



**United States Virgin Islands Department of Justice
Paternity and Child Support Division Program**

**Request for Proposals for the
Upgrade, Support and Maintenance
Of the
CHILD SUPPORT TERRITORIAL
AUTOMATED REPORTING SYSTEM
(CSTARS)**

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1.0 Introduction and General Information

1.1. RFP Organization

This RFP is organized into the following sections:

- **Section 1.0 – Introduction and General Information** provides general orientation and background for the procurement. It includes the purpose of this procurement; identifies the issuing agency; provides a procurement schedule and milestones; and identifies the roles and responsibilities of various Territory organizations both during the procurement and during the project.
- **Section 2.0 – Procurement Guidelines, Conditions and Procedures** provides Vendors with information on the conditions and procedures under which Proposals for products and services requested through this RFP are to be developed and submitted. This section should be utilized by Vendors in conjunction with Section 4.0- Proposal Format and Preparation Instructions.
- **Section 3.0 – Statement of Work** details the products, services and deliverables that Vendors are required to provide as a result of this solicitation. This includes: an overview of CSTARS technical architecture; functional requirements; approaches which the Territory desires Vendors to consider in their response to this solicitation, and required tasks and deliverables.
- **Section 4.0- Proposal Format and Preparation Instructions** details the format and content which must be included in Vendor Proposals.
- **Section 5.0- Evaluation and Selection Procedures** details the evaluation approach which will be applied to Vendor Proposals, including evaluation procedures, relative point values of various evaluation areas, cost evaluation, and Proposal ranking and selection.
- **APPENDIX;**
 - **Appendix A – Mandatory Criteria Compliance Checklist**
 - **Appendix B – Draft Contract for Professional Services**
 - **Appendix C – Statement of Work/PCSD Network Diagram**
 - **Appendix D – Open Issues List**
 - **Appendix E – Required Federal Provisions for Contractors**

1.2. Purpose of the Procurement

The Department of Justice of the Government of the United States Virgin Islands, desires to procure the services of a Contractor to work with its Paternity and Child Support Division's (PCSD) local staff in providing incremental upgrades of the CSTARS system and programs, including the financial programs, use of web based portals, automated processes for greater functionality, connectivity and interfacing with other agencies, local and federal, banking institutions and other child support partners, and for the support and maintenance of the operation of the CSTARS) application, including the upgrades.

CSTARS meets the requirements for Federal Certification under the Family Support Act of 1988, the Personal Responsibility and Work Opportunity Act of 1996, the Balanced Budget Act of 1997, the Taxpayer Relief Act of 1997 and the Deficit Reduction Act of 2005.

The selected Contractor will be expected to provide the following services:

- Incremental upgrade of CSTARS system and programs including the financial programs, use of web based portals, automated processes for greater functionality, connectivity and interfacing with other agencies, local and federal, banking institutions, and child support partners, to meet the current and increasing demands of a federally funded child support program to allow easy and compatible access/interface and communication with the many local, interstate, and federal agencies, as new systems and information technology supports have become available through the Office of Child Support Enforcement.
- Support and maintenance service of the daily operations of the CSTARS computer application, including upgrades as required by Territorial and Federal regulations;
- Monitor the regulatory environment of child support from the federal perspective and make recommendations to PCSD of potential areas that impact the system;
- Develop and implement new functionality for the existing CSTARS system to meet Territorial and Federal requirements and improve delivery of products and service to PCSD customers; partners, and regulators; and/or correct defects in the system to eliminate system errors to improve accuracy and efficiency in the delivery of reports generated by CSTARS;
- Provide training for PCSD staff, including all levels of system users;
- Assist PCSD staff in improving the existing technical and user documentation for CSTARS;
- Refresh/update the Detailed Design and Logical Data Model documentation based on changes in the industry and legal environment; including IRS Safeguards.
- Effectuate meaningful knowledge exchange/transfer of the CSTARS software and technical environment in support of PCSD's effort to build organizational capacity and its ability to communicate with other systems.

1.3. Issuing Agencies

This Request for Proposal (RFP) is issued by the Department of Property and Procurement of the Government of the Virgin Islands. The Issuing Officer is:

Hon. Randolph E. Bennett
Commissioner
Department of Property and Procurement
Building 1; Sub Base
St. Thomas, Virgin Islands 00802
Telephone: (340) 774-0828
Fax: (340) 777-8362

Throughout the body of this RFP, the Issuing and Project Offices are generically referred to as the Territory of the Government.

1.4. Procurement Schedule and Milestones

The following schedule for this procurement is anticipated by the Territory.

Event	Anticipated Dates
Announcement and RFP Release	May 13, 2016
Deadline for Written Questions	May 27, 2016
Deadline for Responses & Amendment	June 2, 2016
Proposals Due	June 13, 2016

NOTE:

ALL DATES IN THE ABOVE SHCHEDULE REFER TO DEADLINE DATES OR DUE DATES. ORAL PRESENTATIONS ARE EXPECTED TO BE TWO (2) DAYS STARTING THE DAY BEFORE THE DATE IN THE SCHEDULE AND ENDING AT 5PM ON THE DATE LISTED IN THE SCHEDULE. **PROPOSALS ARE DUE NO LATER THAN 4:00 PM ON THE DATE LISTED IN THE SCHEDULE.**

1.5. Organizational Roles and Responsibilities

This section describes the roles and responsibilities of various components of the Government of the Virgin Islands concerning the procurement of a Contractor to maintain and support the CSTARS application.

1.5.1 Procurement Roles and Responsibilities

The procurement of Contractor services for CSTARS upgrade, customization, maintenance & support will be carried out by the Department of Property and Procurement (DPP). The Department should be contacted with all requests and questions concerning the procurement at the address indicated above.

