

Request for Proposal 20-042

Comprehensive Child Welfare Information System (CCWIS) Design, Development, and Implementation (DDI) Services

Indiana Department of Administration

On Behalf Of

The Indiana Department of Child Services (DCS)

Pre-Proposal Conference

December 12, 2019

David Brandon-Friedman
IDOA/Procurement Division

Indiana Department of Administration



Agenda

- General Information
- Key Dates
- Purpose of RFP
- Background
- Scope of Work
- Term of Contract
- Business Proposal
- Technical Proposal
- Cost Proposal
- Proposal Preparation
- Evaluation Criteria
- Minority and Women's Business Enterprises (M/WBE)
- Additional Information
- Question and Answer Session



General Information

- Sign-In Sheet for Attendees
- Sign-In Sheet and PowerPoint will be posted on IDOA's Solicitation Website
- Hold questions until the end of the presentation
 - *Any verbal response is not considered binding; respondents are encouraged to submit any questions formally, in writing, if it affects the proposal that will be submitted to the state.*



Key Dates

Activity	Date
Issue of RFP	December 2, 2019
Pre-Proposal Conference	December 12, 2019 at 2:00 PM ET
Deadline to Submit Written Questions	December 16, 2019 by 3:00 PM ET
Deadline to Submit Intent to Respond Form (optional)	January 8, 2020 by 3:00 PM ET
Response to Written Questions/RFP Amendments	January 6, 2020
Submission of Proposals	January 31, 2020 by 3:00 PM ET
Submission of Reference Check forms to the State	February 10, 2020 by 3:00 PM ET
The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
RFP Award Recommendation	March 18, 2020

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Purpose of the RFP

The purpose of this RFP is to select a respondent that can satisfy the State's need for Design, Development, and Implementation (DDI) Services for the State's Comprehensive Child Welfare Information System (CCWIS) system. It is the intent of DCS to contract with a respondent that provides quality DDI services.



Background

- The services required by this Contract shall be conducted in support of DCS' plan to replace their current child welfare information and case management system, Management Gateway for Indiana's Kids (MaGIK), with a CCWIS compliant solution.
- The new CCWIS system shall be a cloud-based solution hosted on the Salesforce Platform and with data storage through Amazon Web Services (AWS). The CCWIS system shall be executed using Agile methodology and shall integrate MuleSoft as the single point of bidirectional data exchange.



