VENUE:** The provisions of this contract shall be governed by the laws of the State of Utah. The parties will submit to the jurisdiction of the courts of the State of Utah for any dispute arising out of this Contract or the breach thereof. Venue shall be in Salt Lake City, in the Third Judicial District Court for Salt Lake County.
3. **LAWS AND REGULATIONS:** The Contractor and any and all supplies, services, equipment, and construction furnished under this contract will comply fully with all applicable Federal and State laws and regulations.
4. **RECORDS ADMINISTRATION:** The Contractor shall maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the Contractor for costs authorized by this contract. These records shall be retained by the Contractor for at least four years after the contract terminates, or until all audits initiated within the four years, have been completed, whichever is later. The Contractor agrees to allow State and Federal auditors, and State Agency Staff, access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.
5. **CONFLICT OF INTEREST:** Contractor represents that none of its officers or employees are officers or employees of the State of Utah, unless disclosure has been made in accordance with 67-16-8, Utah Code Annotated, 1953, as amended.
6. **CONTRACTOR, AN INDEPENDENT CONTRACTOR:** The Contractor shall be an independent contractor, and as such, shall have no authorization, express or implied, to bind the State to any agreements, settlements, liability, or understanding whatsoever, and agrees not to perform any acts as agent for the State, except as herein expressly set forth. Compensation stated herein shall be the total amount payable to the Contractor by the State. The Contractor shall be responsible for the payment of all income tax and social security amounts due as a result of payments received from the State for these contract services. Persons employed by the State and acting under the direction of the State shall not be deemed to be employees or agents of the Contractor.
7. **INDEMNITY CLAUSE:** The Contractor agrees to indemnify, save harmless, and release the State of Utah, and all its officers, agents, volunteers, and employees from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this contract which are caused in whole or in part by the acts or negligence of the Contractor's officers, agents, volunteers, or employees, but not for claims arising from the State's sole negligence.
8. **EMPLOYMENT PRACTICES CLAUSE:** The Contractor agrees to abide by the provisions of Title VI and VII of the Civil Rights Act of 1964 (42USC 2000e) which prohibits discrimination against any employee or applicant for employment or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age; and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. Also, the Contractor agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the work place.
9. **SEPARABILITY CLAUSE:** A declaration by any court, or any other binding legal source, that any provision of this contract is illegal and void shall not affect the legality and enforceability of any other provision of this contract, unless the provisions are mutually dependent.
10. **RENEGOTIATION OR MODIFICATIONS:** This contract may be amended, modified, or supplemented only by written amendment to the contract, executed by authorized persons of the parties hereto, and attached to the original signed copy of the contract. Automatic renewals will not apply to this contract.
11. **DEBARMENT:** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the State. The Contractor must notify the State Director of Purchasing within 30 days if debarred by any governmental entity during the Contract period.
12. **TERMINATION:** Unless otherwise stated in the Special Terms and Conditions, this contract may be terminated, with cause by either party, in advance of the specified termination date, upon written notice being given by the other party. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. This contract may be terminated without cause, in advance of the specified expiration date, by either party, upon sixty (60) days prior written notice being given the other party. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to date of termination.
13. **NONAPPROPRIATION OF FUNDS:** The Contractor acknowledges that the State cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the State is reduced due to an order by the Legislature or the Governor, or is required by State law, or if federal funding (when applicable) is not provided, the State may terminate this contract or proportionately reduce the services and purchase obligations and the amount due from the State upon 30 days written notice. In the case that funds are not appropriated or are reduced, the State will reimburse Contractor for products delivered or services performed through the date of cancellation or reduction, and the State will not be liable for any future commitments, penalties, or liquidated damages.
14. **SALES TAX EXEMPTION:** The State of Utah's sales and use tax exemption number is 11736850-010-STC. The tangible personal property or services being purchased are being paid from State funds and used in the exercise of that entity's essential functions. If the items being purchased are construction materials, they will be converted into real property by employees of this government entity, unless otherwise stated in the contract.