DPP will respond to all inquiries regarding procurement procedures. PCSD, through the Office of the Bureau of Information Technology, will provide responses in regards to scope of work and programmatic issues.

All inquiries and requests for information must be in writing.

An Evaluation Committee will be convened to select the CSTARS Contractor under the procurement rules of the DPP. This committee will represent the interests of all users of CSTARS in its decision making.

1.5.2. Project Roles and Responsibilities

The CSTARS upgrade, maintenance, and support contract will be overseen by the Project Director and managed through the Project Manager/Director, Bureau of Information Technology (BIT) located at the addresses below. Any communications related to the CSTARS project during the project duration should be addressed to Latisha Blyden at latisha.blyden@ddp.vi.gov and provided to:

Executive Director/
Project Manager
Virgin Islands Department of Justice
Paternity and Child Support Division
Nisky Shopping Center
2nd Floor Suite 500
St. Thomas, VI 00802
Telephone: (340) 775-3070
Fax: (340) 775-3248

Reuben Molloy, Director
Bureau of Information Technology
8000 Nisky Center
St. Thomas, V. I. 00802
2nd Floor
Telephone: 340- 776-1013
Email: reubenmolloy@bit.vi.gov

The following paragraphs describe the component members of the CSTARS Project and the roles assigned to each team member:

1.5.3. Attorney General

The Attorney General, as the chief executive officer of the Department of Justice, is the CSTARS Project Sponsor. It is under the authority of the Attorney General's office that all project activities will be conducted.

1.5.4. Project Director

The PCSD Director has been appointed as Project Director. She is responsible for managing the activities of the Project Manager and all contractors and consultants. She will be responsible for monitoring the project budget and ensuring timely completion of tasks by all participants.

1.5.5 Project Manager

The Project Manager will be responsible for day-to-day management of the project, and will coordinate the activities of all individuals and organizations involved in the project. The Project Manager will provide on-going daily direction and oversight to the Contractor, and will report progress and problems to the Project Director.

1.5.6. VI Project Team

A user group of PCSD staff will be selected by the PCSD Director to represent the various PCSD functional areas. The user group will report to the Project Manager, who will act as a conduit to the Contractor. The Project Manager will convene the user group as needed throughout the duration of the upgrade, support and maintenance services.

In addition to their developmental role, members of this group will form the basic cadre from which key system facilitators will be selected. It is expected that these people will play continuing roles related to the system, such as training, troubleshooting, and systems liaison for their respective units.

1.5.7. Contractor

Although Territorial staff will perform the onsite duties required for daily operations of CSTARS, the Contractor will be responsible for providing incremental upgrades, day to day support for and maintenance for the CSTARS system, including upgrades, and support for PCSD staff, and enhancements as required and requested by PCSD,

1.6. Responsibilities by Party

This section details the project associated responsibilities of the following parties:

- The Virgin Islands Parties;
- The Contractor

1.6.1 Virgin Islands Parties Responsibilities

The Virgin Islands team responsibilities will be at the following levels:

1.6.1.1 Project Sponsor

The Attorney General will provide overall leadership ensuring that there is commitment to the project at the highest levels of the Virgin Islands government and access to necessary resources as required. Specific tasks will include:

- Setting departmental policy;
- Maintaining contractual relationships; and
- Ensuring funding availability

The Project Director will be responsible for:

- Accepting deliverables;
- Maintaining federal relations;
- Setting specific directions for the use of CSTARS in meeting PCSD service objectives;
- Ensuring resource (personnel) availability;
- Setting priorities when choices of alternatives are required; and
- As directed by the Project Sponsor, implementing steps to ensure budgetary and fiscal resources are available to meet project objectives.

1.6.1.2. Project Manager

The Project Manager will provide day-to-day direction and decision making for the CSTARS Project. The responsibilities of the Project Manager include:

- Coordination of various organizations involved in the project and ensuring resource requirements are identified and addressed;
- Reviewing and facilitating approval and/or comments on the project work plan, task orders, annual IAPDU, annual cost-benefit analysis, annual risk analysis, ADP security program overview and any other documents necessary to meet federal requirements;
- Resolving issues related to system requirements and related procedures, establishing priorities where necessary;
- Managing on a daily basis the relationship with the Maintenance Contractor;
- Reviewing change requests during the project and recommending to the PCSD Director those to be implemented and those to be deferred;
- Identifying issues related to any required trade-offs in cost, schedule or technical performance, and recommending solutions to the PCSD Director;
- Facilitating and monitoring the implementation of system enhancements; and
- Assisting with all Federal onsite visits (audits, IV&V, etc.).

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1.6.1.3 User Group

The user group's responsibilities include (i) assisting in system design, (ii) providing input in verifying requirements for Virgin Islands needs (iii) acting as liaison to organizational components (iv) participating in developing upgrade solutions, necessary enhancements, testing, and (v) monitoring and providing programmatic support and training programs.

1.6.2 Contractor Responsibilities

The CSTARS project demands a Contractor team with substantial expertise in information technology, Child Support Enforcement program requirements and operational analysis. This multi-disciplinary team will carry out the project activities described below in close interaction with PCSD's Project Manager and local staff.

- **Technical Expertise** – The key responsibility of the Contractor's Technical Team is to develop incremental upgrades for CSTARS, a legacy system, including upgrades of the financial programs, hardware and software for greater functionality, connectivity and interfacing with its partners, other agencies and regulators; implementing the use of web portals; assisting PCSD's MIS staff with any hardware, software or network design or trouble shooting issues, which includes:
 - Providing an off-site operational Data Center to be used as a test environment and parallel database for code development, testing and migration in the CSTARS production environment;
 - Providing support and assistance with setting up a local training environment to be used for refresher training, continuous learning, and new-hire training on CSTARS;
 - Assisting in the determination of volume, interface, hardware, telecommunications, and performance requirements;
 - Validating Territory requirements and designing necessary modifications to meet these requirements;
 - Programming necessary system modifications;
 - Testing to ensure that the system is fully functional and conforming to federal and territory regulations and standards.
 - Preparing training material and providing necessary training resources for PCSD's technical staff;
 - Updating CSTARS design documents and other technical documents related to the CSTARS application;
 - Preparing and delivering additional documentation as requested.