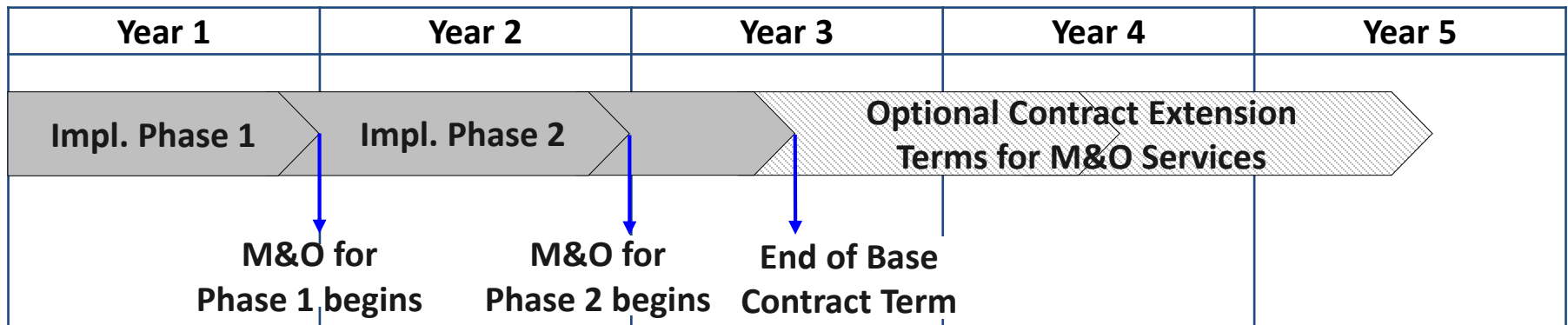
Scope of Work

- The Contractor shall design and develop the new CCWIS using Agile software development methodologies.
- **In Implementation Phase 1:** the Contractor will replace the case management functionality by the end of Year 1. The majority of the functionality exists in Casebook, but some additional case management functionality can be found in KidTraks.
- **In Implementation Phase 2:** the Contractor will replace ancillary case management (e.g., referral management and financial management) by the end of Year 2. This includes all remaining KidTraks functionality. DCS has declared with ACF that KidTraks shall be a Transitional CCWIS while awaiting the implementation of the new CCWIS system.



Scope of Work (cont.) and Contract Timeline

After Implementation Phase 1 is complete, the Contractor shall provide Maintenance and Operations (M&O) Stabilization services for Implementation Phase 1 components for one (1) year and six (6) months before transferring M&O responsibilities to the State. After Implementation Phase 2 is complete, the Contractor shall provide M&O services for six (6) months for the Implementation Phase 2 components. The State has the option to request continuing full time M&O Steady State support on a monthly basis for Phase 1 and 2, or if minimal support needed, on an ad hoc hourly basis.



Term of Contract

The term of the contract shall be for a period of **two-and-a-half (2.5) years** from the date of contract execution. There may be two (2) one-year renewals for a total of four-and-a-half (4.5) years at the State's option.



Business Proposal

(Attachment E)

- **Company Financial Information (Section 2.3.3)**
 - Confidential information must be kept separate from the proposal in the electronic copies. IDOA recommends sending a “public” file that has the confidential information redacted (may be in PDF format) and a “final” file that includes all required information (must be in format provided).
- **Contract Terms/Clauses (Section 2.3.5)**
 - Respondents should review sample State contract addendum and note exceptions to State mandatory and non-mandatory clauses in Business Proposal and Transmittal Letter.
- **References (2.3.6)**
 - The Respondent must provide references for this proposal for a scope of work that is the same or similar to the scope of this RFP. Three (3) references must be provided for the Respondent, and three (3) references must be provided for each of the Respondent’s subcontractors.



Technical Proposal

(Attachment F)

- Respondents should use Attachment F to complete their Technical Proposal. Use the yellow shaded fields to answer the questions in Attachment F.
 - Yellow fields will expand to accommodate content.
 - Make every attempt to preserve the original format of Attachment F.
- Where appropriate, supporting documentation (e.g. diagrams, certificates, graphics, or other exhibits) may be submitted as an attachment and referenced within the relevant answer field.

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Cost Proposal

(Attachment D)

- Please complete the template provided for the Cost Proposal by populating ONLY the yellow shaded cells. The blue shaded cells will populate automatically.
- Cost scores will then be normalized to one another, based on the cost proposal with the lowest Total Bid Amount. The cost proposal with the lowest Total Bid Amount receives a total of 25 points. The normalization formula is as follows:

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 25$$

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Cost Proposal (Cont.)

(Attachment D)

For the “Cost Proposal Summary” tab, Respondents need only to fill in the Respondent Name. The remaining information on this sheet is generated automatically from other tabs.

State of Indiana - CCWIS DDI
Cost Proposal – Attachment D
Cost Proposal Summary

Respondent Name:

Instructions: Please fill in the cells shaded yellow. Respondents need only to fill in the Respondent Name for this tab. The remaining information on this sheet is generated automatically from the various tabs in this workbook. Proposals will be evaluated based on the Total Bid Amount (cell C10).

Total Bid Amount (Base Contract Period)	\$ -
Total: Base Contract Period + Two Optional Contract	\$ -

	Year 1 Cost	Year 2 Cost	Year 3 (6- Month Period) Cost	Base Contract Total Cost
DDI	\$ -	\$ -		\$ -
M&O		\$ -	\$ -	\$ -
Other Costs	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -

Optional Contract Extension Year	Optional Contract Extension Year	Optional Contract Extension Total
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

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Cost Proposal (Cont.)

