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| --- | --- | --- |
| State of Nevada |  |  |
| Department of Administration |  |
|  |  |
| Purchasing Division |  |
|  |  |
| 515 E. Musser Street, Suite 300Carson City, NV 89701 |  |
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| --- |
| State of Nevada |
| Purchasing Division |
| **Request for Proposal: 08DOA-S1030** |
| For |
| **ENTERPRISE CONTENT MANAGEMENT SYSTEM REPLACEMENT** |

|  |
| --- |
| Release Date: January 31, 2020 |
| Deadline for Submission and Opening Date and Time: March 4, 2020 @ 2:00 PM |
| ***Refer to Section 9, RFP Timeline for the complete RFP schedule*** |

|  |
| --- |
| For additional information, please contact:  |
| Gail Burchett, Purchasing Officer II |
| State of Nevada, Purchasing Division |
| 515 E. Musser Street, Suite 300 |
| Carson City, NV 89701 |
| Phone: 775-684-0172 |
| Email address: gburchett@admin.nv.gov |
| (TTY for Deaf and Hard of Hearing: 1-800-326-6868Ask the relay agent to dial: 1-775-684-0172/V.) |

|  |
| --- |
| ***Refer to Section 11 for instructions on submitting proposals*** |

**VENDOR INFORMATION SHEET FOR RFP 08DOA-S1030**

**Vendor Shall:**

1. Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V3 shall be used for development of the contract;
2. Type or print responses; and
3. Include this Vendor Information Sheet in Section III of the Technical Proposal.

|  |  |
| --- | --- |
| V1 | **Company Name** |
|  |

|  |  |
| --- | --- |
| V2 | **Company Address** |
| Street Address: |  |
| City, State, Zip Code: |  |

|  |  |
| --- | --- |
| V3 | **Telephone Numbers** |
|  | **Area Code** | **Number** | **Extension** |
| Telephone: |  |  |  |
| Fax: |  |  |  |
| Toll Free: |  |  |  |

|  |  |
| --- | --- |
| V4 | ***Contact Person for Questions / Contract Negotiations,******including address if different than above*** |
| Name: |  |
| Title: |  |
| Address: |  |
| Email Address: |  |
| Telephone Number: |  |
| Fax: |  |

|  |  |
| --- | --- |
| V5 | ***Name of Individual Authorized to Bind the Organization*** |
| Name: |  |
| Title: |  |

|  |  |
| --- | --- |
| V6 | Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)*** |
| Signature: | Date: |

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**Prospective vendors are advised to review Nevada’s ethical standards requirements, including but not limited to NRS 281A, NRS 333.800, and NAC 333.155.**

**All applicable Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) documentation can be found at:** [**www.leg.state.nv.us**](http://www.leg.state.nv.us)**.**

# PROJECT OVERVIEW

The State of Nevada Purchasing Division on behalf of the Department of Administration, Enterprise Information Technology Division is currently seeking responsible vendors to propose on a Content Management System (CMS) replacement.

The State of Nevada’s web presence, web content and assets are managed on the Ektron content management system (CMS) platform. This platform supports web sites, web content and assets across State departments, divisions, boards, commissions and the offices of elected State officials. The purpose of this project is to procure and implement a replacement CMS and obtain CMS system administration support services to avert issues related to planned technology obsolescence, including data vulnerabilities and platform support, improve data processing and management, meeting State and Federal regulatory requirements and improve user experience with the State web presence.

This Request for Proposals (RFP) is being advertised to select one (1) vendor with whom the Department of Administration, Enterprise I.T. Services Division, Agency I.T. Services Unit (DEPARTMENT) hopes to negotiate an Agreement for the described services by; June 30, 2020. Anticipated start date for this project is July 1, 2020 with the goal of being fully implemented not later than June 30, 2021.

This contract will be for a term of four (4) years, July 1, 2020 thru June 30, 2024, with options to extend for four (4) additional years if mutually agreed upon and in the best interest of the State.

## GOALS AND OBJECTIVES

The goals of this procurement are to:

### Replace the existing Ektron content management system with a cloud hosted, commercial off the shelf (COTS) digital experience platform (DXP) to support the State’s web presence;

### Migrate the State’s web content and assets to the DXP; and

### Obtain a contract for system administration support to include hosting, hosting support, technical support and maintenance.

# BACKGROUND

## PROJECT

The Ektron CMS version has reached end-of-life and no longer receives vendor support for security patches and software updates for the on-premise database and web server. The CMS also does not effectively support Americans with Disabilities Act (ADA) Section 508 compliance, requiring the State to use third-party software to report on and remediate for ADA compliant content and assets.

The State CMS is used/managed by over 500 users and consists of:

* Over 140 websites;
* Over 67,000 webpages;
* Over 93,000 documents;
* Over 47,000 media files;
* Over 20 terabytes of unstructured content; and
* Is accessible to any authorized user who has a computer and internet connection

## AGENCY

The Ektron CMS is administered by the Agency I.T. Services (AITS) Web Team under the Department of Administration, Enterprise I.T. Services Division. The Web Team consists of six (6) full time staff with an additional four (4) contract staff that will be brought on board for the specific purpose of ADA compliance planning and remediation.

The AITS Web Team assists the various State departments, divisions, boards, commissions and the offices of elected State officials in the management and presentation of their respective web presence. This includes the creation of new websites, webpages, and user training on how to make websites ADA compliant.

All staff are and will be in Carson City, Nevada.

## CONCURRENT IMPACTS/PROJECTS

The Web Team staff will be the Ektron subject matter experts for this project along with select users from various State departments, divisions, boards, commissions and the offices of elected State officials.

The Web Team staff will also be tasked with running the current CMS in parallel with the desired replacement until such time as a cut over to the new system can be made.

## CURRENT COMPUTING ENVIRONMENT

The State of Nevada’s web presence, web content and assets are managed on the Ektron content management system (CMS) platform – version 8.7, service pack 2. This platform supports web sites, web content and assets across State departments, divisions, boards, commissions and the offices of elected State officials. CMS system and website administration are handled by the AITS Web Team, while website ownership and content editing are the responsibility of the respective State departments, divisions, boards, commissions and offices of elected state officials. AITS Web Team staff do assist with site content editing when necessary, but the approval of new/revised site content is the responsibility of the website owners

## PROJECT SOFTWARE

All software used for project management shall be approved by the State. Current desktop tools utilized by State departments, divisions, boards, commissions and the offices of elected State officials include:

Windows 10 operating system and the Windows Office 365 suite of tools.

## DEVELOPMENT SOFTWARE

The AITS Web Team currently uses Visual Studio for software development but is not seeking to limit development software to any specific platform for this project.

### All proposed software used in the design, development, testing and implementation of the deliverables outlined in this RFP shall be approved by the State.

### If the application software is not public domain, the awarded vendor shall provide a licensing strategy.

### Offerors must list any software that the State is required to purchase or license. This includes, but is not limited to, server operating systems, end-user clients, tools, system components, databases and browser plug-ins. This also includes tools that may be required during the project implementation, but not for on-going support. For each such software, the following information must be provided:

#### Software name.

#### Software manufacturer; and

#### Software purpose/use.

## STATE RESOURCES

The following paragraphs describe the resources the State has committed to this project.

### Steering Committee

This team of senior officials shall work with, and on behalf of the project in defining overall policy, providing top level decision making, ensuring availability of key resources and effecting key interdepartmental and contractual relationships. The Steering Committee provides leadership in promoting support for the project. Additional roles of the Steering Committee may include:

#### Review of proposed plans and timetables;

#### Provide problem resolution if issues cannot be resolved at the project team level;

#### Provide departmental policy as it relates to the project;

#### Set priorities;

#### Propose alternative solutions to problems encountered;

#### Obtain Legislative and Administrative backing; and

#### Provide information and involve external parties in project progress, accomplishments and challenges.

### Project Sponsor

The AITS Web Team is the project sponsor. All project activities shall be conducted under the authority of the Department of Administration, Enterprise I.T. Services Division.

### Project Manager

A Project Manager has been appointed to coordinate the activities of all individuals and organizations involved in the project. The Project Manager shall provide on-going daily direction and oversight to the State project staff and the contractor and report progress and problems to the Steering Committee. The Project Manager shall coordinate all organizations involved in the project and ensure resource requirements are identified and addressed. The Project Manager sets priorities when choices of alternatives are required.

### State Project Staff

#### The awarded vendor shall be expected to work closely with the State project staff assigned to this project.

#### State project staff shall be available to attend meetings, interviews and assist assigned staff in reviewing functions with the awarded vendor.

#### State project staff shall be assigned to the project on an as-needed basis, as determined by project and technical management to represent the various functional and technical areas.

#### State project staff shall report to the Project Manager who shall act as a conduit to the awarded vendor.

### Quality Assurance Monitor

A Quality Assurance (QA) monitor may be utilized and shall act as technical assistant to the State. The QA monitor shall report to the State Project Manager. Major functions shall include, but not be limited to the following.

#### Review of project tasks;

#### Validation of results;

#### Provide recommendations, as required;

#### Review of deliverables; and

#### Project plan monitoring.

# SYSTEM REQUIREMENTS

## VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors shall explain in sufficient detail how the vendor shall satisfy the Department of Administration, Enterprise I.T. Services Division project requirements described below and in ***Attachment J, Requirements Matrix***. If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

## COMPUTING PLATFORM

The State is seeking a cloud hosted solution that will be accessible to authorized users with a computer and an internet connection. User roles and permissions may be tied to State active directory to facilitate single sign-on access if available in proposed solutions.

## TECHNICAL REQUIREMENTS

System requirements are described in the Requirements matrix. **See Attachment J**.

