

**STATE OF TENNESSEE**

**ADMINISTRATIVE OFFICE OF THE COURTS**

**REQUEST FOR QUALIFICATIONS**

**FOR**

**GENERAL SESSIONS DATA REPOSITORY**

**RFQ # 30227\_16001**

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1. **INTRODUCTION**

The State of Tennessee, Administrative Office of the Courts, hereinafter referred to as “the State,” has issued this Request for Qualifications (“RFQ”) to define mandatory goods or services requirements; solicit responses; detail response requirements; and, outline the State’s process for evaluating responses and selecting a Respondent for contract award to provide the needed goods or services.

Through this RFQ or any subsequent solicitation, the State seeks to buy the requested goods or services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises, the opportunity to do business with the state as contractors or subcontractors.

* 1. **Background**

In 2001, legislation was passed that gave the Tennessee Administrative Office of the Courts (AOC) the statutory obligation to collect General Sessions’ caseload data. Unfortunately, the AOC was not given funding or personnel to do this work. As a result, the AOC has not been able to collect general sessions’ data. Both the District Attorneys’ and the Public Defenders’ weighted caseload studies utilized general sessions case data to calculate the need for additional personnel for District Attorneys and Public Defenders. Without this data available, these caseloads and resource needs cannot be calculated.

The State of Tennessee currently has no reliable data available on General Sessions’ court activities across the state. When data is needed to assess the impact of a proposed bill or gauge the effectiveness of a new program involving general sessions courts, it is simply not available.

* 1. **Statement of Procurement Purpose**

The AOC’s wishes to build a statewide court data repository of General Sessions’ court information. This data would include detailed case information that would be used to produce statistical data, allowing the AOC to provide a variety of different reports on General Sessions’ activities. This data would also be very useful in forecasting the fiscal impact of certain legislation. This statewide data repository would provide better information to support informed decision making. The proposed data repository would also assist in targeting certain types of offenses, such as DUI, with special initiatives to reduce those crimes, and then measure the effectiveness of the program over time. This data could be used to help gauge the effect that changes in crime legislation have over time on the indigent defense fund. For example, if a new activity is criminalized, the AOC could use this data to determine what additional costs were incurred for defending indigent parties charged with a new crime.

This statewide General Sessions data repository would provide data to:

* Support policy development and resource allocation decisions.
* Provide authorized stakeholders/users with quick and easy access to data to answer routine questions.
* Provide support for more complex information requests using staff expertise and tools such as business intelligence and statistical analytics.
* Determine more accurately the potential cost increases or savings from proposed legislation.
* Create a repository infrastructure that can be expanded to state trial court data in a later phase.

* 1. **RFQ Number**

All correspondence related to this request shall be published using the RFQ number **30227-16001**

* 1. **Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline detailed in RFQ § 2, Schedule of Events, potential Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond in the form of a simple e-mail or other written communication. Such notice should include the following information: the business or individual’s name (as appropriate), a contact person’s name and title, the contact person’s mailing address, telephone number, facsimile, number, and e-mail address. Filing a Notice of Intent to Respond is not a prerequisite for submitting a response; however, it is necessary to ensure receipt of notices and communications relating to this RFQ.

* 1. **Definitions and Abbreviations**

DEFINE ABBREVIATIONS OR TERMS USED THROUGHOUT THE RFQ.

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| TERM | DEFINITION |
| AOC | Administrative Office of the Courts |
| Administrator | The AOC staff members who have authority to update configuration parameters and allow access to authorized users |
| DUI | Driving Under the Influence |
| PHI | Protected Health Information |
| PII | Personally Identifiable Information |
| Respondent | Refers to a vendor submitting a response to this RFQ |
| Solution/System | Interchangeable terms for the General Session’s Data Repository desired by the state |
| State | Refers to the “State of Tennessee |
| User | Person who is authorized to access the repository; users include AOC staff, attorneys, judges, court clerks, and legislators at the time of this RFQ development. |

1. **RFQ SCHEDULE OF EVENTS**

The following schedule represents the State’s best estimates for this RFQ; however, the State reserves the right, at its sole discretion, to adjust the schedule at any time, or cancel and reissue a similar solicitation. Nothing in this RFQ is intended by the State to create any property rights or expectations of a property right in any Respondent.

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| EVENT | | TIME  (Central Time Zone) | DATE  (all dates are State business days) |
|  | RFQ Issued |  | July 11, 2016 |
|  | Disability Accommodation Request Deadline | 2:00 p.m. | July 14, 2016 |
|  | Notice of Intent to Respond Deadline | 2:00 p.m. | July 15, 2016 |
|  | Written “Questions & Comments” Deadline | 2:00 p.m. | July 22, 2016 |
|  | State response to written “Questions & Comments” |  | August 1, 2016 |
|  | RFQ Technical Response Deadline | 2:00 p.m. | August 10, 2016 |
|  | State Schedules Respondent Oral Presentations (ONLY Respondents who are in the top 3, or 5 at the State’s discretion ranking after Technical Evaluation) |  | August 22, 2016 |
|  | Respondent Oral Presentations | 8:00 a.m. – 3:30 p.m. | August 29, 2016-September 2, 2016 |
|  | State Notice of Qualified Respondents Released |  | September 6, 2016 |
|  | RFQ Cost Proposal Deadline (ONLY for Qualified Respondents) | 2:00 p.m. | September 13, 2016 |
|  | RFQ Negotiations |  | September 19, 2016 |
|  | State Evaluation Notice Released |  | September 26, 2016 |
|  | Solicitation Files Opened for Public Inspection |  | September 27, 2016 |
|  | Respondent Contract Signature Deadline | 2:00 p.m. | October 7, 2016 |
|  | Anticipated Contract Start Date (anticipated date for contract to be fully executed and vendor to begin work) |  | October 17, 2016 |

1. **RESPONSE REQUIREMENTS**
   1. **Response Contents**: A response to this RFQ should address the following:
      1. Mandatory Requirements: This section details the mandatory technical, functional, and experience requirements that must be demonstrated in the response to this RFQ in order to be passed on to Phase II of the Technical Response evaluation. A Respondent must duplicate and use RFQ Attachment A as a guide to organize responses for the Mandatory Requirements of the RFQ response. The Respondent should reference the page location of the information within the response in the indicated column of the table. This section is included in the State’s evaluation as to whether or not a Respondent meets mandatory qualifications (Phase I).
      2. General Qualifications & Experience: This section is included in the State’s evaluation of Phase II of the Technical Response Evaluation and details general information and qualifications that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachment B as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location in the information within the response in the indicated column of the table.
      3. Technical Qualifications, Experience & Approach: This section is also included in the State’s evaluation of Phase II of the Technical Response Evaluation and details technical qualifications, experience, and approach items that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachment C as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location in the information within the response in the indicated column of the table.
      4. Cost Proposal: ***For Qualified Respondents only*** 
         1. This section only applies to those respondents identified as being qualified. See RFQ § 2, Schedule of Events, “State Notice of Qualified Respondents Released.”
         2. If included as part of this solicitation, then the Cost Proposal must be recorded on an exact duplicate of RFQ Attachment F, Cost Proposal & Evaluation Guide. Any response that does not follow the instructions included in RFQ Attachment F may be deemed nonresponsive.
         3. A Respondent must only record the proposed cost exactly as required by the RFQ Attachment F, Cost Proposal & Evaluation Guide and must NOT record any other rates, amounts, or information.
         4. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period.
         5. A Respondent must sign and date the Cost Proposal.
         6. A Respondent must submit the Cost Proposal to the State in a sealed package separate from the Technical Response.
   2. **Response Delivery Location**