(Attachment D)

For the “Staffing Rates” tab, Respondents should provide descriptions for each of the 13 pre-populated Vital Positions and any additional non-Vital positions. Respondents should provide an hourly billable rate for each position for the base contract term and an hourly billable rate for each position for optional contract extension years. The information in this tab will be used throughout to populate cells throughout the cost proposal.

	Position Title	Position Description	HOURLY Billable Rate (Base Contract Term)	HOURLY Billable Rate (Optional Contract Extension Years)
No.	Example - Project Manager	Creates and executes project workplans; managing any changes; manages operational aspects of the project; reviews deliverables prepared by the team for the client; manages project budget	\$ 65.00	\$ 60.00
1	Project Executive/Director			
2	Project Manager			
3	Functional Lead			
4	Technical Lead			
5	Infrastructure Lead			
6	Implementation Lead			
7	Training/On-site Support Lead			
8	Organizational Change Management Lead			
9	Data and Conversion Lead			
10	Testing Lead			
11	Integration/Interoperability Lead			
12	Chief Architect			
13	Security Lead			
14				
15				



Cost Proposal (Cont.)

(Attachment D)

Payment will be triggered based on the completion of three milestones: **Discovery, Design, and Implementation**. Discovery and Design costs are split up by module. Since there will be a single implementation per Phase, there will be a single Implementation cost per Phase. The specific deliverables that define Discovery, Design, and Implementation milestones can be found in Section 6.2 of Attachment C.

For the “DDI” tab, Respondents must fill in the yellow shaded cells in Table 1 with the cost to accomplish the Implementation milestone for Phase 1 and Phase 2.

Table 1: Phase 1 and 2 Implementation Costs and Total Costs

	Phase 1 Costs	Phase 2 Costs	Total Costs
Discovery	\$ -	\$ -	\$ -
Design	\$ -	\$ -	\$ -
Implementation			\$ -
Total Proposed DDI Cost			\$ -



Cost Proposal (Cont.)

(Attachment D)

For the “DDI” tab, Respondents should fill in the yellow cells of Table 2 with the cost per quarter that each milestone is expected to be completed according to the project schedule. Respondents should fill in the estimated total number of hours to complete each module in the “Hours Per Module” column.

Table 2: Module Discovery and Design Costs and Hours

		Year 1 (Phase 1)				Year 2 (Phase 2)				Totals			Hours Per Module
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year 1 Total	Year 2 Total	Total	
Intake	Discovery									\$ -	\$ -	\$ -	
	Design									\$ -	\$ -	\$ -	
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Assessment & Investigation	Discovery									\$ -	\$ -	\$ -	
	Design									\$ -	\$ -	\$ -	
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Risk Management	Discovery									\$ -	\$ -	\$ -	
	Design									\$ -	\$ -	\$ -	
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Case Management & Service	Discovery									\$ -	\$ -	\$ -	
	Design									\$ -	\$ -	\$ -	
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	Discovery									\$ -	\$ -	\$ -	



Cost Proposal (Cont.)

(Attachment D)

For the “M&O” tab, Respondents must fill in the yellow shaded cells to indicate the number of monthly hours required per position for M&O services in the following time periods: Contract Year 2, the six months of Contract Year 3, and the Contract Extension Years.

Total Proposed M&O Cost: Base Contract Years	\$	-
Annual Proposed M&O Cost: Optional Contract Extension Years	\$	-

Monthly Hours and Cost of M&O

Position Title		Total Hours Per Month By Position Title		
		Phase 1 M&O Support (Contract Year 2)	Phase 1 and Phase 2 M&O Support (Contract Year 3 (6-Month Period))	M&O Support (Optional Contract Extension Years)
1	Project Executive/Director			
2	Project Manager			
3	Functional Lead			
4	Technical Lead			
5	Infrastructure Lead			
6	Implementation Lead			
7	Training/On-site Support Lead			
8	Organizational Change Management Lead			
9	Data and Conversion Lead			
10	Testing Lead			
11	Integration/Interoperability Lead			
12	Chief Architect			
13	Security Lead			
14				
15				



Cost Proposal (Cont.)