## FUNCTIONAL REQUIREMENTS

Functional requirements are described in the Requirements matrix. The Concept of Operations document describes the business needs that will be addressed by the COTS DXP and the functions to be performed by the users.

## SECURITY STANDARDS

### System shall meet or exceed all applicable Nevada Revised Statutes (NRS), Nevada Administrative Code (NAC), State Information Security Program Policy, and State and Department Security Standards related to the product or service being required/provided.

### Proposed solutions must meet security standards as listed at <http://it.nv.gov/governance/state-policy-procedures/>

## REQUIREMENTS MATRIX

Vendor shall:

### Present the platform requirements for efficient operation of the system;

### Review the requirements matrix carefully to insure that the proposed system design addresses all of the requirements;

### Tie each data element/function to the vendor’s project plan by task number; and

### Respond to all of the requirements by properly coding and indicating how the requirement is satisfied. The proposed costs and project plan shall reflect the effort needed to satisfy the requirements.

### Identify, for each of the system requirements identified in the requirements matrix, whether it is:

| **Vendor Capabilities** | **Description** |
| --- | --- |
| 0 | Functionality not provided in the proposed system |
| 1 | Functionality is provided but requires customized integration with a third-party product. |
| 2 | Functionality can be accomplished with the proposed system but requires customization or a workaround. |
| 3 | Functionality can be accomplished with the proposed system with no customization. However, it requires setting configuration parameters at implementation time that cannot subsequently be altered without reimplementing all or part of the proposed system. |
| 4 | Functionality can be accomplished with the proposed system. However, it requires configuration parameters to be set. These configuration parameters may or may not need to be set at implementation time. They can later be altered without reimplementing any part of the proposed system. |
| 5 | The proposer has established a relationship with a business partner to provide this functionality. The functionality is fully integrated and requires no customization or workaround |
| 6 | The proposer provides the functionality from its own code base. No customization or workaround is needed. The functionality is included in the quoted price. |

### Identify whether each requirement is in the firm fixed price included within the cost proposal.

### Describe how the proposed system meets the requirements specified within this RFP.

# SCOPE OF WORK

The scope of work is broken down into tasks, activities and deliverables. The tasks and activities within this section are not necessarily listed in the order that they shall be completed. Vendors shall reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP.

All tasks performed by the awarded vendor may be reviewed by the QA monitor as well as State staff.

## SUMMARY:

The selected Vendor will replace the Ektron CMS with a Commercial Off the Shelf (COTS) Digital Experience Platform (DXP) with their proposed product(s) and service(s). The selected Vendor will also be required to provide initial training, data extraction/conversion, data migration, and hosting services as part of the tasks outlined in this Scope of Work (SOW). The vendor shall provide responses that clearly state that it will meet all the specifications of this project and how its Solution is a best match to provide the DEPARTMENT’s requirements.

### During the transition to the COTS DXP, the Vendor will provide services to include at a minimum, the following:

#### The Vendor will deliver and launch a COTS DXP that meets the requirements of this RFP.

#### The Vendor will migrate all existing State web content and assets from the Ektron platform to the COTS DXP platform.

#### The Vendor will provide training for:

#### Site Administrators.

#### Site Owners.

#### Site Content Editors:

#### DXP trainers; and

#### The Vendor will provide digital training material for all user groups.

### After the transition to the COTS DXP, the Vendor will provide services to include at a minimum, the following:

#### System administration support services for the life of the contract to include:

#### Patching.

#### Version updates.

#### System maintenance.

#### Server administration.

#### Database administration; and

#### Support of third-party tools.

### Requirements:

Specific requirements and specifications are in ***Requirements Matrix, Attachment J.*** Requirements submitted by the successful vendor, as amended by mutual agreement during the negotiation process or otherwise in writing, become part of this Scope of Work.

### Tasks and Task Deliverables:

In addition to delivering the COTS DXP that meets the requirements of this RFP, the Vendor will be responsible for performing tasks described in this section. Separate tasks are defined for planning, implementation, and post transition support.

## VENDOR RESPONSE TO SCOPE OF WORK

### Within the proposal, vendors shall provide information regarding their approach to meeting the requirements described within ***Sections 4.4 through 4.?***.

### If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

### Vendor's response shall be limited to no more than five (5) pages per task not including appendices, samples and/or exhibits.

## DELIVERABLE SUBMISSION AND REVIEW PROCESS

Once the detailed project plan is approved by the State, the following sections detail the process for submission and review of deliverables during the life of the project/contract.

### General

#### The contractor shall provide one (1) master (both hard and soft copies) and two (2) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

#### Once a deliverable is approved and accepted by the State, the contractor shall provide an electronic copy. The State may, at its discretion, waive this requirement for a particular deliverable.

#### The electronic copy shall be provided in software currently utilized by the agency or provided by the contractor.

#### Deliverables shall be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

### Deliverable Submission

#### Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable shall be delivered to the State Project Manager for review and approval. The summary document shall contain, at a minimum, the following:

##### Cover letter;

##### Table of Contents with a brief description of the content of each section;

##### Anticipated number of pages; and

##### Identification of appendices/exhibits.

#### The summary document shall contain an approval/rejection section that can be completed by the State. The summary document shall be returned to the contractor within a mutually agreed upon time frame.

#### Deliverables shall be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

#### At a mutually agreed to meeting, on or before the time of delivery to the State, the contractor shall provide a walkthrough of each deliverable.

#### Deliverables shall be submitted no later than 5:00 p.m., per the approved contract deliverable schedule and shall be accompanied by a deliverable sign-off form ***(refer to Attachment F)*** with the appropriate sections completed by the contractor.

### Deliverable Review

#### General

##### The State’s review time begins on the next working day following receipt of the deliverable.

##### The State’s review time shall be determined by the approved and accepted detailed project plan and the approved contract.

##### The State has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State’s review time.

##### Any subsequent deliverable dependent upon the State’s acceptance of a prior deliverable shall not be accepted for review until all issues related to the previous deliverable have been resolved.

##### Deliverables determined to be incomplete and/or unacceptable for review shall be rejected, not considered delivered and returned to the contractor.

##### After review of a deliverable, the State shall return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

#### Accepted

##### If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 7, Financial).***

#### Comments/Revisions Requested by the State

If the State has comments and/or revisions to a deliverable, the following shall be provided to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### Attached to the deliverable sign-off form shall be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.

##### The State’s first review and return with comments shall be completed within the times specified in the contract.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to resolve outstanding issues shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Agreements made during meetings to resolve issues shall be documented separately.

##### Once an agreement is reached regarding changes, the contractor shall incorporate them into the deliverable for resubmission to the State.

##### All changes shall be easily identifiable by the State.

##### Resubmission of the deliverable shall occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### This review process continues until all issues have been resolved within a mutually agreed upon time frame.

##### During the re-review process, the State may only comment on the original exceptions noted.

##### All other items not originally commented on are considered to be accepted by the State.

##### Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### The contractor shall provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 7, Financial)***.

#### Rejected, Not Considered Delivered

If the State considers a deliverable not ready for review, the following shall be returned to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to discuss the State’s position regarding the rejection of the deliverable shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Resubmission of the deliverable shall occur within a mutually agreed upon time frame.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### Upon resubmission of the completed deliverable, the State shall follow the steps outlined in ***Section 4.2.3.2, Accepted,*** or ***Section 4.2.3.3, Comments/Revisions Requested by the State***.

## PLANNING AND ADMINISTRATION

### Objective:

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

### Activities:

In addition to delivering the COTS DXP that meets the requirements of this RFP, the Vendor will be responsible for performing tasks described in this section. Separate tasks are defined for planning, implementation, and post transition support.

The awarded vendor shall:

#### Planning and Project Management

##### Vendor will create a Detailed Project Plan with a detailed project timeline for all project tasks. During the negotiation of the agreement all parties will agree on a finalized timeline for the project plan.

##### Vendor will provide a Content Migration Plan to include:

###### A description of the technical and management approach for Legacy Content Conversion and Content Load.

###### An indication of the methods, without use of DEPARTMENT, personnel or resources, to be used for migration of deliveries to operations.

###### Identification of migration issues related to deployment and cutover from the legacy system (existing system) and discussion on how the proposed technical management approach to deployment mitigates those issues.

###### A description of the approach to satisfying the migration requirements of this RFP, including proposed tasks, deliverables, descriptions of deliverable content, and methods and tools to be used.

#### Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

##### Review and approval of previous meeting minutes;

##### Contractor project status;

##### State project status;

##### Contract status and issues, including resolutions;

##### Quality Assurance status;

##### New action items;

##### Outstanding action items, including resolutions;

##### Setting of next meeting date; and

##### Other business.

#### Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports shall include, but not be limited to the following:

##### Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;

##### Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined;

##### Problems encountered and proposed/actual resolutions;

##### What is to be accomplished during the next reporting period;

##### Issues that need to be addressed, including contractual;

##### Quality Assurance status;

##### Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;

##### Identification of schedule slippage and strategy for resolution;

##### Contractor staff assigned and their location/schedule;

##### State resources required for activities during the next time period; and

##### Resource allocation percentages including planned versus actual by project milestone.

#### Vendor will provide a Communication Management Plan that will include project meetings needed during all project phases, project status reports, and communication methods.

#### Develop a Risk Management Plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

#### Vendor will provide a Quality Assurance Plan detailing how deliverables will be tested for quality assurance. A deliverable will not be considered complete until quality assurance has been performed to ensure the deliverable meets the deliverable criteria.

#### Vendor will provide a Testing Plan that works with the Quality Assurance Plan. This test plan will provide Quality Assurance for all deliverables and include:

##### A description of the approach to system testing (including system acceptance testing), proposed activities, deliverables, descriptions of deliverable content, and methods and tools to be used.