A Respondent must ensure that the State receives a Response to this RFQ no later than the Response Deadline time and dates detailed in the RFQ § 2, Schedule of Events. All responses must be delivered to:

ANN LYNN WALKER

ADMINISTRATIVE OFFICE OF THE COURTS

511 UNION STREET, SUITE 600

NASHVILLE, TN 37219

615-741-2687

[awalker@tncourts.gov](mailto:awalker@tncourts.gov)

* 1. **Response Format**
     1. A Respondent must ensure that the original response meets all form and content requirements detailed within this RFQ.
     2. A Respondent must submit original response documents and copies as specified below.
        1. Technical Response

One (1) original Technical Response paper document clearly labeled:

**“RFQ #30227\_16001 TECHNICAL RESPONSE ORIGINAL”**

and seven (7) copies of the Technical Response each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive labeled:

**“RFQ #30227\_16001 TECHNICAL RESPONSE COPY”**

The digital copies should not include copies of sealed customer references or cost information in the general and technical evaluation phase. However, any other discrepancy between the paper response document and digital copies may result in the State rejecting the response as nonresponsive.

* + - 1. Cost Proposal: ***For Qualified Respondents only***

One (1) original Cost Proposal paper document labeled:

**“RFQ #30227\_16001 COST PROPOSAL ORIGINAL”**

and one (1) copy in the form of a digital document in “XLS” format properly recorded on a separate, blank, standard CD-R recordable disc or USB flash-drive labeled:

**“RFQ #30227\_16001 COST PROPOSAL COPY”**

In the event of a discrepancy between the original Cost Proposal document and the digital copy, the original, signed document will take precedence.

* 1. **Response Prohibitions:** A response to this RFQ shall not:
     1. Restrict the rights of the State or otherwise qualify the response to this RFQ;
     2. Include, for consideration in this procurement process or subsequent contract negotiations, incorrect information that the Respondent knew or should have known was materially incorrect;
     3. Include more than one response, per Respondent, to this RFQ;
     4. Include any information concerning costs (in specific dollars or numbers) associated with the Technical Response;
     5. Include the respondent’s own contract terms and conditions (unless specifically requested by the RFQ); or
     6. Include the respondent as a prime contractor while also permitting one or more other respondents to offer the respondent as a subcontractor in their own responses.

### Include the respondent as a prime contractor while also permitting one or more other respondents to offer the respondent as a subcontractor in their own responses.

### Exceed 200 pages in length (maps, graphs, and charts included as an appendix will not count against this page limit)

### Provide an oral presentation to exceed 4 hours in length including 30 minutes for questions and answers. A topic outline will be provided with the oral presentation invitation.

* 1. **Response Errors & Revisions**

A Respondent is responsible for any and all errors or omissions in its response to this RFQ. A Respondent will not be allowed to alter or revise its response after the Response Deadline time and dates as detailed in RFQ § 2, Schedule of Events, unless such is formally requested in writing by the State (e.g., through a request for clarification, etc.).

* 1. **Response Withdrawal**

A Respondent may withdraw a response at any time before the Response Deadline time and date as detailed in RFQ § 2, Schedule of Events, by submitting a written signed request by an authorized representative of the Respondent. After withdrawing a response, a Respondent may submit another Response at any time before the Response Deadline time and date as detailed in RFQ § 2, Schedule of Events.

* 1. **Response Preparation Costs**

The State will not pay any costs associated with the preparation, submittal, or presentation of any response. Each Respondent is solely responsible for the costs it incurs in responding to this RFQ.

1. **GENERAL INFORMATION & REQUIREMENTS**
   1. **Communications**
      1. Respondents shall reference RFQ #30227\_16001 in all communications relating to this solicitation, and direct any such communications to the following person designated as the Solicitation Coordinator:

ANN LYNN WALKER, IT DIRECTOR

ADMINISTRATIVE OFFICE OF THE COURTS

511 UNION STREET, SUITE 600

NASHVILLE, TN 37219

615-741-2687

[awalker@tncourts.gov](mailto:awalker@tncourts.gov)

The State will convey all official responses and communications related to this RFQ to the potential respondents from whom the State has received a Notice of Intent to Respond (refer to RFQ Section 1.4.).

* + 1. Potential respondents with a handicap or disability may receive accommodation relating to the communication of this RFQ and participating in the RFQ process. Potential respondents may contact the RFQ Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in RFQ § 2, Schedule of Events.
    2. **Unauthorized contact about this RFQ with other employees or officials of the State of Tennessee may result in disqualification from contract award consideration.**
    3. Notwithstanding the foregoing, potential Respondents may also contact the following as appropriate:
       1. Staff of the Governor’s Office of Diversity Business Enterprise may be contacted for assistance with respect to available minority-owned, woman-owned, Tennessee service-disabled veteran-owned, and small business enterprises as well as general public information relating to this request; or
       2. The following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

STEPHANIE HOLLIDAY  
ADMINISTRATIVE OFFICE OF THE COURTS

511 UNION STREET, SUITE 600

NASHVILLE, TN 37219

615-741-2687  
[stephanie.holliday@tncourts.gov](mailto:stephanie.holliday@tncourts.gov)

* 1. **Nondiscrimination**

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a contract pursuant to this solicitation or in the employment practices of the Vendor on the grounds of handicap or disability, age, race, color, religion (subject to *Tennessee Code Annotated,* Sections 4-21-401 and 405), sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Vendor pursuant to this solicitation shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

