

# Request for Proposal #17PSX0222

---

## MOBILE INSPECTION SOLUTION

Contract Specialist: **Gregory Mooney**

Date Issued: **22 February 2018**

Due Date: **20 March 2018 at 2:00 pm Eastern Time**

**Department of Administrative Services  
Procurement Division**



## TABLE OF CONTENTS

<b>GUIDE TO ELECTRONIC PROPOSAL SUBMISSIONS</b>	<b>3</b>
<b>OVERVIEW</b>	<b>5</b>
<b>SCOPE OF SERVICES</b>	<b>6</b>
<b>INSTRUCTIONS TO PROPOSERS</b>	<b>7</b>
<b>DESCRIPTION OF GOODS &amp; SERVICES SPECIFICATIONS AND ADDITIONAL TERMS AND CONDITIONS</b>	<b>8</b>
<b>PROPOSAL REQUIREMENTS</b>	<b>9</b>
<b>SELECTION CRITERIA</b>	<b>10</b>
<b>SUBMITTAL REQUIREMENTS</b>	<b>11</b>
<b>ATTACHMENT 1 - SAMPLE CONTRACT</b>	<b>12</b>

# Request for Proposals (RFP)

## MOBILE INSTPECTION SOLUTION

### Guide to Electronic Proposal Submissions

#### 1. Introduction To BizNet

It is now a requirement of Department of Administrative Services (DAS)/Procurement Division that all Companies create a Business Network (BizNet) Account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur. Companies that have been certified through the Supplier Diversity or the Pre-Qualification Program have already created a BizNet account.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select Doing Business with the State and Company Information. Please be sure to complete information in all tabs (Company Information, Accounts, Address, etc...).

Existing Companies Needing to Update Their Information: Login to BizNet and select Doing Business with the State and Company Information.

**Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Division at 860-713-5095.**

#### 2. Business Friendly Legislation

As a result of Public Act 11-229, DAS/Procurement Division's goal is to make doing business with the State of Connecticut more business friendly. To eliminate redundancy, forms that were repetitively filled out with each request for proposal are being automated in BizNet.

DAS/Procurement Division began the transition to on-line bidding by automating the submission of Affidavits and Non-Discrimination forms on October 1, 2011. Companies must submit forms electronically to their BizNet account if they haven't already done so. These forms must be updated on an annual basis, no later than 30 days after the effective date of any material change. Rather than completing them with each proposal submittal, companies that have already filed these forms have the ability to view, verify and update their information prior to submitting a proposal response.

#### **Instructions for Uploading Affidavits and Non-Discrimination Forms:**

**Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:**

<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>

(a) AFFIDAVITS

**THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit
- (3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
- (4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management’s website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

**CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management’s website by clicking following link:  
[http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806)

**3. Online Proposal Responses**

Any proposal posted by DAS/Procurement Division must be submitted electronically. The common forms listed below have also been automated in the BizNet system. In addition, specific forms are now fillable, as noted below. To complete forms; download them from your BizNet account, complete your submittal response, and then upload these completed documents (as well as any other required submittal documents) through BizNet prior to date and time upon which the Proposal is due pursuant to the RFP. Late submissions will not be accepted. All proposals response submitted must be e-signed. Proposals that are not e-signed are not received by DAS/Procurement and cannot be viewed or considered. If any required documents have not been uploaded, the system will not allow you to e-sign. After successful e-signature, Proposers will get a confirmation that their proposal has been successfully submitted. If you do not receive this electronic confirmation, please contact DAS/Procurement at 860-713-5095. Proposals are not publicly opened and are not available for viewing until after the Contract has been awarded.

- Contractor Information/Electronic Signature Page – Web Based fillable Form
- Employment Information Form (DAS-45) – Web Based fillable Form
- Statement of Qualifications (DAS-14) – PDF Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based fillable Form
- Attachment 3 Price Schedule
- RFP Addendum (RFP-18) – if applicable

#### 4. Insurance Accord Certificates

Contractors are responsible for maintaining their BizNet accounts with new and/or updated insurance information.

The following documentation will need to be uploaded to each company's BizNet account and evidencing that the State is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under "DAS Business Friendly Initiatives" at the following website: <http://das.ct.gov/cr1.aspx?page=371>

***Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.***

## Overview

The State of Connecticut Department of Administrative Services ("DAS") is issuing this Request for Proposal to solicit proposals for Mobile Inspection Solutions. Currently there are six Connecticut State Agencies who currently utilize the Enterprise Licensing Management System ("ELMS") for Inspections. This RFP is to solicit proposals for mobile inspection solutions for the following State Agencies.:

1. Department of Agriculture ("DOAG")
2. Department of Consumer Protection ("DCP")
3. Department of Developmental Services ("DDS")
4. Department of Public Health ("DPH")
5. Department of Transportation ("DOT"), Regulatory and Compliance Unit
6. Office of Early Childhood ("OEC")

The State is looking for a long term Commercial off the Shelf ("COTS") solution to facilitate all aspects of mobile inspections within an enterprise environment. The term mobile inspection is defined here as an inspection that begins and ends in the field (e.g.) a licensed facility.