##### Substantiation of the Vendor’s understanding and the viability of the testing approach.

##### Identification of the risks inherent in the proposed test and evaluation approach and strategies for mitigating these risks.

#### Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan shall be used by the vendor and the State in the design, specification, construction, implementation and support of the system.

#### Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan shall include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

### Deliverables:

| **4.4 PLANNING AND ADMINISTRATION DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.4.3.1 | Planning and Project Management | 4.4.2.1 | 10 |
| 4.4.3.2 | Attendance at all scheduled meetings | 4.4.2.2 | N/A |
| 4.4.3.3 | Written Semi-Monthly Project Status Report | 4.4.2.3 | 2 |
| 4.4.3.4 | Communication Plan | 4.4.2.4 | 5 |
| 4.4.3.5 | Risk Management Plan | 4.4.2.5 | 5 |
| 4.4.3.6 | Quality Assurance Plan | 4.4.2.6 | 5 |
| 4.4.3.7 | Testing Plan | 4.4.2.7 | 5 |
| 4.4.3.8 | Change Management Plan | 4.4.2.8 | 5 |
| 4.4.3.9 | Knowledge Transfer Plan | 4.4.2.9 | 5 |

## KICK-OFF MEETING

### Objective:

#### The Vendor will conduct one (1) kick-off meeting.

### Activities:

The awarded vendor shall:

#### The kick-off meeting will address the project plan, schedule and expectations and provide DEPARTMENT project team the ability to address concerns as they relate to transitioning to a new system.

#### The Vendor will lead a discussion surrounding the system requirements as described in Attachment M, Requirements Matrix and supported by Attachment L, Concept of Operations. The intent of the discussion is to clarify any outstanding issues and demonstrate how the system requirements will be met. At a minimum, this will include a “step through” of the system requirements to ensure that all parties interpret and understand the system requirements in the same way. Following the meeting, the Vendor will prepare an updated version of the system requirements for DEPARTMENT’s review and approval. The approved set of system requirements will serve as the basis for the system deployment, testing, and final acceptance of the system.

#### The schedule for the meeting(s) will be arranged after the contract is executed. The kickoff meeting will be held onsite at DEPARTMENT facilities. The kickoff meeting will not exceed eight (8) hours.

### Deliverables:

| **4.5 KICK-OFF MEETING DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.5.3.1 | Conduct Kickoff Meeting | 4.5.2.1 | N/A |
| 4.5.3.2 | Draft Revised Systems Requirements Document | 4.5.2.2 | 5 |
| 4.5.3.3 | Final Systems Requirements Document | 4.5.2.2 | 5 |

## COTS DXP SYSTEM DELIVERY

### Objective:

#### Vendor will develop, install and implement the COTS DXP as described in ***Attachment J, Requirements Matrix*** and ***Attachment K, Concept of Operations.***

### Activities:

The awarded vendor shall:

#### The Vendor shall install, configure and implement the COTS DXP as described in ***Attachment K - Concept of Operations***, and the final System Requirements Document (Task 2 Deliverable 2-3).

#### The Vendor will deploy three (3) fully hosted and operational environments of the COTS DXP for the following purposes:

##### A public facing primary/production environment.

##### A hosted testing environment for the purpose of testing product updates, changes and enhancements prior to deployment on the public facing primary/production system; and

##### A hosted staging environment for the purpose of creating, editing and previewing content prior to publishing to the public facing primary/production system.

### Deliverables:

| **4.6 COTS DXP SYSTEM DELIVERY DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.6.3.2A | Public Facing Primary. Production Environment | 4.6.2.2 | 5 |
| 4.6.3.2B | A hosted testing environment for the purpose of testing product updates, changes and enhancements prior to deployment on the public facing primary/production system; | 4.6.2.2 | 5 |
| 4.6.3.2C | A hosted staging environment for the purpose of creating, editing and previewing content prior to publishing to the public facing primary/production system | 4.6.2.2 | 5 |

## SITE, CONTENT AND ASSET MIGRATION

### Objective:

#### Migrate State’s presence.

### Activities:

The awarded vendor shall:

#### The Vendor shall migrate the State’s web presence, to include all web sites, pages, content and assets to the staging and primary/production environments (Task 4.6 Deliverables 4.6.3.2A and 4.6.3.2C).

### Deliverables:

| **4.7 SITE CONTENT AND ASSET MIGRATION DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.7.3.1A | Primary/production environment with migrated State web presence. | 4.7.2.1 | 5 |
| 4.7.3.2B | Testing environment with migrated State web presence. | 4.7.2.1 | 5 |
| 4.7.3.2C | Staging environment with migrated State web presences | 4.7.2.1 | 5 |

## TRAINING

### Objective:

#### The Vendor will provide a training plan, training and training materials for the user groups named in Attachment ## - Concept of Operations to include the following tasks.

### Activities:

The awarded vendor shall:

#### Training Plan – The vendor will provide a training plan that details all aspects of the proposed solution. The detailed training will be based on the Training Plan.

#### Initial Training – The Vendor will provide initial training to DEPARTMENT and other State staff in their use of the hosted COTS DXP. Training will be held in DEPARTMENT facilities located in Carson City, Nevada.

#### Train the Trainer – The Vendor will provide train the trainer training to DEPARTMENT staff. Training will be held in DEPARTMENT facilities located in Carson City, Nevada.

#### Post Launch Follow Up – The Vendor will provide post launch follow-up training to DEPARTMENT and other State staff in their use of the hosted COTS DXP. Training will be held in DEPARTMENT facilities located in Carson City, Nevada.

#### Training Manuals – The Vendor will provide, in digital form, a training manual, user manual and system administrator manual.

#### Training, user and system administrator materials may be reproduced by DEPARTMENT as needed via an electronic version from the Vendor. Training manuals will allow DEPARTMENT to train additional users as needed. User manuals will describe core functionality and how to use the system. System administrator manuals will describe how to perform the administrative tasks necessary for day to day operations.

### Deliverables:

| **4.8 TRAINING DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.8.3.1 | Detailed Training Plan | 4.8.2.1 | 5 |
| 4.8.3.2 | Initial training session; | 4.8.2.2 | N/A |
| 4.8.3.3 | Train the trainer training session; | 4.8.2.3 | N/A |
| 4.8.3.4 | Post launch follow up training session;  | 4.8.2.4 | N/A |
| 4.8.3.5 | Digital training manuals | 4.8.2.5 | 5 |

## HOSTING AND HOSTING SUPPORT, TECHNICAL SUPPORT AND MAINTENANCE

### Objective:

#### Vendor will perform hosting support, technical support and maintenance of the COTS DXP throughout the contract term.

### Activities:

The awarded vendor shall:

#### Hosting and Hosting Support

The system will be hosted at a facility provided by the Vendor with operating internet connectivity to allow DEPARTMENT, other State staff, and the public to access the system. In addition to hosting the system, the Vendor shall perform support to ensure a complete and successful implementation. The Vendor shall also provide maintenance as needed to update, troubleshoot, monitor the health of the software and perform restarts as needed.

#### Technical Support and Maintenance

####

The Vendor will provide technical support to DEPARTMENT and other State staff using the system. The Vendor shall provide technical support via email and direct telephone during DEPARTMENT business hours, Monday thru Friday. If unable to provide this support, the Vendor shall provide hours as close to the preferred times as possible.

#### Service Level Agreement

The Vendor will provide DEPARTMENT with a Service Level Agreement (SLA) identifying at a minimum:

##### Procedures for initiating requests for service.

##### Procedures for escalating service requests.

##### Vendor’s approach to supporting requests for technical assistance and reports of system outages or functional issues with the system.

##### The Vendor must submit its proposed SLA in an appendix within its proposal and identify other clients for which the SLA is used.

### Deliverables:

| **4.9 HOSTING AND HOSTING SUPPORT, TECHNINCAL SUPPORT AND MAINTENANCE DELIVERABLES** |
| --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED****REVIEW TIME****(WORKING DAYS)** |
| 4.9.3.1 | Hosting and Hosting Support | 4.9.2.1 | N/A |
| 4.9.3.2 | Technical Support | 4.9.2.2 | N/A |
| 4.9.3.2 | Maintenance | 4.8.2.2 | N/A |
| 4.9.3.3 | Service Level Agreement for service requests, escalation of service requests, technical, functional and system outage support.  | 4.8.2.3 | 5 |

# COMPANY BACKGROUND AND REFERENCES

## VENDOR INFORMATION

### Vendors shall provide a company profile in the table format below.

| **Question** | **Response** |
| --- | --- |
| Company Name: |  |
| Ownership (sole proprietor, partnership, etc.): |  |
| State of incorporation: |  |
| Date of incorporation: |  |
| # of years in business: |  |
| List of top officers: |  |
| Location of company headquarters, including City and State: |  |
| Location(s) of the office that shall provide the services described in this RFP: |  |
| Number of employees locally with the expertise to support the requirements identified in this RFP: |  |
| Number of employees nationally with the expertise to support the requirements in this RFP: |  |
| Location(s) from which employees shall be assigned for this project: |  |

### Pursuant to NRS 333.3354, the State of Nevada awards a five percent (5%) preference to a vendor certifying that its principal place of business is in Nevada. The term ‘principal place of business’ has the meaning outlined by the United States Supreme Court in Hertz Corp v. Friend, 559 U.S. 77 (2010), typically meaning a company’s corporate headquarters. This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis. To claim this preference a business must submit a letter with its proposal showing that it qualifies for the preference.