- **Functional Expertise** - Functional expertise is essential to effectively define and develop PCSD's incremental needs for upgrades as well as to develop and implement operational solutions. The Contractor team should have the ability to:

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- Remain abreast of changes to Federal requirements as issued in Action Transmittals, DCL's, NPRMs, etc. and inform/recommend changes to PCSD to determine impact on current system functionality and possible enhancements;
- Detail the design requirements for any functional requirement currently included in Federal or Territory Child Support Enforcement law;
- Be the primary user contact during the development of enhancements and execute the plans prepared in the prior phase;
- Prepare training materials and train trainers;
- Implement forms and procedures as requested;
- Support any system modifications required by audit findings, new federal requirements, etc.

2.0 Procurement Guidelines, Conditions and Procedures

2.1. Conformity with RFP Instructions

Proposals must be prepared in conformance with all instructions, conditions, and requirements included in this RFP. Vendors are expected to examine all documentation, schedules and requirements as well as complete all the schedules. Failure to observe all terms and conditions will be at the Vendor's risk, and may render the Vendor's Proposal non-responsive.

The RFP process is for the Territory's benefit only and is intended to provide the Territory with competitive information to assist in selection of services. All decisions on compliance, evaluation, terms and conditions shall be made solely at the Department of Property and Procurement's discretion and made to favor the Territory.

2.2. Cost of Proposal Preparation

The entire cost for preparation of Proposals will be borne by Vendors. Elaborated brochures, artwork, bindings, or other presentation aids beyond those sufficient to present a complete Proposal are not desired. Vendors may not collect Proposal preparation charges from the Territory in any event, including the cancellation of this RFP.

2.3. Type of Contract

The Territory prefers that this procurement result in a **firm fixed price** Contract (based on a firm fixed price for all deliverables and services). The contract between the Territory and the Maintenance Contractor will be subject to all terms and conditions specified in the RFP. In addition to the provisions of this RFP, any additional clauses or provisions required by the Virgin Islands law or regulation in effect at the time of execution of the Contract must be included. Virgin Islands law shall govern the procurement and the contract unless there is a conflict between Territory law and the federal law regarding a matter that is primarily a federal concern. In such event, federal law shall govern and must be the guideline to follow.

2.4. Prohibition on Communication with the Territory Staff

From the date of issuance of this RFP until such time as a Vendor selection is made and announced, and, for the selected Vendor, until a Contract is signed, all contact with the Territory staff and Contractors involved in this procurement is prohibited, except as follows:

- The designated contact office may be addressed in writing;
- Staff may be addressed in their official capacity at the Pre-proposal Conference and Orientation Seminar;

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- Staff present at, or involved in Oral Presentations may be addressed directly at those times;
- Staff involved with scheduling or conducting Vendors' inspection visits of the Territory sites.
- Firms or individuals may continue to conduct on-going business relationships with the Territory or its Contractors, which are independent of this procurement process.

Violation of this condition shall be considered sufficient cause for rejection of a Vendor's Proposal.

2.5. Procurement Documentation

Documentation relevant to this solicitation is currently available for review by vendors. This documentation may be reviewed online at dpp.vi.gov under project advertisement.

2.6 Written Questions

Any explanation desired by a Vendor regarding the meaning or interpretation of RFP provisions must be submitted in writing to the contact office referenced in Section 1.3 by fax or electronic mail (email) in the interest of promptness. **The deadline for receipt of requests for explanations by the Territory is 4:00 p.m. on the date referenced in Section 1.4.** Only those explanations, clarifications or instructions provided by the Territory in writing will be binding upon the Territory. Any information provided to a Vendor concerning the RFP will be furnished to all Vendors who submit a Statement of Qualifications.

2.7 Statement of Qualifications

Vendors planning to submit a proposal in response to this RFP must submit a Statement of Qualifications by the date cited in Section 1.4. Only those Vendors who submit a Statement of Qualifications will continue to receive communications or amendments regarding this RFP after that date. The submission of a Statement of Qualifications is a mandatory prerequisite to the submission of a Proposal and is not binding on the Vendor. The letter must include the name of the contact individual telephone, fax number, mailing address.

(2.8-2.9 have been omitted)

2.10 Revisions to the RFP

The Territory has the right to amend this solicitation at any time. In the event that it is necessary to revise any part of this RFP, an Amendment will be provided to all Vendors from whom a Statement

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Qualifications has been received. Acknowledgment of the receipt of all issued Amendments shall be required in all Proposals.

2.11. Cancellation of the RFP

This RFP does not commit the Territory to award a Contract. The Territory may cancel this RFP, in whole or in part, at any time, or reject all Proposals submitted in response, when this action is determined to be fiscally advantageous to the Territory or otherwise in its best interest.

2.12. Objection to Procurement

Should any potential Vendor object to the structure of the procurement or the content of the RFP, such objection must be filed by the date specified in Section 1.4. The grounds for an objection are limited to allegations that the procurement violates the Territory's Procurement Regulations.

Objections must be filed in writing and must comply with the terms of the Territory's Procurement Regulations. All objections will be promptly addressed. Objections that result in modification of the RFP will result in the issuance of an Amendment to the RFP.

Submission of a Proposal and/or failure to object to the procurement approach or RFP content shall constitute a Vendor's waiver of future rights to protest on grounds other than the award, the procedures for which are described in RFP Section 2.23.