* 1. **Conflict of Interest**
     1. The State may not consider a proposal from an individual who is, or within the past six (6) months has been, a State employee. For these purposes,
        1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
        2. A contract with or a proposal from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
        3. A contract with or a proposal from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.
     2. This RFQ is also subject to *Tennessee Code Annotated*, Section 12-4-101.
  2. **Respondent Required Review & Waiver of Objections**
     1. Each potential respondent must carefully review this RFQ, including but not limited to, attachments, the RFQ Attachment J, *pro forma* Contract, and any amendments for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called “questions and comments”).
     2. Any potential respondent having questions and comments concerning this RFQ must provide such in writing to the State no later than the written “Questions & Comments Deadline” detailed in RFQ § 2, Schedule of Events.
     3. Protests based on any objection shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the written “Questions & Comments Deadline.”
  3. **Disclosure of Response Contents**
     1. All materials submitted to the State in response to this solicitation become property of the State of Tennessee. Selection for award does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full contents and associated documents submitted in response to this request will become open to public inspection. Refer to RFQ § 2, Schedule of Events.
     2. The RFQ responses will be available for public inspection only after the completion of evaluation of the RFQ or any resulting solicitation which this RFQ becomes a part of, whichever is later.
  4. **Notice of Professional Licensure, Insurance, and Department of Revenue Registration Requirements** 
     1. All persons, agencies, firms or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as part of a response to this RFQ, shall be properly licensed to render such opinions.
     2. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary, appropriate business and professional licenses to provide service as required. The State may require any Respondent to submit evidence of proper licensure.
     3. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent must provide a valid, Certificate of Insurance indicating current insurance coverage meeting minimum requirements as may be specified by the RFQ.
     4. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent must be registered with the Department of Revenue for the collection of Tennessee sales and use tax. The State shall not approve a contract unless the Respondent provides proof of such registration. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation.
  5. **RFQ Amendments & Cancellation**
     1. The State reserves the right to amend this RFQ at any time, provided that it is amended in writing. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential respondents to meet the deadlines and revise the RFQ Schedule of Events if deemed appropriate. If a RFQ amendment is issued, the State will convey it to potential respondents who submitted a Notice of Intent to Respond (refer to RFQ § 1.4). A response must respond, as required, to the final RFQ (including its attachments) as may be amended.
     2. The State reserves the right, at its sole discretion, to cancel or to cancel and reissue this RFQ in accordance with applicable laws and regulations.
  6. **State Right of Rejection**
     1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all proposals.
     2. The State may deem as nonresponsive and reject any proposal that does not comply with all terms, conditions, and performance requirements of this RFQ. Notwithstanding the foregoing, the State reserves the right to seek clarifications or to waive, at its sole discretion, a response’s minor variances from full compliance with this RFQ. If the State waives variances in a response, such waiver shall not modify the RFQ requirements or excuse the Respondent from full compliance with such, and the State may hold any resulting vendor to strict compliance with this RFQ.
     3. The State will review the response evaluation record and any other available information pertinent to whether or not each respondent is responsive and responsible. If the evaluation team identifies any respondent that appears not to meet the responsive and responsible thresholds such that the team would not recommend the respondent for potential contract award, this determination will be fully documented for the record. (“Responsive” is defined as submitting a response that conforms in all material respects to the RFQ. “Responsible” is defined as having the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)
  7. **Assignment & Subcontracting**
     1. The vendor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFQ without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.
     2. If a Respondent intends to use subcontractors, the response to this RFQ must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFQ Attachment B, Item B.14.).
     3. Subcontractors identified within a response to this RFQ will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.
     4. The Contractor resulting from this RFQ may only substitute another subcontractor for a proposed subcontractor at the discretion of the State and with the State’s prior, written approval.
     5. Notwithstanding any State approval relating to subcontracts, the Contractor resulting from this RFQ will be the prime contractor and will be responsible for all work under the Contract.
  8. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked respondent should the State cease doing business with any respondent selected via this RFQ process.

1. **PROCUREMENT PROCESS & CONTRACT AWARD**
   1. The complete vendor selection will be a two-part process: (1) Qualification of Technical Responses; and (2) Evaluation of Cost Proposals. Any contract award is subject to successful contract negotiation.
   2. Qualification of Technical Responses: Technical Responses will be short-listed for further evaluation, analysis or negotiation if they are apparently responsive, responsible, and within the competitive range. A Technical Response will be deemed within the competitive range based on the following criterion:

Phase I: The State will evaluate the Mandatory Requirements set forth in RFQ Attachment A on a pass/fail basis.

Phase II: Following the Phase I evaluation, the State will apply a standard equitable evaluation model, which will represent a qualitative assessment of each response. Each response will be scored by Evaluation Team members according to the Technical Response & Evaluation Guides (See RFQ Attachments B, C, & D).

The Solicitation Coordinator will total the average score from the evaluation team for each responsive and responsible Respondent’s Technical Response Points for RFQ Attachments B, C & D to determine which of the Respondents are Qualified and within the competitive range.

The Technical Response must be ranked in the top 3 (if at least 3 responses are submitted and at the State’s discretion, up to the top 5) after the Technical Response score is totaled and put in ordinal ranking (1 equals the best evaluated ranking) to be within the competitive range.

Phase III: The RFQ Coordinator will identify no less than 3 (if at least 3 responses are submitted) and at the State’s discretion up to 5 responses that have received the highest evaluations for their Technical Response. The RFQ Coordinator will notify each such Respondent to schedule a time for their Oral Presentation (Attachment E). These presentations will be scored by Evaluation Team members according to the Technical Response & Evaluation Guide (See RFQ Attachment E).

## Oral Presentation: The Solicitation Coordinator will invite each Respondent, who passed Phase II, to make an oral presentation.

5.3.1 The Solicitation Coordinator will schedule Respondent presentations during the period indicated by the RFQ Section 2, Schedule of Events. The Solicitation Coordinator will make every effort to accommodate each Respondent’s schedules. When the Respondent’s presentation schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFQ Section 2, Schedule of Events.

5.3.2 Respondent presentations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.

5.3.3 Oral presentations provide an opportunity for Respondents to explain and clarify their responses. Respondents must not materially alter their responses and presentations will be limited to addressing the items detailed in RFQ Attachments B, C, and D, Technical Response & Evaluation Guides. Respondent pricing shall not be discussed during oral presentations. Evaluators may adjust Respondents’ Technical Response scores based on Oral Presentations.

5.3.4 The State will maintain an accurate record of each Respondent’s oral presentation session. The record of the Respondent’s oral presentation shall be available for review when the State opens the procurement files for public inspection.