### **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall register with the State of Nevada, Secretary of State’s Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

### The selected vendor, prior to doing business in the State of Nevada, shall be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS76. Information regarding the Nevada Business License can be located at [http://nvsos.gov](http://sos.state.nv.us).

| **Question** | **Response** |
| --- | --- |
| Nevada Business License Number: |  |
| Legal Entity Name: |  |

Is “Legal Entity Name” the same name as vendor is doing business as?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “No”, provide explanation.

### Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

### Has the vendor ever been engaged under contract by any State of Nevada agency?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

| **Question** | **Response** |
| --- | --- |
| Name of State agency: |  |
| State agency contact name: |  |
| Dates when services were performed: |  |
| Type of duties performed: |  |
| Total dollar value of the contract: |  |

### Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

### Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

Does any of the above apply to your company?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

| **Question** | **Response** |
| --- | --- |
| Date of alleged contract failure or breach: |  |
| Parties involved: |  |
| Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved: |  |
| Amount in controversy: |  |
| Resolution or current status of the dispute: |  |
| If the matter has resulted in a court case: | **Court** | **Case Number** |
|  |  |
| Status of the litigation: |  |

### Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 08DOA-S1030.***

### Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

### Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

### Financial information and documentation to be included in accordance with ***Section 11.5, Part III – Confidential Financial Information***.

#### Dun and Bradstreet Number

#### Federal Tax Identification Number

#### The last two (2) years and current year interim:

##### Profit and Loss Statement

##### Balance Statement

## SUBCONTRACTOR INFORMATION

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

### Does this proposal include the use of subcontractors?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, vendor shall:

#### Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor shall perform services.

#### If any tasks are to be completed by subcontractor(s), vendors shall:

##### Describe how the work of any subcontractor(s) shall be supervised, channels of communication shall be maintained and compliance with contract terms assured; and

##### Describe your previous experience with subcontractor(s).

#### Provide the same information for any proposed subcontractors as requested in ***Section 5.1, Vendor Information***.

#### Business references as specified in ***Section 5.3, Business References*** shall be provided for any proposed subcontractors.

#### Provide the same information for any proposed subcontractor staff as specified in ***Section 5.4, Vendor Staff Skills and Experience Required***.

#### Staff resumes for any proposed subcontractors as specified in ***Section 5.5, Vendor Staff Resumes***.

#### Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

#### Vendor shall notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 5.2, Subcontractor Information***. The vendor shall receive agency approval prior to subcontractor commencing work.

#### All subcontractor employees assigned to the project shall be authorized to work in this country.

## BUSINESS REFERENCES

### Vendors shall provide a minimum of five (5) business references from similar projects performed for private and/or public sector clients within the last ten (10) years.

### Business references shall show a proven ability of:

#### Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

#### Developing and executing a comprehensive application test plan;

#### Developing and implementing a comprehensive training plan;

#### Experience with comprehensive project management;

#### Experience with cultural change management;

#### Experience with managing subcontractors; and

#### Development and execution of a comprehensive project management plan.

### Vendors shall submit ***Attachment E, Reference Questionnaire*** to their business references.

### It is the vendor’s responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 9, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor’s score in the evaluation process.

### The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

## VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in ***Section 4, Scope of Work***. The State shall approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

## VENDOR STAFF RESUMES

### Project Manager Qualifications

The Project Manager assigned by the awarded vendor to the engagement shall have:

#### A minimum of four (5) years of project management experience managing information technology projects, in government or the private sector; and

#### Successfully managed at least one (1) implementation of the proposed or similar solution in the past three (3) years.

### Technical Lead Qualifications

The technical lead assigned by the awarded vendor shall have:

#### A minimum of three (3) years of experience in the development, configuration and deployment of the proposed solution; and

#### Successfully completed at least one (1) implementation of the proposed solution within the past three (3) years.

### Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor shall have:

#### A minimum of three (3) years of experience in the implementation of the proposed or similar solution; and

#### Successfully completed at least on (1) implementation of the proposed solution within the past three (3) years.

### Individual Team Member Qualifications

Each member of the awarded vendor's project team shall meet at least one (1) of the qualifications below. In addition, the aggregation of the individual qualifications of the team members shall cumulatively meet all of the following requirements. These requirements are:

#### Two (2) years of experience within the last five (5) years analyzing and modeling business processes;

#### Two (2) years of experience within the last five (5) years designing online interfaces using the tools proposed for this project;

#### Three (3) years of experience within the last five (5) years developing systems using the relational database proposed for this project;

#### Three (3) years of experience within the last five (5) years developing system to system interfaces;

#### Three (3) years of experience within the last five years developing secure Internet applications using the tools proposed for this project; and

#### Completed at least one (1) project within the past three (3) years that involved development of course outlines and materials and organizing and conducting classes to support the implementation of new business processes and systems.

A resume shall be completed for each proposed individual on the State format provided in ***Attachment H, Proposed Staff Resume,*** including identification of key personnel per ***Section 13.3.19, Key Personnel*.**

## PRELIMINARY PROJECT PLAN

### Vendors shall submit a preliminary project plan as part of the proposal, including, but not limited to:

#### Gantt charts that show all proposed project activities;

#### Planning methodologies;

#### Milestones;

#### Task conflicts and/or interdependencies;

#### Estimated time frame for each task identified in ***Section 4, Scope of Work***; and

#### Overall estimated time frame from project start to completion for both vendor and State activities, including strategies to avoid schedule slippage.

### Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

### The preliminary project plan shall be incorporated into the contract.

### The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in ***Section 4, Scope of Work***. The contract shall be amended to include the State approved detailed project plan.

### Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

### Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

## PROJECT MANAGEMENT

Vendors shall describe the project management methodology and processes utilized for:

### Project integration to ensure that the various elements of the project are properly coordinated;

### Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

### Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

### Management of contractor and/or subcontractor issues and resolution process;

### Responding to and covering requested changes in the project time frames;

### Responding to State generated issues;

### Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

### Resource management to ensure the most effective use of people involved in the project including subcontractors;

### Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

### Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

## QUALITY ASSURANCE

Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP.

## DESIGN AND DEVELOPMENT PROCESSES

Vendors shall describe the methodology, processes and tools utilized for:

### Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

### Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

### Identifying the key design issues that shall be resolved to support successful development of the system; and

### Integrating the disciplines that are essential to system functional requirements definition.

## CONFIGURATION MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

### Control of changes to requirements, design and code;

### Control of interface changes;

### Traceability of requirements, design and code;

### Tools to help control versions and builds;

### Parameters established for regression testing;

### Baselines established for tools, change log and modules;

### Documentation of the change request process including check in/out, review and regular testing;

### Documentation of the change control board and change proposal process; and

### Change log that tracks open/closed change requests.

## PEER REVIEW MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

### Peer reviews conducted for design, code and test cases;

### Number of types of people normally involved in peer reviews;

### Types of procedures and checklists utilized;

### Types of statistics compiled on the type, severity and location of errors; and

### How errors are tracked to closure.

## PROJECT SOFTWARE TOOLS

### Vendors shall describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in ***Section 2.4, Current Computing Environment****.*

### Costs and training associated with the project software tools identified shall be included in***Attachment I, Project Costs.***

# PROJECT COSTS

The Cost Schedules to be completed for this RFP are embedded as an Excel spreadsheet in ***Attachment I, Project Costs***.

All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

## COST SCHEDULES

The cost for each deliverable shall be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Each table in the Excel spreadsheet in ***Attachment I, Project Costs*** shall be completed, and detailed backup shall be provided for all cost schedules completed.

### Detailed Deliverable Cost Schedules

#### The schedules have been set up so that the sub-total from each deliverable cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

However, it is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

### Development and Data Conversion Environments

Proposers shall identify costs for any hardware and/or software proposed for the Development and Data Conversion Environments, as follows:

#### The schedule has been set up so that the sub-total from this cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

It is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

#### Proposers shall provide a detailed description and cost for each proposed item.

#### The State reserves the right not to accept the proposed hardware and/or software.

#### Costs for specific licenses shall be provided.

#### The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### Integration, System Test and UAT Environments

Proposers shall identify costs for any hardware and/or software proposed for the Integration, System Test and UAT Environments, as follows:

#### The schedule has been set up so that the sub-total from this cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

It is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

#### Proposers shall provide a detailed description and cost for each proposed item.

#### The State reserves the right not to accept the proposed hardware and/or software.

#### Costs for specific licenses shall be provided.

#### The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### Training Environment

Proposers shall identify costs for any hardware and/or software proposed for the Training Environment, as follows:

#### The schedule has been set up so that the sub-total from this cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

It is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

#### Proposers shall provide a detailed description and cost for each proposed item.

#### The State reserves the right not to accept the proposed hardware and/or software.

#### Costs for specific licenses shall be provided.

#### The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### Production Environment

Proposers shall identify costs for any hardware and/or software proposed for the Production Environments, as follows:

#### The schedule has been set up so that the sub-total from this cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

It is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

#### Proposers shall provide a detailed description and cost for each proposed item.

#### The State reserves the right not to accept the proposed hardware and/or software.

#### Costs for specific licenses shall be provided.

#### The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### Other Associated Costs

Proposers shall identify any other costs not covered on the Detailed Deliverable Cost Schedules and/or the cost schedules for any hardware and/or software proposed, as follows:

#### The schedule has been set up so that the sub-total from this cost schedule shall automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)***.

It is ultimately the proposer’s responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs)*** prior to submitting their cost proposal.

#### Proposers shall provide detailed information for each item identified.

### Summary Schedule of Project Costs

Proposers shall make sure that all totals from the Detailed Deliverable Cost Schedules, the cost schedules for any hardware and/or software proposed and other associated costs are transferred to ***Section 6.1.7, Summary Schedule of Project Costs (refer to Attachment I, Project Costs).***

### Hourly Rate Schedule for Change Orders

#### Prices quoted for change orders/regulatory changes shall remain in effect for six (6) months after State acceptance of the successfully implemented system.