(Attachment D)

For the “Other Costs” tab, Respondents must list all other costs to the State for this Contract. These costs may include licensing, hardware, software, or other fee or service charges.

Total Proposed Other Costs: Base Contract Years	\$ -
Total Proposed Other Costs: Optional Contract Extension Year 1	\$ -
Total Proposed Other Costs: Optional Contract Extension Year 2	\$ -

Other Proposed Costs

Item	Item Description, Version, Quantities, etc.)	Year 1 Cost (Base Contract)	Year 2 Cost (Base Contract)	Year 3 - 6-Month Period Cost (Base Contract)	Optional Contract Extension Year 1 Costs	Optional Contract Extension Year 2 Costs	Total Cost - Base Contract	Total Cost - Optional Contract Extension Years
<i>Example: License System X</i>	<i>v6.0, 1 license</i>	\$ 500.00	\$ 500.00	\$ 500.00	\$ 400.00	\$ 400.00	\$ 1,500.00	\$ 800.00
							\$ -	\$ -
							\$ -	\$ -
							\$ -	\$ -
							\$ -	\$ -
							\$ -	\$ -
							\$ -	\$ -



Proposal Preparation

When submitting your response, please create a separate electronic folder for each component to which you are responding. This folder should contain all of the pertinent files for only that component, i.e., MWBE forms, Transmittal Letter, Business Proposal, etc. Your proposal may be deemed as non-responsive if these instructions are not followed.



Proposal Preparation

- Attachment D (Cost Proposal) must be returned in the original **Excel** format (No PDFs)
- Use the templates provided for all responses
- Do not alter any templates
- Submit all questions via email using the Q&A Template (Attachment G)



Evaluation Criteria

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	55 points
3. Cost (Cost Proposal)	25 points
6. Minority Business Enterprise Subcontractor Commitment	5 points (1 bonus point is available, see Section 3.2.5)
7. Women Business Enterprise Subcontractor Commitment	5 points (1 bonus point is available, see Section 3.2.5)
Total	90 (92 if bonus awarded)



Minority and Women's Business Enterprises

Mission/Vision

- Promote, monitor, and enforce the standards for certification of minority and women's business enterprises.
- Provide equal opportunity to minority and women enterprises in the state's procurement and contracting process.

Nondiscrimination and Antidiscrimination Laws

- Pursuant to Indiana Civil Rights Law, specifically IC §22-9-1-10, every state contract shall contain a provision requiring the contractor and subcontractors to not discriminate against any employee or applicant with respect to Protected Characteristics



Minority and Women's Business Enterprises

Contact Information

- Phone: 317-232-3061
- E-mail: mwbecompliance@idoa.in.gov
- Web: www.in.gov/idoa/mwbe

Complete Attachment A, MWBE Form

- Include sub-contractor letter of commitment

Goals for Proposal

- 8% Minority Business Enterprise
- 8% Women's Business Enterprise

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**ATTACHMENT A
MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR
COMMITMENT FORM**

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a Minority & Women's Business Enterprises RFP Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>.

If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "TOTAL BID AMOUNT" should match the amount entered in the Attachment D, Cost Proposal Template.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on the IDOA Directory of Certified Firms, on or before the proposal due date
- Prime Contractor must include with their proposal the subcontractor's M/WBE Certification Letter provided by IDOA, to show current status of certification.
- Each firm may only serve as one classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

**MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF
COMMITMENT (MWBE)**

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The MBE and/or WBE subcontractor amount and subcontractor percentage is only based on the initial term of the contract, unless the products and/or services are needed beyond the initial term. Any products and/or services desired after the initial term will require separate negotiations between the prime contractor and subcontractor. The State may deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of the "TOTAL BID AMOUNT" and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or <http://www.in.gov/idoa/2352.htm>.