The State's current credential management solution ("CAVU eLicense") which can be found at the following link, <https://www.micropact.com/products/cavu-elicence/#top> has been in place for over 15 years, and is being used by many

divisions to manage certain aspects in their inspection processes. However, there currently isn't a way to electronically capture data in the field when an inspection is taking place. The current process is completed on paper, where inspectors take notes or use a checklist in the field, and then enter that information into the eLicense system when they have access to a laptop/computer. The State of Connecticut is looking to identify and implement a mobile inspection solution that will integrate with the current eLicense system and allow for the real-time capture of information collected during an on-site inspection.

The intent is to implement a mobile inspection solution that has the potential to continue to expand features through technology, as well as provide a scalable platform to support increased transaction volumes and new State Agency expansions. Future enterprise expansion is a key component of the proposal and should be addressed accordingly. Attachment CTP "Mobile Inspection Solution – State of CT profile", outlines the current State Enterprise participation and volume levels. State participation levels may increase up to 20 percent over the next 3 years.

The ELMS divisional groups have been steadily moving to online self-services, mobile access, and automation functions whenever possible. The strategic goal is to increase Agency efficiencies by eliminating work currently done on paper and reducing duplicate processes completed in the field and back office.

The following features will be imperative to any proposal, and must be standard functionality of any product in order to be considered:

1. Integration with existing eLicense system
2. Available in offline mode when no/poor connectivity
3. Ability to add notes and/or pictures to any inspection step
4. Summary inspection report that can be viewed on the device and emailed
5. Electronic signatures
6. Ability to implement complex business rules and workflow steps
7. Out of the box reporting functionality
8. GIS integration with ESRI or built in GIS for inspection routing and mapping

## Scope of Services

The core objective of this RFP is to solicit product and pricing information related to solution(s) in the Mobile Inspection marketplace that would allow the State of Connecticut to achieve the following project objectives:

- I. Provide a configurable mobile inspection solution supporting multiple business models across State Agencies;
- II. Provide an Enterprise Multi-Tenant solution.
- III. Provide the ability to work with high volumes of transactional data that an Enterprise environment presents;
- IV. Enable customized business unit views, workflow configuration, and business rule creation.
- V. Provide authorized user access to an intuitive configuration environment that allows creation or modification of emerging processes, views, and reports required to administer the solution;

- VI. Establish a vendor contract and support agreement that is consistent with Connecticut State Government standards

The proposed solutions must at a minimum include:

1. Enterprise multi-tenancy architecture
2. Integrated workflow management features
3. Comprehensive Service Level Agreement
4. Up to date User and Administration documentation
5. User Training

## Instructions to Proposers

### 1. Proposal Schedule

RELEASE OF RFP:	Date:	22 February 2018
RECEIPT OF QUESTIONS:	Date:	1 March 2018, by noon Eastern Time
ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	8 March 2018
RFP DUE DATE:	Date:	20 March 2018 at 2:00 pm Eastern Time

### 2. Pre-Proposal Meeting Requirements

This RFP contains no pre-proposal meeting requirements.

### 3. Questions

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified in Section 1, "Proposal Schedule" and must be directed to the Contract Specialist, Gregory Mooney via email: [gregory.mooney@ct.gov](mailto:gregory.mooney@ct.gov).

### 4. Communications

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Gregory Mooney via email: [gregory.mooney@ct.gov](mailto:gregory.mooney@ct.gov).

### 5. Solicitation Submission

Solicitations shall be submitted online by the RFP due date and time only. Proposers shall upload their solicitation submission to their BizNet Account.

## Description of Goods & Services Specifications and Additional Terms and Conditions

### 1. DESCRIPTION OF GOODS AND SERVICES:

See attachment 2, 4, and 5.

### 2. ADDITIONAL TERMS AND CONDITIONS:

#### (a) **Contract Separately/Additional Savings Opportunities**

DAS reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of DAS, the quantity required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit B, whether or not such a savings actually occurs.

#### (b) **P-Card (Purchasing MasterCard Credit Card)**

Purchases made by the Client Agency from the Contractor that are less than \$1,000 may be made using the State of Connecticut Purchasing Card (MasterCard) in accordance with Memorandum No. 2011-11 issued by the Office of the State Comptroller.

Contractor shall be equipped to receive orders issued by the Client Agency using the MasterCard. The Contractor shall be responsible for the credit card user-handling fee associated with MasterCard purchases. The Contractor shall charge to the MasterCard only upon acceptance of Goods delivered to the Client Agency or the rendering of Services.

The Contractor shall capture and provide to its merchant bank, Level 3 reporting at the line item level for all orders placed by MasterCard.

Questions regarding the state of Connecticut MasterCard Program may be directed to Ms. Kerry DiMatteo, Procurement Card Program Administrator at 860-713-5072.

#### (c) **Subcontractors**

DAS must approve any and all subcontractors utilized by the Contractor prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state entity is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request.