* 1. Cost Proposals: If included as part of this solicitation then only Qualified Respondents, that are responsive and responsible and in the competitive range, will continue onto Part Two, Cost Proposal evaluation. The Cost Proposal containing the lowest cost will receive the maximum number of points per each section. See RFQ Attachment F, Cost Proposal & Evaluation Guide.
  2. Clarifications and Negotiations: The State reserves the right to award a contract on the basis of initial responses received; therefore, each response should contain the respondent’s best terms from a technical and cost standpoint. However, the State reserves the right to conduct clarifications or negotiations with respondents. All communications, clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement.
     1. Clarifications: The State may identify areas of a response that may require further clarification or areas in which it is apparent that there may have been miscommunications or misunderstandings as to the State’s specifications or requirements. The State may seek to clarify those issues identified during one or multiple clarification round(s). Each clarification sought by the State may be unique to an individual respondent.
     2. Negotiations: The State may elect to negotiate with Qualified Respondents, within the competitive range, by requesting revised responses, negotiating costs, or finalizing contract terms and conditions. The State reserves the right to conduct multiple negotiation rounds.
        1. Cost Negotiations: All responsive respondents within the competitive range will be given equivalent information with respect to cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, the State may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual respondent pricing. During target price negotiations, respondents are not obligated to meet or beat target prices, but will not be allowed to increase prices.
        2. If the State determines costs and contract finalization discussions and negotiations are not productive, the State reserves the right to bypass the apparent best evaluated Respondent and enter into contract negotiations with the next apparent best evaluated Respondent.
  3. Evaluation Guide

The State will consider qualifications, experience, technical approach, and cost (if applicable) in the evaluation of responses and award points in each of the categories detailed below. The maximum evaluation points possible for each category are detailed below.

|  |  |
| --- | --- |
| Evaluation Category | Maximum Points Possible |
| **Mandatory Requirements** (refer to RFQ Attachment A) | Pass/Fail |
| **General Qualifications, Experience, Technical Qualifications, Experience & Approach** (refer to RFQ Attachment B) | 15 |
| **Technical Qualifications, Experience & Approach** (refer to RFQ Attachment C) | 20 |
| **Technical Review of Requirements Matrix** (refer to RFQ Attachment D) | 20 |
| **Oral Presentation and Demonstration** (refer to RFQ Attachment E) | 15 |
| **Cost Proposal** (refer to RFQ Attachment F) | 30 |

## Contract Award

### The Solicitation Coordinator will submit the Evaluation Team’s determinations and response scores to the head of the contracting agency, or the agency’s head designee, for consideration along with any other relevant information that might be available and pertinent to contract award.

### The contracting agency head, or the agency’s head designee, will determine the apparent best-evaluated response. (To affect a contract award to a Respondent other than the one receiving the highest evaluation score, the head of the contracting agency must provide written justification.)

### The State reserves the right to make an award without further discussion of any response.

### The State will issue an Evaluation Notice and make the RFQ files available for public inspection at the time and date specified in the RFQ §2, Schedule of Events.

**NOTICE:** The Evaluation Notice shall not create rights, interests, or claims of entitlement in either the Respondent identified as the apparent best evaluated or any other Respondent.

### The Respondent identified as offering the apparent best-evaluated must sign a contract drawn by the State pursuant to this RFQ. The contract shall be substantially the same as the RFQ Attachment J, *pro forma* contract. The Respondent must sign said contract no later than the Respondent Contract Signature Deadline detailed in RFQ § 2, Schedule of Events. If the Respondent fails to provide the signed contract by the deadline, the State may determine the Respondent is non-responsive to this RFQ and reject the response.

### Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the *pro forma* contract terms and conditions or performance requirements in the State’s best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and vendor selection process.

### If the State determines that a response is nonresponsive and rejects it after opening Cost Proposals, the Solicitation Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated response.

|  |  |
| --- | --- |
|  | **ATTACHMENT A** |

**TECHNICAL RESPONSE & EVALUATION GUIDE**

All Respondents must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references).  All Respondents must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review all responses to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Evaluation Team must review the responses and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFQ requirements.

| **RESPONDENT LEGAL ENTITY NAME:** | | |  | |
| --- | --- | --- | --- | --- |
| **Response Page #** (Respondent completes) | **Item Ref.** | **Section A— Mandatory Requirement Items** | | **Pass/Fail** |
|  |  | The Technical Response must be delivered to the State no later than the Technical Response Deadline specified in the RFQ § 2, Schedule of Events. | |  |
|  |  | The Technical Response must not contain cost or pricing information of any type. | |  |
|  |  | The Technical Response must not exceed 200 pages in length (maps, graphs, and charts included as an appendix will not count against this page limit). | |  |
|  |  | The Technical Response must not contain any restrictions of the rights of the State or other qualification of the response. | |  |
|  |  | A Respondent must not submit alternate responses. | |  |
|  |  | A Respondent must not submit multiple responses in different forms (as a prime and a subcontractor). | |  |
|  | **A.1.** | Provide the Statement of Certifications and Assurances (RFQ Attachment G) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFQ and any resulting contract. The document must be signed without exception or qualification. | |  |
|  | **A.2.** | Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee) and, if so, the nature of that conflict.  NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award. | |  |
|  | **A.3.** | Provide a current bank reference indicating that the Respondent’s business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months. | |  |
|  | **A.4.** | Provide two current positive credit references from vendors with which the Respondent has done business written in the form of standard business letters, signed, and dated within the past three (3) months. | |  |
|  | **A.5.** | Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.) | |  |
|  | **A.6.** | Provide a valid, Certificate of Insurance that is verified and dated within the last six (6) months and which details allof the following:  (a) Insurance Company  (b) Respondent’s Name and Address as the Insured  (c) Policy Number  (d) The following minimum insurance coverage:  (i) Workers’ Compensation/ Employers’ Liability (including all states coverage) with a limit not less than the relevant statutory amount or one million dollars ($1,000,000) per occurrence for employers’ liability;  (ii) Comprehensive Commercial General Liability (including personal injury & property damage, premises/operations, independent contractor, contractual liability and completed operations/products) with a bodily injury/property damage combined single limit not less than one million dollars ($1,000,000) per occurrence and two million dollars ($2,000,000) aggregate;   1. The following information applicable to each type of insurance coverage:   (i) Coverage Description,  (ii) Exceptions and Exclusions,  (iii) Policy Effective Date,  (iv) Policy Expiration Date, and  (v) Limit(s) of Liability. | |  |
|  | **A.7.** | Provide the Respondent’s most recent independent audited financial statements. Said independent audited financial statements must:   1. reflect an audit period for a fiscal year ended within the last 36 months 2. be prepared with all monetary amounts detailed in United States currency; 3. be prepared under United States Generally Accepted Accounting Principles (US GAAP); 4. include: the auditor’s opinion letter; financial statements; and the notes to the financial statements; and 5. be deemed, in the sole discretion of the State to reflect sufficient financial stability to undertake the subject agreement with the State.   NOTES:   * Reviewed or Compiled Financial Statements will not be deemed responsive to this requirement and will not be accepted. * All persons, agencies, firms, or other entities that provide opinions regarding the Respondent’s financial status must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders the opinions.   Any attest or review of the financial status of a Tennessee corporation must be rendered by an accountant or accounting firm licensed or otherwise specifically permitted to provide an attest or review by the Tennessee Board of Accountancy. | |  |
|  | **A.8.** | Provide a statement that no data, application, hardware or personnel for your proposed solution reside outside of the U.S. | |  |
|  | **A.9.** | Provide a statement that your solution or equivalent has been implemented in at least 2 other business entities, public or private, and is still in production. | |  |
|  | **A.10.** | Provide a statement by a company official indicating that the Respondent has provided maintenance and support of a similar type & size system in the United States and/or Canada within the last five (5) years, including the location(s) and date(s) of maintenance. | |  |
|  | **A.11.** | Provide written confirmation that the Respondent understands and agrees to comply, at a minimum, with the State’s Technology Architecture requirements as detailed in: the State of Tennessee Enterprise Architecture; RFQ Attachment O. | |  |
|  | **A.12.** | Provide a written summary of your understanding of the Reporting Specifications (**Attachment L, Tab A-Reporting Specifications Tab**), and affirm that you can deliver these requirements. | |  |
|  | **A.13.** | Provide a written summary of your understanding of the Output Design (**Attachment M**), and affirm that you can deliver these requests. | |  |
| *State Use – RFQ Coordinator Signature, Printed Name & Date:* | | | | |