#### Proposers shall provide firm, fixed hourly rates for change orders/regulatory changes, including updated documentation.

#### Proposers shall provide a firm, fixed hourly rate for each staff classification identified on the project. Proposers shall not provide a single compilation rate.

### Annual Product Licensing and Maintenance Schedule

#### Proposers shall provide a three (3) year fee schedule with the following information:

##### Listing of each product;

##### Original project proposed price;

##### Annual licensing fee, if applicable;

##### Annual maintenance fee; and

##### Percentages of the original amount for each fee.

# FINANCIAL

## PAYMENT

### Upon review and acceptance by the State, payments for invoices are normally made within 45 – 60 days of receipt, providing all required information, documents and/or attachments have been received.

### Pursuant to NRS 227.185 and NRS 333.450, the State shall pay claims for supplies, materials, equipment and services purchased under the provisions of this RFP electronically, unless determined by the State Controller that the electronic payment would cause the payee to suffer undue hardship or extreme inconvenience.

## BILLING

### There shall be no advance payment for services furnished by a contractor pursuant to the executed contract.

### Payment for services shall only be made after completed deliverables are received, reviewed and accepted in writing by the State.

### The vendor shall bill the State as outlined in the approved contract and/or deliverable payment schedule.

### Each billing shall consist of an invoice and a copy of the State-approved deliverable sign-off form.

### The State presently has a Procurement Card Program that participating State agencies may use to pay for some of their purchases. The Program is issued through a major financial institution and is treated like any other major credit card. Using agencies may desire to use the card as a method of payment. No additional charges or fees shall be imposed for using the card. Please indicate in your proposal response if you will accept this method of payment.

## TIMELINESS OF BILLING

The State is on a fiscal year calendar. All billings for dates of service prior to July 1 shall be submitted to the State no later than the first Friday in August of the same year. A billing submitted after the first Friday in August that forces the State to process the billing as a stale claim pursuant to NRS 353.097, shall subject the contractor to an administrative fee not to exceed $100.00. This is the estimate of the additional costs to the State for processing the billing as a stale claim and this amount shall be deducted from the stale claims’ payment due the contractor.

## HOLD BACKS

### The State shall pay all invoiced amounts, less a 10% hold back, following receipt of the invoice and a fully completed project deliverable sign-off form.

### The distribution of the hold backs shall be negotiated with the contractor.

### Actual payment of hold backs shall be made with the approval of the project Steering Committee.

# WRITTEN QUESTIONS AND ANSWERS

The Purchasing Division shall accept questions and/or comments in writing regarding this RFP as noted below:

## QUESTIONS AND ANSWERS

### All questions regarding this RFP should be submitted using the Bid Q&A feature in ***NevadaEPro.***

#### To access the Bid Q&A:

##### Log into your Seller account on ***NevadaEPro.***

##### Click the Bids Tab in the header.

##### Click View under Bid Q&A on the appropriate Bid Solicitation under the Open Bids section.

### The deadline for submitting questions is as specified in ***Section 9, RFP Timeline***.

### All questions and/or comments shall be addressed using the Bid Q&A in ***NevadaEPro***. If questions and answers require a material change to the Bid Solicitation, an Amendment will be posted in ***NevadaEPro*** and you will receive email notification.

# RFP TIMELINE

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT). These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time. The State also reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

| **Task** | **Date/Time** |
| --- | --- |
| Deadline for submitting questions | 02/13/2020 @ 5:00 PM |
| Answers posted to website  | On or about 02/19/2020 |
| Deadline for submittal of Reference Questionnaires | No later than 4:30 PM on03/03/2020 |
| Deadline for submission and opening of proposals | **No later than 2:00 PM on 03/04/2020**  |
| Evaluation period (approximate time frame) | 03/05/2020 – 03/19/2020 |
| Vendor Presentations (approximate time frame) | 04/07/2020 – 04/08/2020 |
| Selection of vendor  | On or about 04/08/2020 |
| Anticipated BOE approval | 06/09/2020 |
| Contract start date (contingent upon BOE approval) | 07/01/2020 |

# PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT

## GENERAL SUBMISSION REQUIREMENTS

### Vendors shall submit their proposals by using Create Quote through the State electronic procurement website, <https://NevadaEPro.com>, in accordance with the instructions below.

#### Refer to ***Instructions for Vendors Responding to a Bid*** in the Important Links section on the front page of ***NevadaEPro*** for instructions on how to submit a Quote using ***NevadaEPro***.

### The Quote/Proposal shall contain a maximum of four (4) attachments which may include:

#### Technical Proposal

#### Confidential Technical (if applicable)

#### Cost Proposal (if applicable)

#### Confidential Financial (if applicable)

### Proposals shall have a technical response, which may be composed of two (2) parts in the event a vendor determines that a portion of their technical response qualifies as “confidential” per NRS 333.020 (5) (b).

### If complete responses cannot be provided without referencing confidential information, such confidential information shall be provided in accordance with ***Section 10.3, Part IB – Confidential Technical Proposal*** and ***Section 10.5, Part III Confidential Financial Information.***

### Specific references made to the section, page, and paragraph where the confidential information can be located shall be identified on ***Attachment A, Confidentiality and Certification of Indemnification*** and comply with the requirements stated in ***Section 10.6, Confidentiality of Proposals.***

### Proposals that do not comply with the requirements may be deemed non-responsive and rejected at the State’s discretion.

### Although it is a public opening, only the names of the vendors submitting proposals shall be announced per NRS 333.335(6). Technical and cost details about proposals submitted shall not be disclosed.

### Assistance for persons who are disabled, visually impaired or hearing-impaired who wish to attend the RFP opening is available. If special arrangements are necessary, please notify the Purchasing Division designee as soon as possible and at least two (2) days in advance of the opening.

### For ease of evaluation, the technical and cost proposals shall be presented in a format that corresponds to and references sections outlined within this RFP and shall be presented in the same order. Written responses shall be in ***bold/italics*** and placed immediately following the applicable RFP question, statement and/or section.

### Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive color displays, promotional materials, etc., are not necessary or desired. Emphasis shall be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

### For purposes of addressing questions concerning this RFP, the sole contact shall be the Purchasing Division as specified on Page 1 of this RFP. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP shall not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal per NAC 333.155(3). This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

### Any vendor who believes there are irregularities or lack of clarity in the RFP or proposal requirements or specifications are unnecessarily restrictive, or limit competition shall notify the Purchasing Division, in writing, as soon as possible, so that corrective addenda may be furnished by the Purchasing Division in a timely manner to all vendors.

### If a vendor changes any material RFP language, vendor’s response may be deemed non-responsive per NRS 333.311.

### The vendor understands and acknowledges that the representations made in its proposal are material and important and shall be relied on by the State in its evaluation of a proposal. Any misrepresentation by a vendor shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

## PART IA – TECHNICAL PROPOSAL

### The Technical Proposal ***shall not include*** cost and/or pricing information. Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected.

### Using Create Quote in ***NevadaEPro***, vendors shall provide one (1) PDF Technical Proposal on the Attachments Tab that includes the following:

#### Section I – Title Page with the following information:

| **Part IA – Technical Proposal** |
| --- |
| RFP Title: | Enterprise Content Management System Replacement  |
| RFP: | 08DOA-S1030 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | March 4, 2020 |
| Opening Time: | 2:00 PM |

#### Section II – Table of Contents

An accurate and updated table of contents shall be provided.

#### Section III – Vendor Information Sheet

The vendor information sheet shall be completed and signed by an individual authorized to bind the organization.

#### Section IV – State Documents

The State documents section shall include the following:

##### The signature page from all amendments signed by an individual authorized to bind the organization.

##### Attachment A – Confidentiality and Certification of Indemnification signed by an individual authorized to bind the organization.

##### Attachment B – Vendor Certifications signed by an individual authorized to bind the organization.

##### Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

##### Copies of applicable certifications and/or licenses.

#### Section V – Scope of Work

Vendors shall place their written response(s) to ***Section 4, Scope of Work*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.

#### Section VI– Company Background and References

Vendors shall place their written response(s) to ***Section 3, Company Background and References*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section. This section shall also include the requested information in ***Section 5.2, Subcontractor Information***, if applicable.

#### Section VII – Proposed Staff Resume(s)

##### Vendors shall include all proposed staff resumes per ***Section 5.4, Vendor Staff Resumes*** in this section.

##### This section shall also include any subcontractor proposed staff resumes, if applicable.

#### Section VIII – Other Informational Material

Vendors shall include any other applicable reference material in this section clearly cross referenced with the proposal.

## PART IB – CONFIDENTIAL TECHNICAL PROPOSAL

### Vendors only need to submit Part IB if the proposal includes any confidential technical information ***(Refer to Attachment A, Confidentiality and Certification of Indemnification)***.

### If needed, vendors shall provide one (1) PDF Confidential Technical Proposal file that includes the following:

#### Section I – Title Page with the following information:

| **Part IB – Confidential Technical Proposal** |
| --- |
| RFP Title: | Enterprise Content Management System Replacement |
| RFP: | 08DOA-S1030 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | March 4, 2020 |
| Opening Time: | 2:00 PM |

#### Section II – Confidential Technical

Vendors shall cross reference the confidential technical information back to the technical proposal, as applicable.

## PART II – COST PROPOSAL

### Vendors shall submit pricing information on the Items Tab of their Quote in ***NevadaEPro***.

### Vendors shall provide additional pricing information as detailed in ***Section 10.4.4*** if appropriate or required in accordance with ***Section 6, Cost.***

### The cost proposal shall not be marked “confidential”. Only information that is deemed proprietary per NRS 333.020 (5) (a) may be marked as “confidential”.