Contractor must provide the majority of services described in the specifications.

#### (d) **Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior



to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

## Proposal Requirements

### 1. Contract Period

The State intends that this Contract shall be in effect for a period of four years. The parties, by mutual agreement, may extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term, but only in accordance with the section in this Contract concerning Contract Amendments.

### 2. Quantities and/or Usages

Any quantities set forth in this RFP are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase any particular amount. Actual quantities may vary and will be identified on individual purchase orders issued by the requesting entity.

### 3. Brand Name Specifications and/or References

The use of the name of a manufacturer or of any particular make, model or brand in describing an item does not restrict proposers to that manufacturer or specific article unless limited by the term "no substitute". However, the article being offered must be of such character and quality so that it will serve the purpose for which it is to be used equally as well as that specified, and the proposer shall warrant to the State that it is fit for that purpose. RFPs on comparable items must clearly state the exact article being offered including any and all applicable options and the proposer shall furnish such other information concerning the article being offered as will be helpful in evaluating its acceptability for the purpose intended. If the proposer does not indicate that the article offered is other than as specified, it will be understood that the proposer is offering the article exactly as specified. Proposers must submit complete documentation on the specifications and quality levels of the proposed products. RFPs submitted that do not contain this documentation are subject to rejection.

### 4. Stability of Proposed Prices

Any price offerings from proposers must be valid for a period of 120 days from the due date of the proposals.

### 5. Amendment or Cancellation of the RFP

DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

### 6. Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

**7. Proposer Presentation of Supporting Evidence**

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

**8. Proposer Demonstration of Proposed Services and or Products**

At the discretion of DAS, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by DAS and without cost to the State.

**9. Erroneous Awards**

DAS reserves the right to correct inaccurate awards.

**10. Proposal Expenses**

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

**11. Ownership of Proposals**

All proposals shall become the sole property of the State and will not be returned.

**12. Ownership of Subsequent Products**

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the contract.

**13. Oral Agreement or Arrangements**

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

**Selection Criteria**

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

**I Product Requirements**

- a. Requirements Workbook (Attachment 2).
- b. Product Demo
- c. Proposed technical architecture design document based on the “Mobile Inspection Solution – State of CT profile” (Attachment 4) and review of the State of Connecticut Application Architecture Patterns Document (Attachment 5).

**II Contractor Information**

- a. Contractor Workbook
- b. Implementation documents
- c. Service Level Agreement
- d. Client References Profile
- e. Current Client Listing
- f. Financial Statements

**III Cost**

- a. Attachment 3 Price Schedule

DAS may award by individual item, group of items, or the entirety of all items. DAS may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.

**Submittal Requirements**

The following required documents and responses shall be included in the order given below:

**I Product Requirements:**

- a. Completed Requirements Workbook (Attachment 2, “Requirements” Tab): Saved as an excel spreadsheet.
- b. Provide an onsite demo
- c. Attach a proposed technical architecture design document based on the “Mobile Inspection Solution – State of CT profile” (Attachment 4) and review of the State of Connecticut Application Architecture Patterns Document (Attachment 5).

**II Contractor Information:**

- a. Completed Contractor Workbook (Attachment 2, “Contractor Info” Tab): Saved as an excel spreadsheet
- b. Attach the following implementation documents:
  - i. Implementation Project Plan: Provide a High level Project Plan presented in a project tool format with tasks, timeline, deliverables, & milestones. Microsoft Project or similar is the preferred format

- ii Project Implementation Team: Provide a description of the proposed Project Implementation Team – including an explanation of each team member’s experience, relevant background and anticipated duties
  - iii Project Team Resumes: Provide brief professional bios/resumes for each key member of your implementation team
- c. Service Level Agreement: Provide an example of the proposed Service Level Agreement (SLA) (Attachment 2 “Service Level Agreement Info” Tab):.
- d. Completed Client References Profile:
  - i Include three references.
  - ii Include two clients who have users across multiple divisions/agencies.
  - iii One client should have implemented in the last two years.
- e. Current Client Listing: (Attachment 2, “Contractor Info” Tab:) Complete the Contractor Client Listing worksheet. List all current State or Province clients utilizing the proposed solution.

### III Cost

- a. Completed Price Schedule (Attachment 3): Edit and add to this document based on your proposed pricing model and the “Mobile Inspection Solution – State of CT profile” (Attachment 4). Provide additional explanations within the “Comments” section where necessary. This document will be the basis for cost evaluation.

## Attachment 1 - Sample Contract

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with other proposers. DAS may decide at any time to suspend the current RFP process and start the RFP process again.

The sample contract to this RFP is a draft contract and it is included in this RFP for informational purposes only in order to show some contract provisions that the State of Connecticut requires. It is not intended to, and will not, be the specific contract that the State and the successful vendor(s) will sign. After DAS selects a vendor, DAS will deliver a draft contract to the vendor for consideration and negotiation. The contract that DAS and the successful vendor will sign may vary from the sample contract. The contract may include a liquidated damages clause at the discretion of the State.