2.13. Proposal Validity

Proposals must be valid for one hundred twenty (120) days following the closing date of this RFP. This period may be extended by written mutual agreement between the Vendor(s) and the Territory.

2.14. Multiple Proposals

Vendors may submit only one proposal as a Prime Contractor.

(2.15 omitted)

2.16. Proposal Submission

A valid proposal is composed of a Transmittal Letter Package, a Technical Proposal and a Cost Proposal. The format and content is described in Section 4.0.

The Transmittal Letter Package, Technical Proposals and Cost Proposals must be received by the date and time referenced in Section 1.4.

Documents must be addressed or hand delivered to:

Department of Property and Procurement
Building 1
3rd Floor, Sub Base
St. Thomas, Virgin Islands 00802

Proposals may be hand-delivered to the above noted location at any time prior to the submittal deadline
June 13, 2016 @ 4:00 p.m.

Regardless of the method of delivery, the face of each envelope must show the following:

- Name, Address, Telephone and Fax Number of Vendor
- RFP Number: _____
- Proposal Due Not Later than: (Vendor insert date and time)
- Project: **CSTARS Support and Maintenance Project**
- "Bidder's Name"
- "Transmittal Letter Package", "Technical Proposal" or "Cost Proposal"
- "Sealed Proposal - Do Not Open in Mailroom"

After submission of Proposals and closing thereof, no information about the evaluation process status will be furnished until after the award is made.

2.17. Certifications

Vendors must certify that none of the employees of the Territory or any of its dependencies has a pecuniary interest in their offer. In addition, Vendors must certify that Technical and Cost Proposals

have been prepared and developed without collusion with any of the Territory officials or other eligible Vendors and without effort to preclude the Territory from obtaining the best competitive Proposal.

2.18. Late Proposals

Any Proposals or Proposal modifications received at the address designated in Section 2.15 after the date and time specified in Section 1.4 will not be considered, and will be returned unopened. The time of receipt at the Territory installation is the time-date stamp of such installation on the Proposal wrapper or other documentary evidence of receipt maintained.

2.19. Withdrawal of Proposals

Proposals may be withdrawn before the bid opening.

2.20. Oral Presentations

The Territory may elect to request Vendors to make oral presentations for the purposes of Proposal clarification. If deemed necessary by the Territory, these presentations will be held on St. Thomas, Virgin Islands during the period specified in Section 1.4. Presentations may only address services offered in Vendor Proposals. The presentation may not be used to change or alter the Vendor's Proposal. All costs for such presentation will be borne by the Vendor.

Individuals identified in Vendor Proposals, as Key Persons who will be responsible for project management must participate in the oral presentations. If oral presentations are held, the proceedings will be recorded and incorporated in Vendor Proposals and the resulting Contract, as applicable.

Vendors should present Proposals that are complete and comprehensive in all ways since the Territory reserves the right to award a Contract without further discussions.

2.21. Proposal Acceptance

The Territory reserves the right to accept or reject any or all Proposals received as a result of this RFP, to waive minor irregularities, or to negotiate separately with any or all Vendors, in any manner necessary, to serve the best interests of the CSTARTS project.

All Vendors should ensure that their Proposal in response to this RFP is their best offer. The Territory reserves the right to make a Contract award without any further discussion with Vendors regarding the Proposals received. Proposals should therefore be submitted initially on the most favorable terms available to the Territory from a price and technical standpoint. Vendors should state the amounts and terms of any discounts available for prompt payments. If none will be offered, the Proposal should include a statement to that effect. It is understood that all Proposals will become part of the official file without obligation to the Territory.

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In the event the Territory chooses to negotiate in any manner with one or more Vendors, it may, following the conclusion of all such negotiations, issue a revised RFP or portion thereof containing, among other things any matter, offer, condition or enhancement solicited from or proposed or suggested by any Vendor during the course of such negotiations.

The Territory has the right to request improvements to any proposal at any time if it deems such to be in the best interest of the CSTARs Upgrade Maintenance and Support Services Project. No Vendor shall have any rights against the Territory or the Selection Committee members arising at any stage of the solicitation from any negotiations that take place, or from the fact that the Territory does not select a Vendor for negotiations.

Award shall be made to the responsible Vendor or Vendors whose proposal(s) meets the requirements, specifications, terms and conditions, and RFP instructions and upon the consideration that all factors, including price shall be the most favorable to the Territory. The Selection Committee may accept or reject proposals if it deems such action to be in the best interest of the Territory.

The Territory is not considered obligated upon an award until after execution of a corresponding Contract. The Vendor selected for award shall enter negotiations with the Territory based on the Draft Implementation Contract included as an appendix to this RFP. The contents of the Proposal submitted by the selected Vendor will be considered as contractual obligations. Vendors should understand that the Contract will incorporate this RFP, the Vendor's Proposal, and any other written representations submitted with the Proposal. Failure to meet these obligations may result in cancellation of the award.

If any Vendor selected for award refuses to execute the Contract arising from this procurement within thirty (30) days of the date of award, the Territory can file a claim for the difference between the Vendor's price and the price proposed by the next qualified Vendor, as well as to cover other damages and direct expenses.

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2.24 Use of Ideas by the Territory

The Territory has the right to use any or all ideas and concepts presented in any Proposal received in response to the RFP unless the Vendor presents a statement of objection in their Proposal. In no event will the Territory be precluded from the use of ideas, which are not the proprietary information of the Vendor and so designated in the Proposal, or which:

- Were known to the Territory before submission of such Proposal; or
- Properly become known to the Territory thereafter, through other sources or through acceptance of the Vendor's Proposal

2.25 Disclosure of Data

The proposal submitted in response to this RFP may contain copyright and/or patent-related data which the Vendor, or its subcontractor(s), may not want used or disclosed for any purpose other than evaluation of the proposal. Subject to the provisions of the U.S. Virgin Islands Law, the use and disclosure of any such technical data may be so restricted, provided the data is clearly marked as "Trade Secret". If a contract is awarded to the Vendor, the Territory shall have the right to use or disclose the technical data to the extent otherwise provided in the contract or by law. The Territory does not assume liability for the use of data whether marked or not.