Minority and Women's Business Enterprises

Prime contractors must ensure that the proposed subcontractors meet the following criteria:

- Are listed in the IDOA Directory of Certified Firms, on or before the proposal due date, national diversity plans are generally not accepted. The directory can be found here: <http://www.in.gov/idoa/mwbe/2743.htm>.
- **Serve a Valuable Scope Contribution (VSC) on the engagement, as confirmed by the State.**
- Provide the goods or services specific to the contract and within the industry area for which it is certified.

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Minority and Women's Business Enterprises

Prime contractors should note the following:

- Subcontractors' MBE/WBE Certification Letter, provided by IDOA, must accompany the proposal to show current status of certification.
- Each firm may only serve as one classification – MBE or WBE (see section 1.21)
- Pursuant to 25 IAC 5-6-2(b)(d), a Prime Contractor who is a MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.



STATE OF INDIANA MBE/WBE SUBCONTRACTOR COMMITMENT FORM

RFP# 20-042

DUE DATE: 01/31/2020

TOTAL BID AMOUNT:

<input type="checkbox"/> MBE Firm <input type="checkbox"/> WBE Firm	
Company Name:	Contact Person:
Address:	E-mail:
	Telephone Number: () Fax Number: ()
Sub-Contract Amount:	Describe service/product to be provided and <u>how this is a Valuable Scope Contribution of the Contract.</u>
Sub-Contract Percentage of Total Bid:	
Provide approximate dates when Sub-Contractor will perform on this project:	

<input type="checkbox"/> MBE Firm <input type="checkbox"/> WBE Firm	
Company Name:	Contact Person:
Address:	E-mail:
	Telephone Number: () Fax Number: ()
Sub-Contract Amount:	Describe service/product to be provided and <u>how this is a Valuable Scope Contribution of the Contract.</u>
Sub-Contract Percentage of Total Bid:	
Provide approximate dates when Sub-Contractor will perform on this project:	

Respondent Firm	Telephone Number
Address	Fax Number
City/State/Zip Code	Email Address
Representative	Authorizing Signature
Date	Printed Name and Title

☐ Please check if additional forms are attached.
 Page _____ of _____

FORM MUST BE COMPLETED IN ITS ENTIRETY WITH COMPLETED LETTERS OF COMMITMENT.

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Minority and Women's Business Enterprises

STATE OF INDIANA MBE/WBE SUBCONTRACTOR COMMITMENT FORM

RFP# 20-042

DUE DATE: 01/31/2020

TOTAL BID AMOUNT:

☐ MBE Firm ☐ WBE Firm

Company Name:

Address:

Sub-Contract Amount:

Sub-Contract Percentage of Total Bid:

Contact Person:

E-mail:

Telephone Number:
()

Fax Number:
()

Describe service/product to be provided and how this is a Valuable Scope Contribution of the Contract:

Provide approximate dates when Sub-Contractor will perform on this project:

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Minority and Women's Business Enterprises

- **Effective August, 2014, a new MWBE scoring methodology will be utilized for all RFP's released**
- **New Process** - MWBE scoring is conducted based on 10 points plus a possible 2 bonus points scale
 - MBE: Possible 5 points + 1 bonus point
 - WBE: Possible 5 points + 1 bonus Point
- **Professional Services Scoring Methodology:**

- The points will be awarded on the following schedule:

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	.625	1.25	1.875	2.5	3.125	3.75	4.375	5.0

- Fractional percentages will be rounded up or down to the nearest whole percentage
- If the respondent's commitment percentage is rounded down to 0% for MBE or WBE participation the respondent will receive 0 points.
- Submissions of 0% participation will result in a deduction of 1 point in each category
- The highest submission which exceeds the goal in each category will receive 6 points (5 points plus 1 bonus point). In case of a tie both firms will receive 6 points