### If needed, vendors shall provide one (1) PDF Cost Proposal file that includes the following:

#### Section I – Title Page with the following information:

| **Part II – Cost Proposal** |
| --- |
| RFP Title: | Enterprise Content Management System Replacement |
| RFP: | 08DOA-S1030 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | March 4, 2020 |
| Opening Time: | 2:00 PM |

#### Section II – Cost Proposal

Vendor’s shall place the information required per ***Section 6, Cost*** in this section.

## PART III – CONFIDENTIAL FINANCIAL INFORMATION

### If needed, vendors shall provide one (1) PDF Confidential Financial Information file that includes the following:

#### Section I – Title Page with the following information:

| **Part III – Confidential Financial Information** |
| --- |
| RFP Title: | Enterprise Content Management System Replacement |
| RFP: | 08DOA-S1030 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | March 4, 2020 |
| Opening Time: | 2:00 PM |

#### Section II – Financial Information and Documentation

Vendors shall place the information required per ***Section 5.1.12*** in this section.

## CONFIDENTIALITY OF PROPOSALS

### As a potential contractor of a public entity, vendors are advised that full disclosure is required by law.

### Vendors are required to submit written documentation in accordance with ***Attachment A, Confidentiality and Certification of Indemnification*** demonstrating the material within the proposal marked “confidential” conforms to NRS §333.333, which states “Only specific parts of the proposal may be labeled a “trade secret” as defined in NRS §600A.030(5)”. Not conforming to these requirements shall cause your proposal to be deemed non-compliant and shall not be accepted by the State.

### Vendors acknowledge that material not marked as “confidential” shall become public record and shall be posted to the Purchasing website upon contract award.

### It is the vendor’s responsibility to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation.

### Failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by release of said information.

## PROPOSAL PACKAGING

### Vendors shall submit their proposals through the State electronic procurement website, <https://NevadaEPro.com>, in accordance with the instructions below.

### Proposals shall be received via <https://NevadaEPro.com> no later than the date and time specified on the General Tab of the Bid Solicitation in ***NevadaEPro***. Proposals that are not submitted by bid opening time and date shall not be accepted. Vendors may submit their proposal any time prior to the deadline stated in ***NevadaEPro***. In the event that dates, and times specified in this document and dates times specified in ***NevadaEPro*** conflict, the dates and time in ***NevadaEPro***shall take precedence.

### Proposals submitted as physical copies, email, or any submission method other than via ***NevadaEPro*** shall not be considered.

# PROPOSAL EVALUATION AND AWARD PROCESS

*The information in this section does not need to be returned with the vendor’s proposal.*

## Proposals shall be consistently evaluated and scored in accordance with NRS 333.335 based upon the following criteria. The following criteria are listed in order of importance.

|  |  |
| --- | --- |
| **Criteria Description** | **Weight** |
| Conformance with the Terms of the RFP | 30% |
| Demonstrated Competence | 20% |
| Experience in Performance of Comparable Engagements | 20% |
| Expertise and Availability of Key Personnel | 20% |
| Cost Cost proposals will be evaluated based on the following formula:*Lowest Cost Submitted by a Vendor* *= Price Factor* *Proposers Total Cost**Price Factor* ***X*** *Weight = Cost Criteria Score* | 10% |

### Presentations

#### Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee or other State staff, as applicable.

#### The State, at its option, may limit participation in vendor presentations to those vendors receiving at least 75% of the total combined available points for technical and cost proposals.

#### The State reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

### Presentation Evaluation Criteria

|  |  |
| --- | --- |
| **Presentation Evaluation Criteria**  | **Weight** |
| System Requirements – Technical Requirements | 30% |
| System Requirements – Computing Platform | 20% |
| Functional Requirements | 20% |
| System Requirements – Security Standards | 30% |

## Effective July 1, 2017, a five percent (5%) preference will be awarded to businesses based in Nevada. A Nevada business is defined as a business which certifies either that its ‘principal place of business’ is in Nevada, as identified in *Section 5.1, Vendor Information*, or that a ‘majority of goods provided for the contract are produced’ in Nevada. The preference will be applied to the total score.

### Financial stability shall be scored on a pass/fail basis.

## Proposals shall be kept confidential until a contract is awarded.

## The evaluation committee is an independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS 333.335.

## The evaluation committee may solicit information from any available source concerning any aspect of a proposal and seek and review any other information deemed pertinent to the evaluation process.

## Each vendor shall include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor’s prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Refer generally to NRS 333.335.

## Clarification discussions may, at the State’s sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive per NAC 333.165. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing vendors. Any modifications made to the original proposal during the best and final negotiations shall be included as part of the contract.

## A Letter of Intent (LOI) shall be issued in accordance with NAC 333.170 notifying vendors of the State’s intent to award a contract to a vendor, pending successful negotiations. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. All information remains confidential until the issuance of the formal Notice of Award (NOA). If contract negotiations cannot be concluded successfully, the State upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.

## A Notification of Award (NOA) shall be issued in accordance with NAC 333.170. Vendors shall be notified that a contract has been successfully negotiated, executed and is awaiting approval of the Board of Examiners (BOE). Any award is contingent upon the successful negotiation of final contract terms and upon approval of the BOE, when required. Any non-confidential information becomes available upon written request.

## Pursuant to NRS 333.700, any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners.

# TERMS AND CONDITIONS

## PROCUREMENT AND PROPOSAL TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### This procurement is being conducted in accordance with NRS Chapter 333 and NAC Chapter 333.

### The State reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the State to do so.

### The State reserves the right to waive informalities and minor irregularities in proposals received.

### The State will post all official communication regarding this RFP on the *NevadaEPro* website at <https://NevadaEPro.com>. Any changes, amendments, or clarifications will be issued in the form of written responses to vendor questions, amendments, or addendum published on the *NevadaEPro* website entry for this RFP. Vendors should check this website frequently for notice of matters affecting the RFP prior to submitting a proposal. The vendors failure to periodically check for updates does not release the vendor from any additional requirements or information that may have been posted.

### The failure to provide clearly marked, separate PDF file(s) for ***Part IB and Part III***, which contain confidential information, trade secrets and/or proprietary information, shall constitute a complete waiver of any and all claims for damages caused by release of the information by the State.

### Pursuant to NRS 333.350, the State reserves the right to reject any or all proposals received prior to contract award.

### Pursuant to NRS 333.350, the State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State.

### Pursuant to NRS 333.335, the State shall not be obligated to accept the lowest priced proposal but shall make an award in the best interest of the State of Nevada after all factors have been evaluated.

### Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.

### Proposals from employees of the State of Nevada shall be considered in as much as they do not conflict with the State Administrative Manual (SAM), NRS Chapter 281 and NRS Chapter 284.

### Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time shall not be considered except as authorized by NRS 333.350(3).

### Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.

### The State is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the State.

### Proposals submitted per proposal submission requirements become the property of the State, selection or rejection does not affect this right.

### Any unsuccessful vendor may file an appeal in strict compliance with NRS 333.370 and NAC Chapter 333.

### NRS 333.290 grants a preference to materials and supplies that can be supplied from a “charitable, reformatory or penal institution of the State” that produces such goods or services through the labor of inmates. The Administrator reserves the right to secure these goods, materials or supplies from any such eligible institution, if they can be secured of equal quality and at prices not higher than those of the lowest acceptable bid received in response to this solicitation. In addition, NRS 333.410 grants a preference to commodities or services that institutions of the State are prepared to supply through the labor of inmates. The Administrator shall apply the preferences stated in NRS 333.290 and 333.410 to the extent applicable.

### Pursuant to NRS 333.338, the State of Nevada cannot enter into a contract with a company unless that company agrees for the duration of the contract not to engage in a boycott of Israel. By submitting a proposal or bid, vendor agrees that if it is awarded a contract it will not engage in a boycott of Israel as defined in NRS 333.338(3)(a).

## CONTRACT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### Background Checks

#### All contractor personnel assigned to the contract shall have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints shall be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

#### Any employee of the selected vendor, who shall require any type of system access, shall have a State Background Check (as identified in ***Section 13.2.1.4 “A”*** below) before system access shall be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.

#### All costs associated with this shall be at the contractor’s expense.

#### The contractor shall provide to the contracting agency’s Human Resource Department or designee the following documents:

##### A State Background Check for the state the individual claims as their permanent residency. The contractor shall use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they shall forward those results to the designated State representative who shall then forward it to the contracting agency’s Human Resource Department or designee in order to obtain approval for interim system access;

##### A Fingerprint Background Waiver Form, signed by the contractor(s); and

##### A Prior Arrests and Criminal Conviction Disclosure Form, signed by the contractor(s).

#### If out-of-state, contractor shall provide one (1) completed fingerprint card from a local sheriff’s office (or other law enforcement agency).

#### In lieu of the out-of-state fingerprint card, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety, General Services Division.

#### Contractor shall provide a money order or cashier’s check made payable to the General Services Division at the current rate at time of submission.

#### In lieu of the above background check and subject to acceptance by the contracting agency’s Human Resource Department or designee, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA) indicating a fingerprint based background check has been completed with no positive findings.

#### Contractor(s) may not begin work until such time as they have been cleared by the contracting agency’s Human Resource Department or designee.

#### Positive findings from a background check are reviewed by the contracting agency’s Human Resource Department or designee, in consultation with the State Chief Information Security Officer, and may result in the removal of vendor staff from the project.

### The awarded vendor shall be the sole point of contract responsibility. The State shall look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.