2.26 Software Rights

All software, modifications and documentation required or produced as a result of this RFP will become the property of the Territory of the United States Virgin Islands and DHHS/ACF. Ownership rights will recognize and provide that such agencies reserve royalty-free, non-exclusive and irrevocable license to provide, publish or otherwise use and to authorize others to use for Federal or Territory purposes all software, modifications and documentation which is required or produced as a result of this RFP.

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3.0 Statement of Work

3.1 Introduction

This Statement of Work provides details of the services required by the Territory of the Virgin Islands to provide incremental upgrades of CSTARS system and programs including the financial programs, use of web based portals, automated processes for greater functionality, connectivity and interfacing with other agencies, local and federal, banking institutions, and child support partners; support and maintenance of the CSTARS system, including the upgrades. These requirements are based on the recommendations provided by ACF, the CSTARS Project Manager, PCSD's MIS staff and PCSD Management. CSTARS is fully certified as providing the functionality required by the Personal Responsibility and Work Opportunity Act of 1996 (PRWORA), the Balanced Budget Act of 1997 (BBA) and the Taxpayer Relief Act of 1997 and the Family Support Act of 1998. An overview of the existing CSTARS functionality is included as background information, along with a description of the current technical architecture of the CSTARS system (Appendices C)

3.2 Overview of CSTARS functionality and architecture

CSTARS is the automated case management system that supports the Title IV-D Child Support Program in the Virgin Islands. The CSTARS system has been operational since late 2001.

The CSTARS system allows child support case data to be entered and verified simultaneously and changes to that data are reflected online. CSTARS includes effective interfaces with the VI Bureau of Internal Revenue. The VI Department of Human Services, the VI Department of Labor, Cyber Fusion (thru the VI Dept of Human Services). The Federal Case Registry, local Financial Institutions, other state Child Support Enforcement agencies and some additional federal databases such as CSEnet. Each interface allows PCSD to both provide and receive information related to child support enforcement.

CSTARS includes document generation features to maximize communication with non-automated locate sources. In addition the document generation feature of the system produces both letters and formatted documents (forms) without significant manual intervention.

CSTARS uses a menu driven approach in which users may move through the menus sequentially or via manual selection. Security roles limit the screens available to individual users and determine the level of access (read-only, modify, no-access to specific areas of the database).

The Child Support Enforcement (CSE functional requirements that are currently supported by the CSTARS System fall into seven (7) major categories:

- Case Initiation;
- Location
- Establishment

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- Case Management
- Enforcement
- Financial Management; and
- Reporting

Data is available for use within each function and processes are coordinated, tracked and monitored through the system.

The CSTARS network architecture is displayed in the attached Appendix C.

The distributed processing concept implemented in CSTARS is based on the following parameters:

- The CSTARS database is located on an IBM P6 (System P520) computer located in the PCSD Data Center in St. Thomas;
- The CSTARS application and forms database are located on a Windows 2003 file server located in the PCSD Data Centers in St. Thomas and St. Croix;
- Communications between the offices are conducted through a dedicated high-speed (T1) line
- PC-resident application programs handle all user interface activity and data entry off the host; and
- Actual communications between each office's host computers and the respective PC LANs are managed through gateways on the LAN, rather than by individual workstation link.
- CSTARS has connections for 67 PCs, with 7 of those being specialized systems which are used to perform specific functions and 60 are available for users in the district of St. Thomas and St. Croix.

An appropriate combination of hardware and software was configured in order to support a three-second response time for 80 percent of all user online transactions, and a five (5) second maximum response time for all on-line transactions.

3.3 Desired Project Approaches for CSTARS Enhancement/Upgrade

The Territory will require the Contractor to use and implement a number of approaches in developing and implementing enhancements & upgrades to CSTARS. The purpose of this section is to identify the project approaches that are desired and/or mandatory.

3.3.1 Risk Management

Project risks are uncertainties, liabilities or vulnerabilities that may cause the CSTARS maintenance, enhancement and/or upgrade efforts to deviate from the defined plan. The objective of a risk management process is to minimize the impact of unplanned incidents on the project by identifying and addressing potential risks before significant negative consequences occur. Risk management incorporates the following activities:

- **Risk Identification** –identifying the risks that are likely to affect the **Project, documenting the characteristics of each.**
- **Risk Quantification**—evaluating risks and risk interactions to assess the range of possible project outcomes.
- **Risk Response Development**—defining enhancement steps for opportunities and responses to threats.
- **Risk Response Control**—responding to changes in risk over the course of the project.

Potential project-level risks must be identified by Vendors as part of their proposal process and documented in a Risk Analysis to be submitted as a component of its Project Management Plan. Upon initiation of the project, an ongoing risk management process will be carried out formally as part of the detailed work planning process, and thereafter monitored and updated as appropriate.

3.3.2 Project Life Cycle Control

Strict control over the development of system enhancements will be applied to ensure that they are implemented in a timely and efficient manner. Specifically, the selected Contractor will be required to use established system development lifecycle methodologies, with an emphasis on quality and rapid application development, focusing on “right the first time” deliverable production.