| **ATTACHMENT B** |
| --- |
| **TECHNICAL RESPONSE & EVALUATION GUIDE**  **SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items. |

| **RESPONDENT LEGAL ENTITY NAME:** | |  |
| --- | --- | --- |
| **Response Page #** (Respondent completes) | **Item Ref.** | **Section B— General Qualifications & Experience Items** |
|  | **B.1.** | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the response. |
|  | **B.2.** | Describe the Respondent’s form of business (*i.e*., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile). |
|  | **B.3.** | Detail the number of years the Respondent has been in business. |
|  | **B.4.** | Briefly describe how long the Respondent has been performing the goods or services required by this RFQ. |
|  | **B.5.** | Describe the Respondent’s number of employees, client base, and location of offices. |
|  | **B.6.** | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details. |
|  | **B.7.** | Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent’s employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFQ, have been convicted of, pled guilty to, or pled *nolo contendere* to any felony. If so, include an explanation providing relevant details. |
|  | **B.8.** | Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details. |
|  | **B.9.** | Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFQ or is likely to have a material adverse effect on the Respondent’s financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent’s performance in a contract pursuant to this RFQ.  NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions. |
|  | **B.10.** | Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent’s performance in a contract pursuant to this RFQ.  NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions. |
|  | **B.11.** | Provide a brief, descriptive statement detailing evidence of the Respondent’s ability to deliver the goods or services sought under this RFQ (*e.g*., prior experience, training, certifications, resources, program and quality management systems, *etc*.). |
|  | **B.12.** | Provide a narrative description of the proposed contract team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to provide the goods or services required by this RFQ, illustrating the lines of authority, and designating the individual responsible for the completion of each task and deliverable of the RFQ. |
|  | **B.13.** | Provide a personnel roster listing the names of key people who the Respondent will assign to perform tasks required by this RFQ along with the estimated number of hours that each individual will devote to the required tasks. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual’s title, education, current position with the Respondent, and employment history. |
|  | **B.14.** | Provide a statement of whether the Respondent intends to use subcontractors to accomplish the work required by this RFQ, and if so, detail:  (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;  (b) a description of the scope and portions of the work each subcontractor will perform; and  (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent’s response to this RFQ. |
|  | **B.15.** | Provide documentation of the Respondent’s commitment to diversity as represented by the following:  (a) Business Strategy. Provide a description of the Respondent’s existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises. Please also include a list of the Respondent’s certifications as a diversity business, if applicable.  (b) Business Relationships. Provide a listing of the Respondent’s current contracts with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises. Please include the following information:  (i) contract description;  (ii) contractor name and ownership characteristics (*i.e.*, ethnicity, gender, Tennessee service-disabled); and  (iii) contractor contact name and telephone number.  (c) Estimated Participation. Provide an estimated level of participation by business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises if a contract is awarded to the Respondent pursuant to this RFQ. Please include the following information:  (i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and **DO NOT INCLUDE DOLLAR AMOUNTS**);  (ii) anticipated goods or services contract descriptions;  (iii) names and ownership characteristics (i.e., ethnicity, gender, Tennessee service-disabled veterans) of anticipated subcontractors and supply contractors.  NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor’s Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at <https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810>  for more information.  (d) Workforce. Provide the percentage of the Respondent’s total current employees by ethnicity and gender.  NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises and who offer a diverse workforce. |
|  | **B.16.** | Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five-year period. If so, provide the following information for all current and completed contracts:  (a) the name, title, telephone number and e-mail address of the State contact responsible for the contract at issue;  (b) the name of the procuring State agency;  (c) a brief description of the contract’s specification for goods or scope of services;  (d) the contract term; and  (e) the contract number.  NOTES:   * Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points. * Each evaluator will generally consider the results of inquiries by the State regarding all contracts responsive to Section B.16 of this RFQ. |
|  | **B.17.** | Provide customer references from individuals who are not current or former State employees for projects similar to the goods or services sought under this RFQ and which represent:   * two (2) accounts Respondent currently services that are similar in size to the State; and * three (3) completed projects.   References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which must be used and completed, is provided at RFQ Attachment H. References that are not completed as required may be deemed nonresponsive and may not be considered.  The Respondent will be solely responsible for obtaining fully completed reference questionnaires and including them in the sealed Technical Response. In order to obtain and submit the completed reference questionnaires, follow the process below:  (a) Add the Respondent’s name to the standard reference questionnaire at Attachment H, and make a copy for each reference.  (b) Send a reference questionnaire and a new, standard #10 envelope to each reference.  (c) Instruct the reference to:  (i) complete the reference questionnaire;  (ii) sign and date the completed reference questionnaire;  (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;  (iv) sign his or her name in ink across the sealed portion of the envelope; and  (v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).  (d) Do NOT open the sealed references upon receipt.  (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.  NOTES:   * The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. * The State will not review more than the number of required references indicated above. * While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. * The State is under no obligation to clarify any reference information. |
|  | **B.18.** | Provide a statement and any relevant details addressing whether the Respondent is any of the following:   1. is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency; 2. has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; 3. is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and  * has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default. |
|  | **B.19.** | The State is amenable to making changes to RFQ Attachment J, *pro forma* contract. The State will take all reasonable suggested alternative or supplemental contract language changes by Respondents under advisement during the evaluation and post award processes, subject to any mandates or restrictions imposed on the State by applicable state or federal law. The State, however, recommends that Respondents include with their response any alternative or supplemental suggested contract language that a Respondent would propose.  Clearly indicate, by providing a “red-line” of RFQ Attachment J, *pro forma* contract, all suggested alternative or supplemental contract language. Do **not** include any exceptions or changes that (1) contradict a Federal requirement or a Mandatory Requirement, or (2) push back any deadlines. |
| **SCORE *(for all Section B—Qualifications & Experience Items above)*:** *(maximum possible score = 15)* | |  |
| *State Use – Evaluator Identification:* | | |