IDOA Subcontractor Scoring

RFP MBE/WBE Scoring Example

Bidder	MBE %	Pts.	WBE %	Pts.
Bidder 1	12.0%	5.0	10.0%	6.0
Bidder 2	6.0%	3.75	4.0%	2.5
Bidder 3	8.0%	5.0	8.0%	5.0
Bidder 4	16.0%	6.0	0.2%	0.0
Bidder 5	0.0%	-1.0	0.0%	-1.0

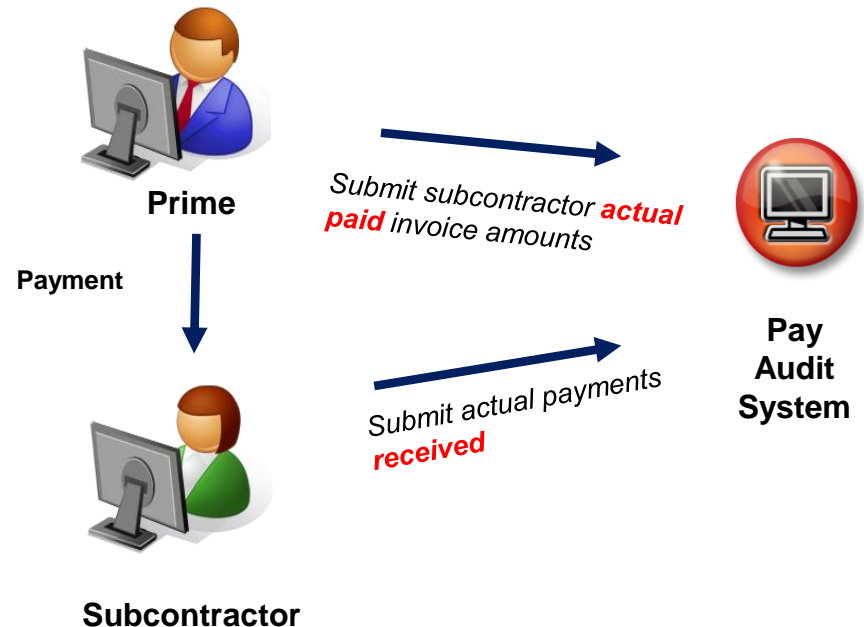
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Subcontractor Compliance

Pay Audit System

- Tool utilized to monitor the state's diversity spend for subcontractors
- Selected primes and subcontractors are required to report payments submitted or received through this web-based tool
- Based on contract terms payments should be reported monthly or quarterly
- **Questions?** Contact Division of Supplier Diversity
 - mwbecompliance@idoa.in.gov
 - www.in.gov/idoa/mwbe/payaudit.htm



Additional Information

IDOA PROCUREMENT LINKS AND NUMBERS

<http://www.in.gov/idoa/2354.htm>

- A. Link to the developing for bidder registry with IDOA and Secretary of State.
<http://www.in.gov/idoa/2464.htm>
- B. Secretary of State of Indiana:
Can be reached at (317) 232-6576 for registration assistance. www.in.gov/sos
- C. See Vendor and Supplier Resource Center:
<http://www.in.gov/idoa/3106.htm>
- D. Minority and Women Owned Business Enterprises:
Link to more information and full listing of IDOA Minority and Women Owned Businesses
<http://www.in.gov/idoa/2352.htm>
- E. RFP posting and updates:
Go to <http://www.in.gov/idoa/2354.htm> (select “Current Opportunities” link)
Scroll through table until you find desired RFP number on left-hand side and click the link.

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Questions

Any verbal response is not considered binding; respondents are encouraged to submit any question formally in writing if it affects the proposal that will be submitted to the State.

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Thank You

David Brandon-Friedman

DBrandonFriedman@idoa.IN.gov

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