3.3.3 Use of Multiple “Early Warning Devices

Key checkpoints to assess and/or prevent potential problems will be established and subsequently monitored to assure that project management is conducted effectively. Some “early warning” devices to be used in this regard throughout the project will be:

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- Requiring the selected contractor to present a detailed implementation work plan including a risk analysis within the first 10 days after project initiation;
- Requiring the selected contractor to present detailed design documents prior to the development of application enhancements;
- Weekly Progress/Status reporting to gauge project progress. Project status reports should include, at a minimum:

- Project status
- Resource status/issues
- Completed activities
- Issue Status Summary
- Change Request Status Summary
- Work to be done during the next week

- Use of automated project management tools. PCSD's tool of choice is MS Project:

Use of these techniques should provide the Territory with the necessary knowledge and tools to identify problem areas early and minimize their impact on project schedule and cost.

3.3.4 Use of Parallel Development Environment

In order to minimize downtime and to protect the integrity of CSTARS production environment, PCSD prefers that the Maintenance Contractor establish a parallel network environment for use in development, testing and presentation of all system modifications and enhancements. The development environment should replicate PCSD's production hardware and software as exactly as possible. Details of the CSTARS production environment are provided in Section 3.2 of this document.

3.3.5 Use of Task Orders

Vendors are expected to provide system enhancements and modifications based on PCSD's task order process. The Vendor will develop a task order for any requested system modification and PCSD's Project Manager will review the task order prior to the beginning of the work. Once the task order has been accepted, the Vendor shall provide a detailed design document including estimates for cost and schedule as well as details of programs to be modified, reports created, etc. After review and acceptance of the detailed design document, work on the task order shall be monitored in the Project Plan and presented in the weekly status report as detailed in Section 3.1.

3.4 Required Tasks and deliverables

This section describes the tasks and deliverables that the Contractor will provide during the CSTARS Upgrade, Support and Maintenance Project. All deliverables will be reviewed and approved by the Territory in the context of the requirements outlined in this section, Section 3.0, **Statement of Work** and **Appendix A, CSTARS Compliance Checklist**.

Vendors should note that all deliverables identified in this section are mandatory.

The Contractor will schedule all major project tasks for both the upgrades and for the continued support and maintenance of CSTARS, In addition the Contractor will prepare project plans for both the upgrades and the continued support and maintenance of CSTARS. The project plans should be augmented by an automated mechanism for presenting the project schedule, assessing progress and maintaining the schedule during the life of the project.

At project initiation, the Contractor shall meet with the Project Manager, PCSD MIS Manager and any other program staff to become familiar with PCSD policies, procedure regulations and staff roles and responsibilities.

The Contractor must provide the following deliverables with the due date specified:

1. **Detailed Project Plan.** This work plan is due within ten workdays after the Project starts, and is to include an overall detailed project schedule by phase, task and activity. The plan shall include the following for any scheduled upgrade and the continued support and maintenance of CSTARS:
 - A description of the project management approach or strategy;
 - Scope Statement, which includes the project deliverables and the project objectives;
 - Work breakdown structure (WBS) to the level at which control will be exercised;
 - Performance measurement baseline for schedule and cost
 - Major milestones and target dates for each
 - Project organization chart, including authority responsibility levels
 - Resource Allocation Matrix
 - Key or required staff

2. **Project Risk Plan.** This plan is due within ten workdays after the project starts, and it is to include the procedures that will be used to manage risk throughout the project. In addition to

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documenting the results of the risk quantification processes, it should cover who is responsible for managing various areas of risk, how the initial identification and quantification outputs will be maintained, how contingency plans will be implemented, and how reserves will be allocated.

- **Weekly Activity Summary.** This summary will cover the status of tasks and activities worked during the previous week and activities planned during the coming week. The Summary is due to the PCSD coordinating officer by close of business the Friday of each reporting week for the complete duration of the project.

3.4.2 Support and Maintenance Services

PCSD desires to implement a pre-production environment for the purpose of migrating enhancements and maintenance/bug fixes for testing at the local level. The pre-production environment will be a replica of the production database but will contain 30% of the actual caseload. This environment will be limited to the MIS unit and test users for the purpose of confirming system fixes. The Vendor should propose a solution to configure a pre-production environment in one of PCSD's data centers. The Vendor will be required to use PCSD's hardware and software to build this environment.

Additionally, the Vendor will assist with the implementation of a training environment to be made available to PCSD for the purpose of conducting refresher training, new-hire training, and train-the-trainer sessions. The training environment will be seeded with mock case data and at no time should live data be introduced into this environment. Periodically, the training environment should be refreshed with new mock data. The Vendor should propose a solution that will meet this requirement using the available software and hardware.

Vendors shall propose to support and maintain CSTARTS for one (1) one year with four one (1) year options to renew, to begin on _____, 2016, or upon execution of a contract for services and continue at the Territory's option after each calendar year. At the conclusion of each optional annual period, the Territory may choose to renew the support and maintenance contract, including upgrades, with the Contractor or terminate the agreement without cost or penalty.

During each optional support period, the Contractor will provide application support and maintenance services to assist PCSD's local staff in maintaining the application in an operational state that is consistent with accepted design and operational documentation. At a minimum, the Contractor shall provide technical assistance via telephone during PCSD's business hours, as well as the capability for appropriately secured remote access to the production database to diagnose and resolve problems.

Support services must include the following: (a) corrective maintenance which means correcting faults in the software; (b) perfective maintenance which is focused on improving the software attributes at the

direction of PCSD management, without changing basic system functionality; and (c) adaptive maintenance which addresses changes required because of a change in the regulatory environment.