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| --- |
| **ATTACHMENT C** |
| **TECHNICAL RESPONSE & EVALUATION GUIDE**  **SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Respondent should explain its approach to providing goods or services to the State. The items listed below represent specific questions the State would request you answer in your response. For ease of review, please annotate your explanation so that it contains references to the items listed below where they are addressed. Respondent should not feel constrained to answer only the specific questions listed below in its explanation and should feel free to provide attachments if necessary in an effort to provide a more thorough response.  The Evaluation Team, made up of three (3) or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:  **0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent**  The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s raw, weighted score for purposes of calculating the section scores as indicated. |

| **RESPONDENT LEGAL ENTITY NAME:** | | | |  | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Response Page #** (Respondent completes) | | **Item Ref.** | **Section C— Technical Qualifications,  Experience & Approach Items** | | | | **Item Score** | | **Evaluation Factor** | **Raw Weighted Score** |
|  | | **C.1.** | Providea narrative that illustrates the Respondent’s understanding of the State’s requirements and project schedule (**Attachment N**). | | | |  | | **2** |  |
|  | | **C.2.** | Providea narrative that illustrates how the Respondent will complete the delivery of goods or scope of services, accomplish required objectives, and meet the State’s project schedule (**Attachment N**). | | | |  | | **2** |  |
|  | | **C.3.** | Providea narrative that illustrates how the Respondent will manage the project, ensure delivery of specified goods or completion of the scope of services, and accomplish required objectives within the State’s project schedule (**Attachment N**). | | | |  | | **2** |  |
|  | | **C.4.** | Provide a narrative that illustrates how the Respondent will meet the State’s deliverables as outlined in the Pro Forma Contract Section A.5 | | | |  | | **2** |  |
|  | | **C.5.** | Provide a narrative that describes your product maintenance and enhancement cycles. DO NOT include ANY pricing in response to this question. | | | |  | | **1** |  |
|  | | **C.6.** | Provide a narrative that describes the options, quantity, and capacity of support services skills required for a hosted solution. DO NOT include ANY pricing in response to this question. | | | |  | | **1** |  |
|  | | **C.7.** | Provide a narrative that describes your experience in implementing your product for a new customer of similar size and scope of implementation as the State is envisioning. Include staffing requirements for the Respondent and State staff including quantity and skill level. | | | |  | | **2** |  |
|  | | **C.8.** | Provide a narrative of the Respondent’s **project experience utilizing the Agile methodology** for managing and executing the project. Include in this narrative the methods used to build, test and implement the final product. A list of deliverables used in the Respondent’s methodology should be included. | | | |  | | **2** |  |
|  | | **C.11.** | Provide a narrative for the proposed **Training Plan** as described in Pro Forma Contract Section A.4.l. | | | |  | | **1** |  |
|  | | **C.12.** | Provide a narrative for the proposed **Support and Maintenance** as described in Pro Forma Contract Section A.4.o. | | | |  | | **2** |  |
| *The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.* | | | | | | **Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)* | | | |  |
|  | **Total Raw Weighted Score** | | | | **X 20** *(maximum possible score)* | | | **= SCORE:** | |  |
|  | **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)* | | | |
| *State Use – Evaluator Identification:* | | | | | | | | | | |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | | | | | | | |

**ATTACHMENT D**

**TECHNICAL RESPONSE & EVALUATION GUIDE**

**SECTION D: REQUIREMENTS MATRIX.**

The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***0 = little value*** | ***1 = poor*** | ***2 = fair*** | ***3 = satisfactory*** | ***4 = good*** | ***5 = excellent*** |
| The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s Raw Weighted Score for purposes of calculating the section score as indicated. | | | | | |

For D1 respondent must provide responses to this section in the Excel file provided as RFQ Attachment K – Requirements Matrix, and must provide both an electronic submission of the file in Excel format, and a printed copy of the same Excel file in its proposal. (Do not submit these files in PDF format.) The Valid Response Codes for each requirement are shown below and on the first worksheet of the Excel workbook, “Instructions.” The Respondent must respond to ALL requirement items.”

**Valid Response Codes:**

**Supported Feature** = the proposed system currently supports the requirement.

**Not Supported Feature** = the proposed system currently does not support the requirement.

**Future Supported Feature** = the proposed system does not currently support the requirement, but that it will be developed and supported in the near future (next 12 months; if not, "Not Supported" should be selected).

**Configurable Feature** = the proposed system currently supports the requirement through a configuration setting.

**The Respondent must both enter one of the Valid Response Codes into the “Respondent Response” column next to each requirement, and enter comments in the “Comments” column to provide information on why the specific code was chosen. Note: If the drop down list for the “Respondent Response” column is not working, it is acceptable to create a new column and enter the acceptable values manually listed above.**

| **RESPONDENT LEGAL ENTITY NAME:** | | | |  | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Response Page #** (Respondent completes) | | **Item Ref.** | **Requirements Matrix Item** | | | | **Item Score** | | **Evaluation Factor** | **Raw Weighted Score** |
|  | | **D.1.** | Respond to each requirement in **Attachment K – Requirements Matrix (Tabs A-C)** as instructed on the first worksheet of the Excel workbook, “Instructions.”. For this section, Respondent must provide its responses in the Excel file provided, and must provide both an electronic submission of the file in Excel format, and a printed copy of the same Excel file in its proposal. (Do not submit these files in PDF format.) | | | |  | | **5** |  |
|  | | **D.2.** | Provide a narrative that illustrates your proposed solution's ability to accommodate the reporting requirements specified in attachment **L** - **Reporting Specifications (Tab A-Reporting Specifications Tab)**. | | | |  | | **4** |  |
|  | | **D.3.** | Provide a narrative that illustrates your proposed solution's ability to configure use case requirements required for the repository including:   1. Extracting, formatting, and transmitting case information 2. Moving documents to the staging server and validating files 3. Loading and validating data into the staging database 4. Reading, transforming, loading data; along with auditing active cases 5. Managing user access to the repository 6. Updating quality assurance rules and subset database programs 7. Purging cases and archiving closed cases | | | |  | | **4** |  |
|  | | **D.4.** | Provide a narrative of your system's configuration ability specific to current and future business rules or legislative statutes. | | | |  | | **3** |  |
|  | | **D.5.** | Provide a narrative discussing your solution's ability to accommodate the State's registration process and validation needs including:   1. Hidden registration page only available for an Administrator role to see 2. Administrator having the ability to add/invite users to repository 3. Ability to import user list to invite users to register 4. Users receiving notification/invite via email for the repository along with registration form and instructions 5. Completed registrations sent to an AOC Administrator queue 6. Administrator to approve or deny a registration 7. User receiving email about approval along with username and temporary password | | | |  | | **4** |  |
|  | | **D.6.** | 1. Provide a narrative describing your processes and procedures for promptly investigating, documenting and reporting security incidents (such as suspected intrusion, illegal activity, or unauthorized activity) and ultimately complying with State and Federal policies, standards and regulations for notification, including at a minimum any unauthorized exposure of PII or PHI data and/or unauthorized access to the facilities where data is stored. | | | |  | | **4** |  |
|  | | **D.7.** | Provide a narrative detailing your Backup and Recovery Plan and Contingency of Operations as described in Pro Forma Contract Section A.4.h and A.4.i. | | | |  | | **4** |  |
| *The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.* | | | | | | **Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)* | | | |  |
|  | **Total Raw Weighted Score** | | | | **X 20** *(maximum possible score)* | | | **= SCORE:** | |  |
|  | **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)* | | | |
| *State Use – Evaluator Identification:* | | | | | | | | | | |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | | | | | | | |

**ATTACHMENT E**

**TECHNICAL RESPONSE & EVALUATION GUIDE**

**SECTION E: ORAL PRESENTATION AND DEMONSTRATION. If selected as a Qualified Respondent, t**he Respondent must address ALL Oral Presentation and Demonstration Items (below). The Oral Presentation and Demonstration period shall not exceed four (4) hours, which shall consist of: thirty (30) minutes for the Respondent to set-up and prepare; one hundred five (105) minutes for the Demonstration items in E.1, E.2, and E.3; a fifteen (15) minute break; one (1) hour for the Demonstration items in E.4 and E.5; and thirty (30) minutes for questions and answers. The Respondent is required to include key personnel that will be assigned to this project in their presentation, as appropriate, and be available to answer questions. Respondent should not include company marketing materials in any Oral Presentation and Demonstration handouts.

**Respondent must not include any cost information in the oral presentation and demonstration, including in any accompanying materials.**

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the presentation response to each item. Each evaluator will use the following whole-number, raw point scale for scoring each item:

**0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent**

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s raw, weighted score for purposes of calculating the section scores as indicated.

| **RESPONDENT LEGAL ENTITY NAME:** | | |  | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Response Page # (Respondent completes)** | **Item Ref.** | **Oral Presentation Item** | | | | **Item Score** | | **Evaluation Factor** | **Raw Weighted Score** |
|  | **E.1.** | Demonstrate the flow of registration:   1. Demonstrate the ability for an admin to add users to register for the repository 2. Demonstrate the ability for the registrant to be notified via email about registrations 3. Demonstrate the entry of mandatory fields for repository registration 4. Demonstrate the ability of an admin to see registrations in a queue 5. Demonstrate the ability for the admin to approve registration 6. Demonstrate the ability for the registrant to be notified via email that registration has been approved 7. Demonstrate the ability for the registrant to be able to reset user name and password. | | | |  | | **2** |  |
|  | **E.2.** | Perform at least four different queries, including (but not limited to) filtering results by filing or disposition, start and end date, county, case type, case subtype. | | | |  | | **3** |  |
|  | **E.3.** | Demonstrate Reporting   1. Demonstrate at least three standard reports that reflect query results 2. Demonstrate the ability to export reporting results into a standard format such as .pdf 3. Demonstrate the ability for a business user to create an ad hoc report | | | |  | | **3** |  |
|  | **E.4.** | Demonstrate configurability:   1. Demonstrate the ability for administrative users to lock a user out of the system. 2. Demonstrate the ability to create copy and modify workflows (e.g., registration workflow. | | | |  | | **2** |  |
|  | **E.5.** | Demonstrate training:   1. Demonstrate online help and training documentation 2. Demonstrate online training | | | |  | | **2** |  |
| *The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.* | | | | | **Total Raw Weighted Score:**  *(sum of Raw Weighted Scores above)* | | | |  |
| **Total Raw Weighted Score** | | | | **X 15**  *(maximum possible score)* | | | **= SCORE:** | |  |
| **Maximum Possible Raw Weighted Score**  *(i.e., 5 x the sum of item weights above)* | | | |
| *State Use – Evaluator Identification:* | | | | | | | | | |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | | | | | | |

**ATTACHMENT F**

|  |  |  |
| --- | --- | --- |
| **Cost Proposal & Evaluation Guide**  *For Qualified Respondents Only*  *NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED*  **COST PROPOSAL SCHEDULE—** The Cost Proposal, detailed below, shall indicate the proposed price for the delivery of specified goods for the entire scope of services including all services defined in the Scope of Services of the RFQ Attachment J, *pro forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFQ. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point. | | |
| **NOTICE:** | The Evaluation Factor associated with each line item of cost is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Respondent.  Notwithstanding the line item of costs herein, pursuant to the second paragraph of the *pro forma* contract section C.1. (refer to RFQ Attachment J), “The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.”  This Cost Proposal must be signed, in the space below, by an individual empowered to bind the entity responding to the provisions of this RFQ and any contract awarded pursuant thereto. If said individual is not responding in an individual capacity or is the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual’s authority to legally bind the entity responding to this RFQ. | |
| **RESPONDENT SIGNATURE:** | |  |
| **PRINTED NAME & TITLE:** | |  |
| **DATE:** | |  |

| **RESPONDENT LEGAL ENTITY NAME:** | |  | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Line item of cost Description** | | **Proposed Cost** | | **State Use Only** | | |
| **Evaluation Factor**  **(Hours Reflected Are Not Guaranteed)** | | **Evaluation Cost** (cost x factor) |
| Total Cost for Implementation and State Approved Delivery of the General Sessions Court Data Repository using Project Initiation Phases & Project Management deliverables pursuant to Pro Forma contract Section A. | | **$**  **/ UNIT** | | **2** | |  |
| Completion and State Approval of Change Order Work performed pursuant to Pro Forma contract Section A.4.q. | | **$**  **/ 300 PERSON HOURS** | | **3** | |  |
| Support and Maintenance- as detailed in Pro Forma Contract Section A.4.o | | **$**  **/ YEAR** | | **3** | |  |
| Training- as detailed in Pro Forma Contract Section A.4.l | | **$**  **/ UNIT** | | **2** | |  |
| **EVALUATION COST AMOUNT** (sum of evaluation costs above)**:** | | | | | |  |
| The RFQ Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations. | | | | | |
|  | **lowest evaluation cost amount from all responses** | | **x 30 (maximum section score)** | | **=SCORE:** |  |
| **evaluation cost amount being evaluated** | |
| *State Use – RFQ Coordinator Signature, Printed Name & Date:* | | | | | | |