15. **WARRANTY:** The Contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The Contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah apply to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the Contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the Contractor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The Contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the Contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.
16. **PUBLIC INFORMATION:** Contractor agrees that the contract, related Sales Orders, and Invoices will be public documents, and may be available for distribution. Contractor gives the State express permission to make copies of the contract, related Sales Orders, and Invoices in accordance with the State of Utah Government Records Access and Management Act (GRAMA). Except for sections identified in writing and expressly approved by the State Division of Purchasing, Contractor also agrees that the Contractor's response to the solicitation will be a public document, and copies may be given to the public under GRAMA laws. The permission to make copies as noted will take precedence over any statements of confidentiality, proprietary information, copyright information, or similar notation.
17. **DELIVERY:** Unless otherwise specified in this contract, all deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the State except as to latent defects, fraud and Contractor's warranty obligations.
18. **ORDERING AND INVOICING:** All orders will be shipped promptly in accordance with the delivery schedule. The Contractor will promptly submit invoices (within 30 days of shipment or delivery of services) to the State. The State contract number and/or the agency purchase order number shall be listed on all invoices, freight tickets, and correspondence relating to the contract order. The prices paid by the State will be those prices listed in the contract. The State has the right to adjust or return any invoice reflecting incorrect pricing.
19. **PAYMENT:** Payments are normally made within 30 days following the date the order is delivered or the date a correct invoice is received, whichever is later. All payments to the Contractor will be remitted by mail unless paid by the State of Utah's Purchasing Card (major credit card).
20. **PATENTS, COPYRIGHTS, ETC.:** The Contractor will release, indemnify and hold the State, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's use of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article or appliance furnished or used in the performance of this contract.
21. **ASSIGNMENT/SUBCONTRACT:** Contractor will not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State.
22. **DEFAULT AND REMEDIES:** Any of the following events will constitute cause for the State to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract. The State will issue a written notice of default providing a ten (10) day period in which Contractor will have an opportunity to cure. Time allowed for cure will not diminish or eliminate Contractor's liability for damages. If the default remains, after Contractor has been provided the opportunity to cure, the State may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages, if liquidated damages are listed in the contract; 4. Suspend Contractor from receiving future solicitations.
23. **FORCE MAJEURE:** Neither party to this contract will be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The State may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.
24. **PROCUREMENT ETHICS:** The Contractor understands that a person who is interested in any way in the sale of any supplies, services, construction, or insurance to the State of Utah is violating the law if the person gives or offers to give any compensation, gratuity, contribution, loan or reward, or any promise thereof to any person acting as a procurement officer on behalf of the State, or who in any official capacity participates in the procurement of such supplies, services, construction, or insurance, whether it is given for their own use or for the use or benefit of any other person or organization (63G-6-1002, Utah Code Annotated, 1953, as amended).
25. **CONFLICT OF TERMS:** Contractor Terms and Conditions that apply must be in writing and attached to the contract. No other Terms and Conditions will apply to this contract including terms listed or referenced on a Contractor's website, terms listed in a Contractor quotation/sales order, etc. In the event of any conflict in the contract terms and conditions, the order of precedence shall be: 1. Atth. A: State of Utah Standard Terms and Conditions; 2. State of Utah Contract Signature Page(s); 3. State Additional

Terms and Conditions; 4. Contractor Terms and Conditions.

26. **ENTIRE AGREEMENT:** This Agreement, including all Attachments, and documents incorporated hereunder, and the related State Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Agreement shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Agreement shall prevail in any dispute between the terms of this Agreement and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Agreement.

