

**STATE OF VERMONT
OFFICE OF PURCHASING & CONTRACTING
109 STATE STREET
MONTPELIER VERMONT 05609-3001**

ADDENDUM #2

**IT RFP FOR EPROCUREMENT SOLUTION AND IMPLEMENTATION
SERVICES**

NOVEMBER 14, 2017

RFP DATE: SEPTEMBER 20, 2017

CHANGE (S): REASON FOR CHANGE:

1. RFP: Expected RFP Schedule Summary - RFP RESPONSES DUE BY changed to December 22, 2017 at 2:00 PM EST.
2. RFP: Section 1 RFP Overview, 5th paragraph – Changed start of initial contract period. Paragraph now reads:

This Request for Proposals (RFP) provides details on what is required to submit a Proposal in response to this RFP, how Proposals will be evaluated, and what will be required of the selected Bidder in performing the Scope of Work. The initial contract period will begin approximately April 2018 for five (5) years. The contract may be renewed for up to five (5) additional 12-month periods based on Vendor performance and the availability of funds.

3. RFP: Section 4.3 Procurement Metrics – Added details to this section under Potential State Users which reads:

“The estimated numbers of users for any specific component of the eProcurement Solution is not known at this time. Bidders are to provide details on the proposed number of users associated with each Solution component in Exhibit 2, Cost and Financing Proposal Workbook. Bidders are also required to provide in Exhibit 2 additional licensing firm, fixed pricing by workstream and/or software in the event the State needs additional licenses.”

4. RFP: Section 6.2.7 User Accounts and Administration – Added new paragraph after existing first paragraph which reads:

“The State is interested in leveraging the State’s existing Microsoft Active Directory to provide Single Sign-on (SSO) capability. Bidders are encouraged to

propose use of this capability and if included the proposal must clearly indicate that this is the proposed approach, must obtain any licenses necessary to incorporate it into the Solution and include the costs for these licenses in the Cost and Financing Proposal Workbook. Bidders will not need to provide licensing for State employee use of the Microsoft Active Directory. At a minimum, access control component of the solution must be SAML 2.0 compliant.”

5. RFP: Section 6.2.9.2 STARS Financial System Interface, first paragraph – Revised for clarity and now reads:

“Proposed Solutions may need to interface with the VTRANS financial management system to facilitate financial management, project costing, billing, and invoice matching processes. Specific interface needs will be determined by the Agency of Transportation during the VISION system upgrade and any work will be optional time and materials based on the Hourly Rate Card negotiated with this Contract. The potential interface functionality may require, at a minimum, the following data and transactions to STARS:”

6. RFP: Section 6.3.10.2 Help Desk – Revised Optional Pricing scenarios for clarity and now reads:
 - Contract Award through Project Implementation End Date + 9 Months: The Contractor must provide Tier 1, Tier 2 help desk services for all State Users, Non-State Users, Vendors and Public-access users. Tier 3 level support services for all users will be shared with the State and dependent upon subject matter.
 - Contract Award through Project Implementation End Date + 12 Months: The Contractor must provide Tier 1, Tier 2 help desk services for all State Users, Non-State Users, Vendors and Public-access users. Tier 3 level support services for all users will be shared with the State and dependent upon subject matter.
 - Contract Award through termination of contract: The Contractor must provide Tier 1, Tier 2 help desk services for all State Users, Non-State Users, Vendors and Public-access users. Tier 3 level support services for all users will be shared with the State and dependent upon subject matter.
 - Joint Contractor/State Help Desk Support - After Project Implementation End Date + 6 months: The State would provide a contact center for Tier 1 and Tier 2 help desk services for State and Non-State Entity users after the Project Implementation End Date + 6 months period. The Contractor would provide Tier 1 and Tier 2 help desk services for Suppliers and Public-access users and Tier 3 level support services for all users in conjunction with the State and dependent upon subject matter.