|  |  |
| --- | --- |
|  | **ATTACHMENT G** |

|  |  |
| --- | --- |
| **STATEMENT OF CERTIFICATIONS AND ASSURANCES**  An individual responding in his or her individual capacity or legally empowered to contractually bind the Respondent must complete and sign the Statement of Certifications and Assurances below as required, and this signed statement must be included with the response as required by the Request for Qualifications. | |
| **The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:**   1. The Respondent will comply with all of the provisions and requirements of the RFQ. 2. The Respondent will provide all specified goods or services as required by the contract awarded pursuant to this RFQ. 3. The Respondent accepts and agrees to all terms and conditions set out in the contract awarded pursuant to this RFQ. 4. The Respondent acknowledges and agrees that a contract resulting from the RFQ shall incorporate, by reference, all Response responses as a part of the contract. 5. The Respondent will comply, as applicable, with: 6. the laws of the State of Tennessee; 7. Title VI of the federal Civil Rights Act of 1964; 8. Title IX of the federal Education Amendments Act of 1972; 9. the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and, 10. The Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government. 11. To the best of the undersigned’s knowledge, information or belief, the information detailed within the Response to the RFQ is accurate. 12. The Response submitted to the RFQ was independently prepared, without collusion, and under penalty of perjury. 13. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with the request or any potential resulting contract. 14. The Response submitted in response to the RFQ shall remain valid for at least 120 days subsequent to the date of the Response opening and thereafter in accordance with any contract pursuant to the RFQ. | |
| **By signature below, the signatory certifies legal authority to bind the responding entity to the provisions of this request and any contract awarded pursuant to it. The State may, at its sole discretion and at any time, require evidence documenting the signatory’s authority to be personally bound or to legally bind the responding entity.** | |
| **DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO DO SO BY THE ENTITY RESPONDING TO THIS RFQ.** | |
| **SIGNATURE & DATE:** |  |
| **PRINTED NAME & TITLE:** |  |
| **LEGAL ENTITY NAME:** |  |
| **FEIN or SSN:** |  |

|  |  |
| --- | --- |
|  | **ATTACHMENT H** |

**REFERENCE QUESTIONNAIRE**

**The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Respondent.**

The Respondent will be responsible for obtaining completed reference questionnaires as required (refer to RFQ Attachment B, General Qualifications & Experience Items, Item B.17.), and for enclosing the sealed reference envelopes within the Respondent’s Technical Proposal.

**RESPONDENT NAME:** RESPONDENT NAME (completed by respondent before reference is requested)

The “respondent name” specified above, intends to submit a response to the State of Tennessee in response to the Request for Qualifications (RFQ) indicated. As a part of such response, the respondent must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

* complete this questionnaire (either using the form provided or an exact duplicate of this document);
* sign and date the completed questionnaire;
* seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
* sign in ink across the sealed portion of the envelope; and
* return the sealed envelope containing the completed questionnaire directly to the respondent.

1. **What is the name of the individual, company, organization, or entity responding to this reference questionnaire?**
2. **Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.**

|  |  |
| --- | --- |
| **NAME:** |  |
| **TITLE:** |  |
| **TELEPHONE #** |  |
| **E-MAIL ADDRESS:** |  |

1. **What goods or services do/did the vendor provide to your company or organization?**
2. **What is the level of your overall satisfaction with the vendor of the goods or services described above?**

*Please respond by circling the appropriate number on the scale below.*

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1** | | **2** | | **3** | | **4** | | **5** | |  |
| **least satisfied** |  |  |  |  |  |  |  |  |  |  | **most satisfied** |
|  |  |  |  |  |  |  |  |  |  |

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**If you circled 3 or less above, what could the vendor have done to improve that rating?**

1. **If the goods or services that the vendor provided to your company or organization are completed, were the goods or services completed in compliance with the terms of the contract, on time, and within budget? If not, please explain.**
2. **If the vendor is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.**
3. **How satisfied are you with the vendor’s ability to perform based on your expectations and according to the contractual arrangements?**
4. **In what areas of goods or service delivery do/did the vendor excel?**
5. **In what areas of goods or service delivery do/did the vendor fall short?**
6. **What is the level of your satisfaction with the vendor’s project management structures, processes, and personnel?**

*Please respond by circling the appropriate number on the scale below.*

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1** | | **2** | | **3** | | **4** | | **5** | |  |
| **least satisfied** |  |  |  |  |  |  |  |  |  |  | **most satisfied** |
|  |  |  |  |  |  |  |  |  |  |

**What, if any, comments do you have regarding the score selected above?**

**RFQ# 30227-16001 PROPOSAL REFERENCE QUESTIONNAIRE — PAGE 3**

1. **Considering the staff assigned by the vendor to deliver the goods or services described in response to question 3 above, how satisfied are you with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?**

*Please respond by circling the appropriate number on the scale below.*

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1** | | **2** | | **3** | | **4** | | **5** | |  |
| **least satisfied** |  |  |  |  |  |  |  |  |  |  | **most satisfied** |
|  |  |  |  |  |  |  |  |  |  |

**What, if any, comments do you have regarding the score selected above?**

1. **Would you contract again with the vendor for the same or similar goods or services?**

*Please respond by circling the appropriate number on the scale below.*

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1** | | **2** | | **3** | | **4** | | **5** | |  |
| **least satisfied** |  |  |  |  |  |  |  |  |  |  | **most satisfied** |
|  |  |  |  |  |  |  |  |  |  |

**What, if any, comments do you have regarding the score selected above?**

|  |  |
| --- | --- |
| **REFERENCE SIGNATURE:** (by the individual completing this  request for reference information) |  |
| **DATE:** | (must be the same as the signature across the envelope seal) |

**ATTACHMENT I**

**PROPOSAL SCORE SUMMARY MATRIX**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | *PROPOSER NAME* | | *PROPOSER NAME* | | *PROPOSER NAME* | |
| **GENERAL QUALIFICATIONS**  **& EXPERIENCE SECTION B**  **(maximum: 15)** |  | |  | |  | |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *REPEAT AS NECESSARY* |  |  |  |  |  |  |
|  | **AVERAGE:** |  | **AVERAGE:** |  | **AVERAGE:** |  |
| **TECHNICAL EXPERIENCE & PROJECT APPROACH**  **SECTION C (maximum: 20)** |  | |  | |  | |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *REPEAT AS NECESSARY* |  |  |  |  |  |  |
|  | **AVERAGE:** |  | **AVERAGE:** |  | **AVERAGE:** |  |
| **TECHNICAL REVIEW OF REQUIREMENTS MATRIX**  **SECTION D (maximum: 20)** |  | |  | |  | |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *REPEAT AS NECESSARY* |  |  |  |  |  |  |
|  | **AVERAGE:** |  | **AVERAGE:** |  | **AVERAGE:** |  |
| **ORAL PRESENTATION**  **SECTION E( maximum: 15)** |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| *EVALUATOR NAME* |  |  |  |  |  |  |
| **COST PROPOSAL**  **(maximum: 30)** | **SCORE:** |  | **SCORE:** |  | **SCORE:** |  |
| **TOTAL PROPOSAL EVALUATION SCORE:**  **(maximum: 100)** |  |  |  |  |  |  |
| *RFQ Coordinator Signature, Printed Name & Date:* | | | | | | |

**ATTACHMENT J**

**RFQ # 30227\_16001 PRO FORMA CONTRACT**

The *pro forma* contract detailed in following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFQ.

**ATTACHMENT O**

**This is a placeholder for the State of Tennessee Enterprise Architecture from RFQ Attachment O which will be inserted prior to Contract approval.**