(Revision date: 3 Sept 2008)

REQUEST FOR PROPOSAL
Online Identity Theft Reporting to Law Enforcement RMS
Solicitation # JG9043

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal is to enter into a contract with a qualified firm to develop a software solution to allow Utah law enforcement officials to view and respond to reports of identity theft entered on the Utah Attorney General's Identity Theft Reporting Information System (IRIS) using their agency's Record Management System. It is anticipated that this RFP may result in a contract award to a single contractor.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

BACKGROUND

Utah Attorney General's Online Identity Theft Reporting Information System
(IRIS)

In April of 2006, the Utah Office of the Attorney General brought online the Identity Theft Reporting Information System (IRIS) www.idtheft.utah.gov. IRIS is the nation's first and only statewide online identity theft reporting web site, where victims can report an ID theft online and have it automatically delivered to the Police department where the crime occurred. IRIS however is more than just an online reporting system, it is also a web site designed to educate visitors about identity theft and to assist with their current situation. Because of the nature and complexity of identity theft crimes, to make IRIS a reality, it has required the coordinated efforts of victims, law enforcement, creditors, financial institutions, and merchants, and several state agencies in Utah.

At the beginning of the IRIS project, the plan included building the project in phases. The first Phase of IRIS made it possible for victims throughout Utah to report a crime online and have it delivered to the appropriate Utah investigating agency. This major accomplishment included bringing online the IRIS web site which includes Education, Legislation, and Scams & Alerts pages.

The second phase incorporated IRIS' step-by-step identity theft resolution instructions into the online reporting process. IRIS is now providing victims with the information they need to clear their name, as well as a way to report the crime to law enforcement. Moreover, the step-by-step reporting process includes a step that helps victims' protect their credit by helping them add a Fraud Alert to their credit file. In addition, each victim that reports an identity theft online using IRIS can download and print a copy of an official ID Theft report and affidavit with an

Attorney General Incident number. Once they download and print the reports, victims can use these important documents to begin clearing their good name.

We are currently in the middle of developing the third Phase of IRIS, which is taking online identity theft assistance to the next level. IRIS is becoming a complete one-stop online identity theft repair center which includes a new multi media oriented IRIS web site that was just brought online. The new site includes several educational videos developed to inform identity theft victims how to speed up the identity theft recovery process. Another new feature is the Victim Validation Search. This feature instantly validates the situation of a victim of identity theft by returning a "Validated" screen message and the name of the police department that verified the crime. All a victim needs to do is go to the IRIS web site and enter the Incident number they received when they submitted their IRIS report. The Validated Victim feature is designed to help victims prove their situation to creditors, financial institutions, merchants and to others who can help clear their name.

Another new feature is the Data Breach page. This is a page that government agencies and private organizations can use to notify the public and victims of data breaches. IRIS provides the medium to get the word out about a data breach to the public, instructions and steps to take to protect against becoming a victim because of a breach, and a process for individual victims of the breach to report the crime to the designated Utah law enforcement agency assigned to the case.

The next stage of phase III includes getting IRIS reports from the victim's computer directly into Utah law enforcement's RMS. In our current version of IRIS, law enforcement officials are notified by email about each case of identity theft. After receiving an email, law enforcement views each report using the Department of Public Safety's Utah Criminal Justice System (UCJIS). We want to eliminate the email process and send reports directly to law enforcement's RMS. This is the stage associated with this RFP. The Utah Attorney General's Office is looking for a contractor to develop an interface in each Utah law enforcement agency's Record Management System (RMS) in Utah to allow them to view IRIS reports. We believe this interface will save time and make it easier for law enforcement when they view and respond to reports from IRIS.

Future plans also include developing software technologies to have IRIS notify all involved parties, such as creditors, financial institutions, and merchants. This will be added to save victims the time and facilitate expeditious notification.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it, on behalf of The Utah Office of the Attorney General. The reference number for the transaction is Solicitation # JG9043. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

SUBMITTING YOUR PROPOSAL

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

The preferred method of submitting your proposal is electronically through RFP Depot. However, if you choose to submit hard copies, one original and 3 copies identical copies of your proposal must be received at the State of Utah Division of Purchasing, 3150 State Office Building, Capitol Hill, P.O. Box 141061, Salt Lake City, Utah 84114-1061.

LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of one year and is for the pilot of the development of a software interface that will allow the Utah Attorney General's IRIS reports of identity theft to be delivered and responded to by Utah law enforcement using their RMS. The contract may be extended beyond the original contract period at the State's discretion and by mutual agreement to expand the number of law enforcement agencies to use the interface up to 4 annual renewals.

PRICE GUARANTEE PERIOD

All pricing must be guaranteed for the entire term of the contract. Following the guarantee period, any request for price adjustment must be for an equal guarantee period, and must be made at least 30 days prior to the effective date. Requests for price adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the contract will not be effective unless approved by the State Director of Purchasing. The State will be given the immediate benefit of any decrease in the market, or allowable discount.

STANDARD CONTRACT TERMS AND CONDITIONS

Any contract resulting from this RFP will include, but not be limited to, the State's standard terms and conditions (see attached).

PRE BID MEETING

A pre bid meeting will be held on Thursday, January 29, 2009 at 10:00 AM. The meeting will be held at the Attorney General's Office located at 5272 S. College Drive Suite 200, Murray, UT 84123. Meeting attendance is encouraged, but is optional.

QUESTIONS

All questions must be submitted through RFP Depot. Answers will be given via the RFP Depot site. Questions received after February 3, 2009 may not be answered.

DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

PROTECTED INFORMATION

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63-2-304, provides in part that:

the following records are protected if properly classified by a government entity:

(1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63-2-308 (Business Confidentiality Claims);

(2) commercial information or non-individual financial information obtained from a person if:

(a) disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;

(b) the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and

(c) the person submitting the information has provided the governmental entity with the information specified in Section 63-2-308;

** * * * **

(6) records the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror must:

1. provide a written Claim of Business Confidentiality *at the time the information (proposal) is provided to the state*, and
2. include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63-2-308(1)).
3. submit an electronic "redacted" (excluding protected information) copy of your proposal response. Copy must clearly be marked "Redacted Version."

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The claim of business confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

To ensure the information is protected, the Division of Purchasing asks the offeror to clearly identify in the Executive Summary and in the body of the proposal any specific information for which an offeror claims business confidentiality protection as "PROTECTED".

All materials submitted become the property of the state of Utah. Materials may be evaluated by anyone designated by the state as part of the proposal evaluation committee. Materials submitted may be returned only at the State's option.

DETAILED SCOPE OF WORK

In accordance with all applicable laws, rules and regulations:

1. The Utah Attorney General's Office is seeking proposals from qualified software development contractors to help identify and develop an effective solution to facilitate two way communications with the Utah Attorney General's Identity Theft Reporting Information System (IRIS) and with disparate Utah law enforcement's Record Management Systems (RMS). Software developers shall provide a demonstrated ability to work with Utah law enforcement agencies on software projects, and experience integrating software with disparate RMS'.
2. The Attorney General's office has secured \$225,000.00 in funding for this pilot project.
3. Proposals should include recommendations for a customized software application that will allow law enforcement agencies to view and respond to identity theft reports submitted on IRIS using their RMS screens. Each proposal shall include recommendations for user application screens to be developed within or in conjunction with law enforcement's RMS. All proposals shall include design recommendations for an application that will facilitate push/pull communications between participating law enforcement's RMS and the Utah Department of Public Safety's Utah Criminal Justice Information System (UCJIS) and IRIS.
4. The Utah Attorney General's Office is responsible for enhancing all existing state web service links that are used to transfer identity theft reports in JXDM (Global Justice XML) format to and from IRIS/UCJIS to participating law enforcement's RMS.
5. Participating law enforcement agencies shall have access within their RMS or crime reporting application to view full reports of identity theft submitted by users of the Utah Attorney General's IRIS program.
6. Determined by offense location of occurrence, or victim's home address, identity theft reports entered on IRIS are automatically routed from the victims IRIS account to UCJIS and then pass through contractor's application and on to a designated police departments RMS Message Center screen. Participating law enforcement agencies are automatically selected by a geocoded/jurisdiction query which is matched to a law enforcement agency's ORI code.
7. Law enforcement agency's RMS shall receive a set of JXDM instructions from IRIS/UCJIS for each report of identity theft entered by users of the Utah Attorney General's IRIS.
8. Law Enforcement's crime reporting screens used to view identity theft reports from IRIS shall have a friendly user application that is simple and intuitive for users to navigate.