7. RFP: Section 6.3.10.2 Help Desk, required Help Desk services – Revised bullet (f) to include details regarding the States’ existing ticketing system which now reads:

“Utilize a logging system to record all issues and service requests received including, at a minimum, name, organization and issue. Multiple contacts for a single issue/request must be added to a master ticket. Issues/requests will be tracked in the system and standard reports will be provided to the State monthly to communicate, at a minimum, call volumes, common issues/requests and frequency, and other such metrics that will give insight to the State on system use, problems and potential actions that may be needed to make the system effective for users. Reporting will also include metrics on open/unresolved issues/requests with an ‘aging’ breakdown and sufficient details for the State to be able to assess impact of ‘aging’ issues/requests. Bidders may propose to use the State’s ticketing system. However, Bidders must clearly indicate that this is the proposed approach and must obtain licenses separate from the State’s current licenses and include the costs for these licenses in Exhibit 2, Cost and Financing Proposal Workbook. Current ITSM tools used to support the State's ERP are Oracle OEM and Footprints and the incident reporting system is Landesk.

8. RFP: Section 6.3.11 Service Level Agreements and Service Level Credits – Revised for clarity which now reads:

“The following sections describe the State of Vermont standard set of Service Level Agreements (SLA) and associated Service Level Credits. Bidders are advised that these are not mandatory but provide a fundamental framework which the State will address during the negotiation phase of this RFP. In anticipation of the discussion, should Bidders have alternate SLAs that they will propose then they should be prepared to provide a crosswalk of their SLAs to the State standards with details that demonstrate how they meet the intent and protections of the State SLAs.”

9. RFP: Section 10.5.5 Electronic – Revised text which now reads:

“Electronic bids will not be accepted.”

10. RFP: Section 11.3 Method of Award – Revised for clarity which now reads:

“Awards will be made in the best interest of the State. The State anticipates a single contract award as a result of this RFP. Bidder’s may recommend a multiple award alternative in their proposal but must provide details explaining the purpose and value to the State of this alternative.”

11. RFP: Section 11.4 Evaluation Criteria, Evaluation Factors table – Revised to provide clarity to Mandatory Bidding Requirements which now reads:

Adherence to Mandatory Bidding Requirements	Pass/Fail
<p>a. The eProcurement Solution shall be a hosted Software-as-a-Service (SaaS) license model that is generally available.</p> <p>b. The eProcurement Solution must be currently implemented and utilized by multiple governmental entities (includes Federal, State, or Local Government organizations and Institutions of Higher Education).</p>	

12. RFP: Section 12 General Terms and Conditions – Removed Attachment F.

13. RTM: EP-WRK-53 – Requirement remains but will be assessed as part of Data Analytics & Reporting.

14. RTM: EP-VDR-35 – Removed requirement as State does not collect payment for vendor registrations.

15. RTM: EP-GEN-49 – Revised and requirement now reads:

“Provide an Archive and Purge process that is in accordance with the relevant State of Vermont document retention schedules. Record retention policies are set by the State. The Solution record retention functionality must have rules capability to enforce the various policies.”

16. Cost and Financing Proposal Workbook, Worksheet 1. Uniform Cost Schedule – Revised Instructions, revised Table C and added Table E:

- Revised instruction #4 and added instruction #6.
- Added rows to Table C to provide number of users included in licensing cost for each Workstream and/or Software.
- Added Table E to provide pricing in the event the State needs additional licenses beyond what is identified in Table C.

17. Cost and Financing Proposal Workbook: Worksheet 4. Optional Cost – Revised Help Desk Options to match changes to RFP Section 6.3.10.2.

18. The original linked Cost and Financing Proposal Workbook dated 9-20-2017 has been removed from the <http://bgs.vermont.gov/content/it-rfp-e-procurement-solutionand-implementation-services> and superseded by the new Cost and Financing Proposal Workbook dated 11-14-2017.

The Cost and Financing Proposal Workbook dated 9-20-2017 is no longer available and must not be used. Be sure the Cost and Financing Proposal Workbook submitted as part of the Bid Response is dated 11-14-2017.

Stephen Fazekas

TECHNOLOGY PROCUREMENT ADMINISTRATOR