### The awarded vendor shall maintain, for the duration of the contract, insurance coverages as set forth in the fully executed contract. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages. Failure to maintain any required insurance coverage or acceptable alternative method of insurance shall be deemed a breach of contract.

### The State shall not be liable for Federal, State, or Local excise taxes per NRS 372.325.

### The State reserves the right to negotiate final contract terms with any vendor selected per NAC 333.170. The contract between the parties shall consist of the RFP together with any modifications thereto, and the awarded vendor’s proposal, together with any modifications and clarifications thereto that are submitted at the request of the State during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, any modifications and clarifications to the awarded vendor’s proposal, the RFP, and the awarded vendor’s proposal. Specific exceptions to this general rule may be noted in the final executed contract.

### State agencies and local governments (as defined in NRS 332.015) are intended third party beneficiaries of any contract resulting from this RFP and may join or use any contract resulting from this RFP subject to Nevada law . The State is not liable for the obligations of any local government which joins or uses any contract resulting from this RFP.

### Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and shall not make, any payment prohibited by subsection (a) of 31 U.S.C. 1352.

### Pursuant to NRS Chapter 613 in connection with the performance of work under this contract, the contractor agrees not to unlawfully discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation or age, including, without limitation, with regard to employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including, without limitation apprenticeship.

The contractor further agrees to insert this provision in all subcontracts, hereunder, except subcontracts for standard commercial supplies or raw materials.

## PROJECT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### Award of Related Contracts

#### The State may undertake or award supplemental contracts for work related to this project or any portion thereof. The contractor shall be bound to cooperate fully with such other contractors and the State in all cases.

#### All subcontractors shall be required to abide by this provision as a condition of the contract between the subcontractor and the prime contractor.

### Products and/or Alternatives

#### The vendor shall not propose an alternative that would require the State to acquire hardware or software or change processes in order to function properly on the vendor’s system unless vendor included a clear description of such proposed alternatives and clearly mark any descriptive material to show the proposed alternative.

#### An acceptable alternative is one the State considers satisfactory in meeting the requirements of this RFP.

#### The State, at its sole discretion, shall determine if the proposed alternative meets the intent of the original RFP requirement.

### State Owned Property

The awarded vendor shall be responsible for the proper custody and care of any State owned property furnished by the State for use in connection with the performance of the contract and shall reimburse the State for any loss or damage.

### Contractor Space

#### All communication line costs, contractor computers, workstations, workstation hardware and software and contractor facilities shall be the responsibility of the contractor.

#### The contractor shall comply with the State standards for hardware, software and communication lines.

#### Contractors shall coordinate installation of communication lines as applicable.

#### The contractor shall, at its own expense and through its own channels, provide its own basic office supplies, clerical support, facsimile machine, furniture, photocopying, phone service and any other necessary equipment and/or resources for its operations.

#### The State guarantees the contractor access to the job site premises, when appropriate, during reasonable hours and without undue hindrance and/or interference in performing work required under the contract.

### Inspection/Acceptance of Work

#### It is expressly understood and agreed all work done by the contractor shall be subject to inspection and acceptance by the State.

#### Any progress inspections and approval by the State of any item of work shall not forfeit the right of the State to require the correction of any faulty workmanship or material at any time during the course of the work and warranty period thereafter, although previously approved by oversight.

#### Nothing contained herein shall relieve the contractor of the responsibility for proper installation and maintenance of the work, materials and equipment required under the terms of the contract until all work has been completed and accepted by the State.

### Completion of Work

Prior to completion of all work, the contractor shall remove from the premises all equipment and materials belonging to the contractor. Upon completion of the work, the contractor shall leave the site in a clean and neat condition satisfactory to the State.

### Periodic Project Reviews

#### On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.

#### Changes to the approved project plan and/or associated deliverables may result in a contract amendment.

#### In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

### Change Management

#### Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal shall be submitted as outlined in ***Section 13.3.8.2***.

#### Within 15 working days of receipt of a requested change order, the contractor shall submit an amended project plan to include:

##### The scope of work;

##### Impacts to the schedule for remaining work for implementing the identified change;

##### Impacts of not approving the change;

##### Estimated cost of change;

##### Alternative analysis of all identified solutions to include, but not limited to:

###### A system impact report;

###### Resource requirements for both the State and the contractor;

###### A work plan;

###### Estimated hours to complete the work;

###### The estimated cost of each solution; and

###### A plan for testing the change.

#### The amended project plan shall be prepared at no cost to the State and shall detail all impacts to the project. The contractor shall present the project plan to the Steering Committee prior to final acceptance and approval.

#### The Steering Committee shall either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

### Issue Resolution

During the term of the contract, issue resolution shall be a critical component. The following process shall be adhered to for all issues.

#### Presentation of Issues

##### Issues shall be presented in writing to the designated Project Manager for each party.

##### A uniform issues processing form shall be developed by the State to record all issues, responses, tracking and dispositions.

##### A project issues log shall be kept by the State.

##### Issues raised by either party shall be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.

##### Failure to accept, reject and/or respond within the specified time frame shall result in deeming the issue presented as accepted and the party presenting the issue may proceed to act as if the issue were actually accepted.

#### Escalation Process

##### If no resolution is obtainable by the respective Project Managers, the issue shall be escalated to the:

###### Chief Information Officer or designee; and

###### Designated representative for the contractor.

##### A meeting between the parties shall take place within three (3) working days or a mutually agreed upon time frame.

##### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

##### All parties agree to exercise good faith in dispute/issue resolution.

##### If no resolution is obtainable after the above review, the issue shall be escalated to the Steering Committee for the State and the designated representative for the contractor.

##### A meeting between the parties shall take place within three (3) working days of the meeting or a mutually agreed upon time frame.

##### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### Proceed with Duties

The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

#### Schedule, Cost and/or Scope Changes

If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment shall be required.

### Travel Requirements

Most design, development and testing activities shall occur in Carson City (except those activities mutually agreed to be performed at the contractor’s facility).

### Source Code Ownership

#### The contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the Enterprise CMS Replacement project at any time during the period of the contract and thereafter.

#### The contractor agrees to deliver such material to the State within 20 business days from receipt of the request by the State. Such request may be made by the State at any time prior to the expiration of the contract.

#### The license shall include, but not be limited to:

##### All Enterprise CMS Replacement project and supporting programs in the most current version;

##### All scripts, programs, transaction management or database synchronization software and other system instructions for operating the system in the most current version;

##### All data files in the most current version;

##### User and operational manuals and other documentation;

##### System and program documentation describing the most current version of the system, including the most current versions of source and object code;

##### Training programs for the State and other designated State staff, their agents, or designated representatives, in the operating and maintenance of the system;

##### Any and all performance-enhancing operational plans and products, exclusive of equipment; and

##### All specialized or specially modified operating system software and specially developed programs, including utilities, software and documentation used in the operation of the system.

#### All computer source and executable programs, including development utilities, and all documentation of the installed system enhancements and improvements shall become the exclusive property of the State and may not be copied or removed by the contractor or any employee of the contractor without the express written permission of the State.

#### Proprietary software proposed for use as an enhancement or within a functional area of the system may require the contractor to give, or otherwise cause to be given, to the State an irrevocable right to use the software as part of the system into perpetuity.

#### Exemptions may be granted if the proprietary product is proposed with this right in place and is defined with sufficient specificity in the proposal that the State can determine whether to fully accept it as the desired solution.

#### The contractor shall be required to provide sufficient information regarding the objectives and specifications of any proprietary software to allow it functions to be duplicated by other commercial or public domain products.

#### The software products (i.e., search engine) shall be pre-approved by the State. The State reserves the right to select such products.

#### Ongoing upgrades of the application software shall be provided through the end of the contract.

#### Any other specialized software not covered under a public domain license to be integrated into the system shall be identified as to its commercial source and the cost shall be identified in ***Attachment I, Project Costs***.

#### The State may, at is option, purchase commercially available software components itself.

#### Title to all portions of the system shall be transferred to the State including portions (e.g., documentation) as they are created, changed and/or modified.

#### The contractor shall convey to the State, upon request and without limitation, copies of all interim work products, system documentation, operating instructions, procedures, data processing source code and executable programs that are part of the system, whether they are developed by the employees of the contractor or any subcontractor as part of this contract or transferred from another public domain system or contract.

#### The provision of ***Section 13.3.11 Source Code Ownership*** shall be incorporated into any subcontract that relates to the development, operation or maintenance of any component part of the system.

### Escrow Account

#### The State may require contractor to establish an escrow account. The escrow agent chosen for this transaction shall be acceptable to the State.

#### If required, the escrow account shall contain the following items:

##### Two copies of the source code (preferably commented code) including all listing of the lines of programming and any custom developed code for the system for each version of the software on virus-free magnetic media, compiled and ready to be read by a computer;

##### A complete copy of the executable code including table structures, data structures, system tables and data;

##### A golden master of the software.

##### Build scripts;

##### Any configuration files separate from the build scripts;

##### Object libraries;

##### Application Program Interfaces (APIs);

##### Compilation instructions in written format or recorded on video format;

##### Complete documentation on all aspects of the system including design documentation, technical documentation and user documentation; and

##### Names and addresses of key technical employees that a licensee may hire as a subcontractor in the event the contractor ceases to exist.

#### The escrow deposit materials shall be shipped to the escrow agent via a traceable courier or electronically. Upon receipt of the materials, the escrow agent shall verify that the contents of the deposit are in good working order and certify the same to the State.

#### The escrow agency shall store the materials in a media vault with climate control and a gas-based fire extinguishing system.

#### Each time the contractor makes a new release or updated version of the software available to customers, that version as described in ***Section 13.3.12.2*** shall be deposited with the escrow agent and proof of the deposit shall be forwarded to the State.