9. Each installation of an application will include a User Message Center interface that will contain an option to Accept or Reject a report from IRIS.
10. Accepted IRIS reports shall be directed to an investigating officer to view and respond to reports.
11. Rejected reports will notify IRIS users the case is closed/Insufficient Evidence.
12. Contractor will ensure each installation of an application is free of defects and errors.
13. Installation of an application shall not cause any negative impact or reduce the performance of any law enforcement's servers.
14. Preference should be given to cities along the Wasatch Front to be part of this initial pilot project (West Valley City, West Jordan City, Sandy City, Draper City, and Layton City police departments, etc.). Salt Lake City is excluded from this contract.
15. The Utah Attorney General's project manager/coordinator shall provide written approval to contractor before each installation of an application. Contractor shall have no authority to proceed with any such purchase or installation prior to such written approval, and the Utah Attorney General's Office and/or the State of Utah shall only incur any obligations as described in said written approval.
16. Law enforcement agencies that receive a custom interface are solely responsible for any/all ongoing annual maintenance costs and service obligations.
17. No public law enforcement agency in the State of Utah shall be excluded from participating in the project.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

1. Contractor must demonstrate an understanding of Utah law enforcement's Record Management Systems (Spillman Technologies, Versaterm, FATPOT, New World Systems, etc.).
2. Contractor must demonstrate its experience of successfully integrating software with Utah law enforcement's Record Management Systems.
3. Contractor must demonstrate an ability to utilize the state's Public Safety web service link to transfer JXDM (Global Justice XML) files to and from law enforcement's RMS.
4. Contractor must have experience working with Utah law enforcement agencies on software projects.
5. Contractor must demonstrate progression plans to distribute developed software interfaces to each investigative Utah law enforcement agency in Utah. Plans shall also include progression plans to install software interfaces with law enforcement agencies not covered under this initial pilot project.
6. Contractor must list each Utah law enforcement agency that will be covered under the terms of this contract.
7. Contractor shall provide a schedule to integrate software interfaces into each Utah Police Department. This contract excludes Salt Lake City Police Department.
8. All proposals must include a detailed description of how the contractor will meet the specifications in the Detailed Scope of Work.
9. ALL task/job/policy data will be current and approved by the office of the Utah Attorney General.

10. Any publicity given to the project shall identify the Attorney General's office as the sponsoring agency and shall not be publicly released in any form whatsoever without advance written approval by the Utah Attorney General's office.
11. The Utah Attorney General's office will appoint one person with decision making authority, to serve as a project manager/coordinator. The Attorney General's office will provide appropriate support documentation for the successful completion of the project.
12. The Utah Attorney General's assigned Project Manager/coordinator will provide the following level of project coordination and review, as a minimum, to assure the delivery of a quality product:
 - a. Initial Task Review – The project manager will confer with Contractor at the beginning of the project and verify that there is a mutual understanding of the requirements.
 - b. Follow-up Task review – The Attorney General's project manager will confer with representatives from Contractor at a mutually agreed time and place, to review progress of work.
 - c. Project Close – The Attorney General's project manager will confer with Contractor at the end of the contract period and verify project requirements are complete and meet the standards of the terms of this contract.
13. Contractor shall warrant that on delivery, all interfaces, application, and programming code are free from material faults and processing errors.
14. Contractor will provide technical support to the Attorney General's office at the time the interface is distributed.
15. Billing for services and products properly completed in accordance with all applicable contract terms will be submitted at the end of each month. The Utah Attorney General's Office and/or the State of Utah shall only be liable for payment of such monthly submitted billings upon a reasonable finding by the Utah Attorney General's Office that the items in the subject billing have been so properly performed.
16. Contractor will notify the Attorney General's office of all ongoing funding requirements.