The following general tasks are representative of the activities that the Contractor will perform:

- ▣ Prioritize, assign, and monitor tasks for the ongoing support of the CSTARS application using PCSD's task order process to define and complete tasks as requested.
- ▣ Provide management reports on a regular and ad hoc basis as requested by PCSD.
- ▣ Provide training to PCSD staff for program applications and system use as required by PCSD.
- ▣ Provide user documentation as requested. User documentation may include user manuals, code tables, quick reference guides, online help screens and other required instructional materials. Such materials shall be produced or made available to users either on-line or in hard copy as requested by PCSD.
- ▣ Respond to problem reports. The Contractor shall respond to all system errors and questions which are to be documented and forwarded by PCSD MIS Manager and/or Help Desk. PCSD uses a "trouble ticket" approach to notify the Contractor of application errors and problems. Trouble tickets are used to notify the Contractor of errors in, but not limited to, the following areas: system availability, data entry, hardware, output quality/timeliness, production processing, program support, restarts/reruns, response time, batch job turn-around, and abnormal termination of programs or jobs.
- ▣ The Contractor shall utilize a standard Problem Investigation Report, approved by the PCSD. The PIR shall include the following information: Incident report control number; date and exact time of report; name and telephone number of person reporting the problem (originator); problem category; clear description of problem; device identification/location information, if applicable; name, identification, and telephone number of individual to whom problem was referred; and a description of follow-up action.
- ▣ The Contractor shall perform a Root Cause Analysis for all submitted Problem Reports.
- ▣ The Contractor shall provide a current status of all outstanding Problem Reports and Root Cause Analyses in the weekly status report and shall maintain a complete inventory of Problem Reports over the life of the project.
- ▣ Support for the CSTARS application includes support for any and all software, hardware and network elements used in the operation of the CSTARS application.

- Provide, at a minimum, all services defined under this contract during each PCSD business day (Monday through Friday from 8:00 a.m. to 5:00 p.m. AST), excluding holidays officially recognized by the Government of the U.S. Virgin Islands or weather emergencies declared by the Governor of the U.S. Virgin Islands.

3.4.3 System Audits

The Contractor will be responsible for providing support for PCSD local staff during all ACF audits, including the annual OCSE-157 audit, the VI Government Annual Single Audit, PCSD Self Assessment, IRS Safeguard Review and any other system audits performed by Territory or Federal agencies. The territory will coordinate all onsite aspects of such audits. As audit personnel note needed changes, the Contractor will respond by correcting any system deficiencies, gathering and providing additional information, and conducting any system tests or walk-throughs required.

3.4.4 System Upgrades, Enhancement and Modification – Development

Vendors shall propose to develop upgrades, including incremental modernization of the PCSD legacy system to enhance the current system's capabilities and functionality with modern features such as web portals and automated processing, any necessary enhancements and modifications required by local and federal legislation, rules and regulations for the CSTARS application. PCSD prefers an approach that allows for off-site development and testing of such upgrades and enhancements, coupled with online presentation for staff acceptance and training and a managed migration and implementation approach to system enhancement, which result in minimum downtime and minimum risk to the production database. This approach to system enhancement requires that the Vendor provide a development environment which parallels the production database and may be used for development, testing and presentation purposes. Additionally, PCSD expects the Vendor to provide a management tool to track change requests from time of request until the change is implemented in the production environment.

3.4.5 System Upgrades, Enhancement and Modification – Testing

All upgrades, enhancements and modifications must be tested in the development environment prior to acceptance presentation and implementation. Four types of testing shall be explicitly addressed during the project. They include unit, subsystem, volume/stress and system/acceptance.

Vendors will prepare a Master Test Plan, due within ten business days after the project start. It will have as its primary objective, identification of an approach that integrates testing, presentation for acceptance and implementation. This approach will be refined into detailed work plans that will be used to manage and control each enhancement or modification. The Contractor will be expected to perform all testing in the development environment prior to implementation.

3.4.6. System Upgrade/Enhancement and Modification – Migration and Implementation

The Contractor will be required to provide incremental modernization of the PCSD legacy system, including its financial programs, to enhance the current system’s capabilities and functionality with modern features such as web portals and automated processing; and the Contractor will also be required to make all necessary enhancements and modifications to CSTARS to be consistent with the implementation of new and amended local and federal rules, and regulations governing and/or affecting the territorial collection, disbursement and enforcement of child support,, and as otherwise required for the efficient functionality of the CSTARS system and programs.

The goal of this final phase of the Upgrade/Enhancement and Modification process will be to put the upgrades and/or modified application code into production in an orderly fashion and in such a way as to meet schedule, budget, and quality of service objectives. Code migration will be performed by PCSD’s local staff but will be managed by the Contractor. The Contractor will be responsible for providing an online tracking tool that provides version maintenance as well as reporting for PCSD management and MIS staff.

As upgrades and/or enhancements are completed and implemented, the Vendor will provide updates to the online help screens and additional detailed instructions for users with access to the enhanced functionality. The Vendor will provide additional training materials and demonstrations including remote access presentations, where necessary, and onsite training covering functional and technical aspects of the upgrades and/or enhancements.

The following documents **must** be updated annually by the Vendor prior to implementation of each upgrade, enhancement or modification and provided to PCSD on CD or DVD:

- **CSTARS Administrator’s Manual**
- **CSTARS Online Help (must also be migrated to the CSTARS application)**
- **CSTARS Detailed Design Document**
- **CSTARS Logical Data Model**

3.4.7. High Priority Maintenance and Support Issues

3.4.7.1 Open Issues List

The Vendor will submit a detailed project schedule not later than fifteen days after the execution of the upgrade/maintenance and support services contract. The project schedule must result in outlining a roadmap to complete all issues on the open issues list within 18 to 24 months. The open issues list and any updated open issues list provided by PCSD prior to the execution of the contract is incorporated into this document by reference to Appendix D.

STATEMENT OF WORK (contd)

3.5 Upgrade of CSTARS

Contractor should provide a proposal for the incremental upgrade and customization of CSTARS to meet the current and increasing demands of a federally funded child support program to allow easy and compatible access/interface and communication with the many local, interstate and federal agencies, as new systems and information technology supports have become available through the Office of Child Support Enforcement.