#### In the event that contractor becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the bankruptcy court, or if the contractor fails to provide maintenance and/or support for the product as outlined in the contract, or the contractor discontinues the product, the State shall be entitled to access the software source code and related items for use in maintaining the system either by its own staff or by a third party.

Any costs associated with an escrow account shall be included in ***Attachment I, Project Costs.***

### Ownership of Information and Data

#### The State shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, installed, improved or furnished by the contractor under this contract.

#### All files containing any State information are the sole and exclusive property of the State. The contractor agrees not to use information obtained for any purposes not directly related to this contract without prior written permission from the State.

#### Contractor agrees to abide by all federal and State confidentiality requirements including, without limitation, providing at Contractor’s expense all notices or other corrective or mitigating measures required by law in the event of a breach of the security of the data for which Contractor is responsible.

### Guaranteed Access to Software

#### The State shall have full and complete access to all source code, documentation, utilities, software tools and other similar items used to develop/install the proposed Enterprise CMS Replacement project or may be useful in maintaining or enhancing the equipment and CMS Replacement project after it is operating in a production environment.

#### For any of the above-mentioned items not turned over to the State upon completion of the installation, the contractor shall provide a guarantee to the State of uninterrupted future access to, and license to use, those items. The guarantee shall be binding on all agents, successors and assignees of the contractor and subcontractor.

#### The State reserves the right to consult legal counsel as to the sufficiency of the licensing agreement and guarantee of access offered by the contractor.

### Patent or Copyright Infringement

To the extent of any limited liability expressed in the contract, the contractor agrees to indemnify, defend and hold harmless, not excluding the State’s right to participate, the State from any and all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney’s fees and expenses, arising out of any claims of infringement by the contractor of any United State Patent or trade secret, or any copyright, trademark, service mark, trade name or similar proprietary rights conferred by common law or by any law of the United States or any state said to have occurred because of systems provided or work performed by the contractor, and, the contractor shall do what is necessary to render the subject matter non-infringing in order that the State may continue its use without interruption or otherwise reimburse all consideration paid by the State to the contractor.

### Contract Restriction

Pursuant to NAC 333.180, if the Division or using agency undertakes a project that requires (A) more than one request for proposals or invitation for bids; and (B) an initial contract for the design of the project, the person who is awarded the initial contract for the design of the project, or any associated subcontractor, may not make a proposal, assist another person in making a proposal, or otherwise materially participate in any subsequent contract related to that project, unless his participation in the subsequent contract is within the scope of the initial contract.

### Period of Performance

The contract shall be effective upon approval by the BOE and through the period of time the system is installed, operational and fully accepted by the State, including the maintenance and warranty period and delivery and acceptance of all project documentation and other associated material.

### Right to Publish

#### All requests for the publication or release of any information pertaining to this RFP and any subsequent contract shall be in writing and sent to the State Project Office.

#### No announcement concerning the award of a contract as a result of this RFP can be made without prior written approval of the Chief Information Officer or designee.

#### As a result of the selection of the contractor to supply the requested services, the State is neither endorsing nor suggesting the contractor is the best or only solution.

#### The contractor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures or other representation of any State facility, except with the specific advance written authorization of the Chief Information Officer or designee.

#### Throughout the term of the contract, the contractor shall secure the written approval of the State per ***Section 13.3.18.2*** prior to the release of any information pertaining to work or activities covered by the contract.

### Key Personnel

#### Key personnel are identified as contractor staff responsible for oversight of work during the life of the project and for work products and/or deliverables.

#### Key personnel shall be incorporated into the contract. Replacement of key personnel may be accomplished in the following manner:

##### A representative of the contractor authorized to bind the company shall notify the State in writing of the change in key personnel.

##### The State may accept the change of the key personnel by notifying the contractor in writing.

##### The signed acceptance shall be considered to be an update to the key personnel and shall not require a contract amendment. A copy of the acceptance shall be kept in the official contract file.

##### Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.

##### If key personnel are replaced, someone with comparable skill and experience level shall replace them.

##### At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.

##### Upon request, the proposed individuals shall be made available within five (5) calendar days of such notice for an in-person interview with State staff at no cost to the State.

##### The State shall have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.

##### A written transition plan shall be provided to the State prior to approval of any change in key personnel.

##### The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

### Authorization to Work

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

### System Compliance Warranty

Licensor represents and warrants: (a) that each Product shall be Date Compliant; shall be designed to be used prior to, during, and after the calendar year 2000 A.D.; shall operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product shall include the Four Digit Year Format and shall correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

# SUBMISSION CHECKLIST

This checklist is provided for vendor’s convenience only and identifies documents that shall be submitted in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

|  |  |
| --- | --- |
| **Part IA– Technical Proposal Submission Requirements** | **Completed** |
| Part IA submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Table of Contents |  |
| Section III | Vendor Information Sheet |  |
| Section IV | State Documents |  |
| Section V | Scope of Work |  |
| Section VI | Company Background and References |  |
| Section VII | Attachment H – Proposed Staff Resume(s) |  |
| Section VIII | Other Informational Material |  |
| **Part IB – Confidential Technical Proposal Submission Requirements** |  |
| Part IB submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Appropriate sections and information that cross reference back to the technical proposal |  |
| **Part II – Cost Proposal Submission Requirements** |  |
| Part II submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Cost Proposal |  |
| **Part III – Confidential Financial Information Submission Requirements** |  |
| Part III submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Financial Information and Documentation |  |
| **Reference Questionnaire Reminders** |  |
| Send out Reference Forms for Vendor (with Part A completed) |  |
| Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable) |  |

# ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked “**Part IB Confidential Technical**” and “**Part III Confidential Financial**”.

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

|  |
| --- |
| **Part IB – Confidential Technical Information** |
| YES |  | NO |  |
| **Justification for Confidential Status** |
|  |

|  |
| --- |
| **Part III – Confidential Financial Information** |
| YES |  | NO |  |
| **Justification for Confidential Status** |
|  |

|  |  |
| --- | --- |
|  |  |
| Company Name |  |
|  |  |  |  |
| Signature |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Print Name |  |  | Date |

**This document shall be submitted in Section IV of vendor’s technical proposal**

# ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

1. Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
2. All proposed capabilities can be demonstrated by the vendor.
3. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
4. All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.
5. No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.
6. All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.
7. Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor’s proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State’s selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
8. All employees assigned to the project are authorized to work in this country.
9. The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or disability of another nature.
10. The company has a written policy regarding compliance for maintaining a drug-free workplace.
11. Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
12. Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
13. The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

|  |  |
| --- | --- |
|  |  |
| Vendor Company Name |  |
|  |  |  |  |
| Vendor Signature |  |  |  |
|  |  |  |  |
| Print Name |  |  | Date |

**This document shall be submitted in Section IV of vendor’s technical proposal**

# ATTACHMENT C – CONTRACT FORM

Vendors shall review the terms and conditions in the standard contract used by the State for all services of independent contractors. It is not necessary for vendors to complete the contract form with their proposal. To review the contract form, click on the following link:

[Contract Form](http://purchasing.nv.gov/uploadedFiles/purchasingnvgov/content/Contracts/Standard%20Form%20Contract.docx)

*If you are unable to access contract form, please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT D – INSURANCE SCHEDULE FOR RFP 08DOA-S1030

Vendors shall review the Insurance Schedule, as this will be the schedule used for the scope of work identified within the RFP.



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT E – REFERENCE QUESTIONNAIRE

The State of Nevada requires proposing vendors to submit business references. The purpose of these references is to document the experience relevant to the Scope of Work identified within the RFP and provide assistance in the evaluation process.

|  |
| --- |
| **INSTRUCTIONS TO PROPOSING VENDOR** |
| 1. | Proposing vendor or vendor’s proposed subcontractor shall complete Part A and/or Part B of the Reference Questionnaire. |
| 2. | Proposing vendor shall send the following Reference Questionnaire to each business reference listed for completion of Part D, Part E and Part F. |
| 3. | Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to: State of Nevada, Purchasing Division Subject: ***RFP 08DOA-S1030*** Attention: ***Purchasing Division*** Email: gburchett@admin.nv.gov Fax: 775-684-0188Please reference the RFP number in the subject line of the email or on the fax. |
| 4. | The completed Reference Questionnaire shall be received ***no later than 4:30 PM PT 3/3/2020*** |
| 5. | Business references are **not** to return the Reference Questionnaire to the Proposer (Vendor). |
| 6. | In addition to the Reference Questionnaire, the State may contact any and all business references by phone for further clarification, if necessary. |
| 7. | Questions regarding the Reference Questionnaire or process shall be directed to the individual identified on the RFP cover page. |
| 8. | Reference Questionnaires not received, or not complete, may adversely affect the vendor’s score in the evaluation process. |

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# ATTACHMENT F – PROJECT DELIVERABLE SIGN-OFF FORM

Deliverables submitted to the State for review per the approved contract deliverable payment schedule shall be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

Please refer to ***Section 4.2, Deliverable Submission and Review Process***, for information regarding the use of this form.



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# ATTACHMENT G – STATEMENT OF UNDERSTANDING

Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project shall be required to sign a non-disclosure Statement of Understanding (SOU).

All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract and any contract extensions.

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# ATTACHMENT H – PROPOSED STAFF RESUME

The embedded resume shall be completed for all proposed prime contractor staff and proposed subcontractor staff using the State format.



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# ATTACHMENT I – PROJECT COSTS

The cost for each task/deliverable shall be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup shall be provided for all cost schedules completed.

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# ATTACHMENT J – REQUIREMENTS MATRIX



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# ATTACHMENT K – CONCEPT OF OPERATIONS

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