PROPOSAL RESPONSE FORMAT

All proposals must include:

1. **RFP Form.** The State's Request for Proposal form completed and signed.
2. **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Protected information requests should be identified in this section.
3. **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - A. A complete narrative of the offeror's assessment of the work to be performed, the

offerors ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

B. A specific point-by-point response, in the order listed, to each requirement in the RFP.

4. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Please enumerate all costs on the attached Cost Proposal Form.

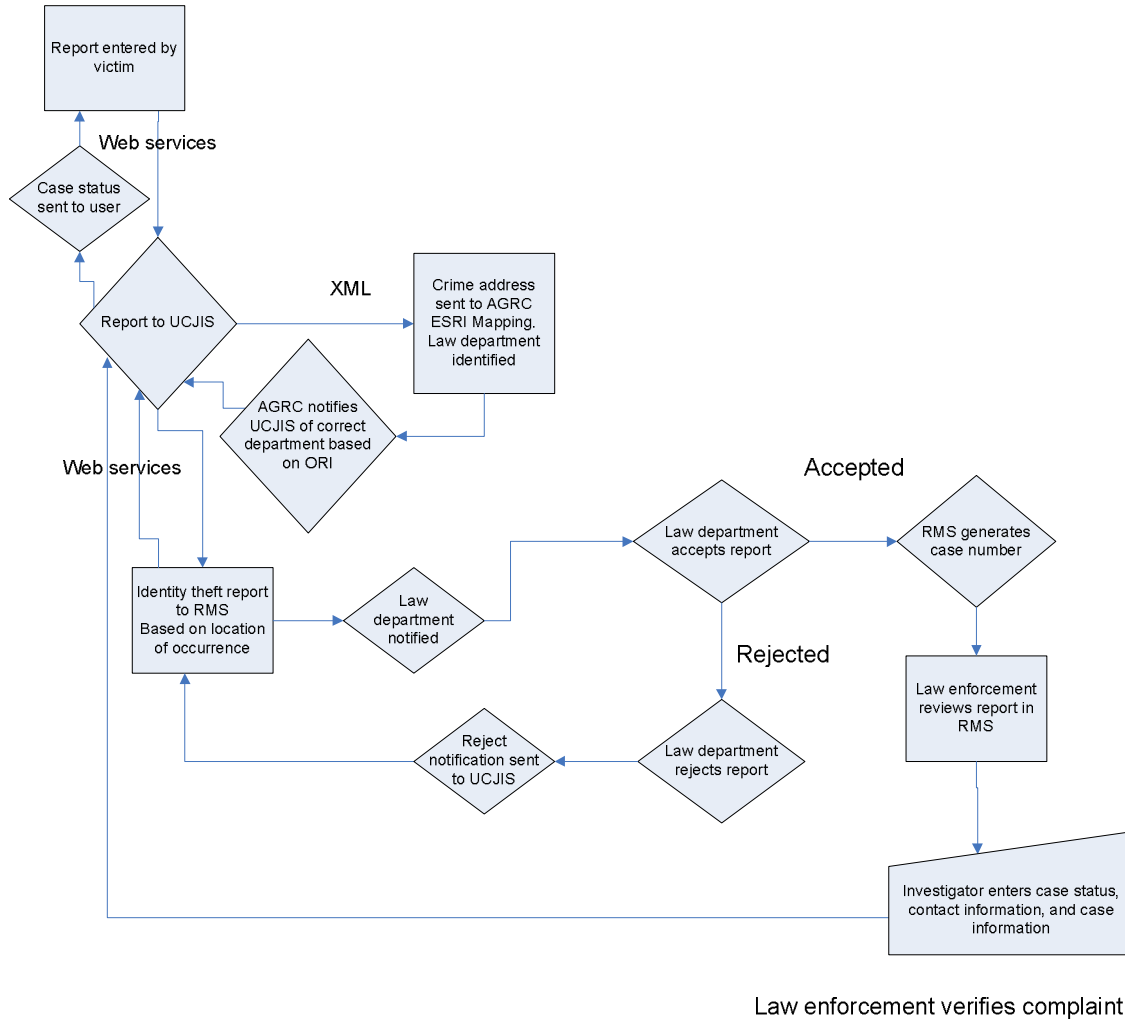
- a. Cost proposal shall include a list of law enforcement agencies proposed in this initial pilot project and their respective cost.
- b. Contractor must provide a bid for controlled annual maintenance fees that include a description of what the annual maintenance fees cover. Annual maintenance fees may not increase throughout the duration of this contract

PROPOSAL EVALUATION CRITERIA

A committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria must be addressed in detail in proposal.

<u>WEIGHT</u>	<u>EVALUATION CRITERIA</u>
30 %	Cost
40 %	Demonstrated ability to meet the scope of work
10 %	Demonstrated technical capability (proven track record), etc.
15 %	Qualification and expertise of staff proposed for this project.
5 %	Performance references for similar projects.

Concept workflow for IRIS/UCJIS Push/Pull communications with contractor's interface and law enforcements' RMS



JG9043 COST PROPOSAL FORMAT

Bidder Name: _____

1. Provide a list of the cities in proposal and their respective price (add additional sheets as needed):

City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
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City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____
City:	_____	\$	_____

Total: \$ _____

2. Provide pricing for maintenance and support fees for the second through fifth year of product ownership. (Law enforcement agencies must accept responsibility for any ongoing maintenance support fees)

Maintenance and Support Fees B Year 2 \$ _____

Maintenance and Support Fees B Year 3 \$ _____

Maintenance and Support Fees B Year 4 \$ _____

Maintenance and Support Fees B Year 5 \$ _____

3. Provide rate for hourly consulting service fees:

Job Title	Rate
_____	\$ _____
_____	\$ _____
_____	\$ _____

Online Identity Theft Reporting to Law Enforcement RMS

JG9043 RFP EVALUATION SCORESHEET

Firm Name: _____

Evaluator: _____

Date: _____

Score will be assigned as follows:

0 = Failure, no response

1 = Poor, inadequate, fails to meet requirement

2 = Fair, only partially responsive

3 = Average, meets minimum requirement

4 = Above average, exceeds minimum requirement

5 = Superior

		Score (0-5)	Weight	Points
1. Demonstrated Ability to meet scope of work (40 points possible)		----	----	----
Demonstrated ability to integrate IRIS/UCJIS with disparate RMS'	20 points possible		X 2	
Quality of cities in proposal	10 points possible		X 1	
Demonstrated ability to connect with UCJIS	5 points possible		X .5	
Overall Understanding of IRIS project	5 points possible		X .5	
2. Demonstrated Technical Capability (10 points possible)		----	----	----
Contractors ability to develop user friendly applications	5 points possible		X 2	
Contractor's law enforcement applications	2.5 points possible		X .5	
Contractor's ability to develop in JXDM	2.5 points possible		X .5	
3. Qualification and Expertise of Staff (15 points possible)		----	----	----
Contractor's relationship with law enforcement	5 points possible		X 1	
Current products or applications	5 points possible		X 1	
Knowledge of law enforcement RMS'	5 points possible		X 1	
4. References (5 points possible)	5 points possible		X 2	
5. Cost (30 points possible)	30 points possible			* Inserted by Purchasing
TOTAL EVALUATION POINTS	(100 points possible)		Total	

* Purchasing will use the following cost formula: The points assigned to each offerors cost proposal will be based on the lowest proposal price. The offeror with the lowest Proposed Price will receive 100% of the price points. All other offerors will receive a portion of the total cost points based on what percentage higher their Proposed Price is than the Lowest Proposed Price. An offeror whose Proposed Price is more than double (200%) the Lowest Proposed Price will receive no points. The formula to compute the points is: Cost Points x (2- Proposed Price/Lowest Proposed Price).

Question and Answers for Bid #JG9043 - Software Development for Online ID Theft Reporting to Record Management Systems

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.

Question Deadline: Feb 3, 2009 5:00:00 PM MST