The Contractor's upgrade proposal should include the implementation of the use of web portals, to allow the use of an updated windows version and automated processing of various functions of CSTARS based on PCSD's specific needs and prioritization of the upgrade of its financial programs, to improve the collection, processing and distribution of payments and its compatibility with other programs and networks.

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**4.0 Proposal Format and Preparation Instructions
(See Appendix B, Request for Proposal – Negotiation
Professional Services)**

4.1 Proposal Submission Requirements

This section describes the requirements for Vendor Proposals submitted in response to this RFP. The information in this section is intended to ensure submission of information essential for understanding and evaluating Proposals. Vendors may include any additional information deemed pertinent. Emphasis should be on the Vendor's ability to satisfy the requirements of the RFP. Information submitted in the Vendor's Proposal must be current, accurate and complete. Misrepresentation of Proposal data will be considered grounds for rejection of the Proposal or cancellation of the Contract, if one has been awarded and appropriate legal remedies may be sought.

The selection procedure for this procurement requires that the technical evaluation of the Proposals be conducted before the Cost Proposals are distributed to the Evaluation and Selection Committee. Consequently separate Technical and Cost Proposals are to be submitted by submitting an original, with ~~two~~ copies, designated as Original, Copy One, Copy Two, etc. in separate sealed envelopes. In addition, Vendor Proposals responding to this RFP must be submitted on disk.

The Technical Proposal shall not contain reference to cost. All resource information, such as data concerning labor hours and categories, materials, subcontracts, etc., shall be contained in the Technical Proposal so that the Vendor's understanding of the Statement of Work may be evaluated. The Technical Proposal must disclose the Vendor's technical approach in as much detail as possible including, but not limited to, the information required by the Technical Proposal instructions.

After the Technical Proposals have been evaluated and rated, Cost Proposals for Vendors whose proposals receive the highest technical scores will be opened and rated. No amendment to the Proposal shall be made after the closing date unless specifically requested by the Territory.

4.2. Submission deadline

Vendors must submit an original and ~~two~~ **six** copies of the two-volume proposal by the close of business date and time specified in section 1.4 of this RFP. In additions Vendor Proposals responding to this RFP must be submitted on disk.

4.3. Mandatory Nature of Terms and Conditions

The Territory requires that any contract resulting from this RFP **must** include the Contractual Terms and Conditions presented in the Draft Professional Services Contract, which is included as Appendix B. Vendor Proposals must include a statement of agreement with these Terms and Conditions. Any exceptions that Vendors wish to raise must be addressed **in writing and as provided under Section 2.6 of this RFP, captioned "Written Questions"**, Changes to these Contract Terms and Conditions may be made only through an Amendment to this RFP. Failure to specifically agree to these conditions will render the Proposal non-responsive. .

4.4. Transmittal Letter Package

A Transmittal Letter package, including a transmittal letter prepared on the Vendor's business stationery should be submitted under separate cover with the original and ~~two~~ **six** copies, designated as original, copy one, copy two, etc. of the two-volume Proposal set, along with the required disk. The purpose of this letter is to transmit the Proposal, therefore it should be brief. The letter must be signed **by** an individual who is authorized to bind the Vendor to all statements, including services and prices contained jn the Proposal. The Transmittal Letter must provide a statement for each of the following::

- Confirm that no cost or pricing information is included in the Technical Proposal;
- The type of proposal the vendor is submitting;
- Identify all amendments to the RFP received by the Vendor; if no amendments have been received, a statement to that effect is to be included;
- Confirm that the Vendor will provide incremental upgrades, enhance and support the CSTARS system, including the upgrades, and meet all RFP certification requirements and all performance requirements set forth in the RFP, or clearly specify any deviations; .
- Confirm agreements with the Draft Professional Services Contract, and/or indicate exceptions taken during the Question and Answer process and responded to positively by the Territory;
and

- Confirm that the proposed services and prices will remain valid for one-hundred and twenty (120) days following the proposal due date

In addition to the transmittal letter, the Transmittal Letter Package must include the Mandatory Criteria Compliance. The Transmittal letter must be accompanied by a notarized statement by an official of the organization authorizing the signer to commit the organization to the terms of the proposal and any resulting contract.

4.5 Volume I – Technical Proposal

This volume should be prepared in a clear and precise manner. Vendors must submit one (1) original and ~~six (6)~~ *six (6)* copies of the Technical Proposal together with the required disc. Technical Proposals must be identified as Original, Copy One, Copy Two, etc. It should address all appropriate points of this RFP except proposed cost information. Technical Proposals must not contain any reference to cost. Proposal pages must be numbered consecutively and all requirements must be addressed in the order presented in this RFP. This volume consists of, and must contain, the following sections:

- Executive Summary
- Corporate Background and Experience
- Technical Documentation
- Testing Approach
- Work Plan and Schedule
- Project Management and Staffing
- Support and Maintenance Services, and
- Additional Information

4.5.1 Executive Summary

The Executive Summary should condense and highlight the contents of the Technical Proposal in such a way as to provide the Evaluation Committee with a broad understanding of the entire Proposal. The Executive Summary should also include the Mandatory Criteria Compliance Checklist in Appendix A. Such cross-reference should include a brief summary of how the Vendor's Proposal complies with the mandatory requirement and specific page citations that demonstrate such compliance. Vendors should note that identification of compliance with mandatory requirements would be determined based on the

page references provided by the Vendor. The Territory will not identify independent Proposal features that comply with mandatory requirements. Failure to comply with mandatory requirements and specifically identify such compliance in the Executive Summary may result in a Proposal being deemed non-responsive.

While the Executive Summary will be used to determine compliance with mandatory requirements, no evaluation points will be awarded to the Executive Summary.

4.5.2. Corporate Background and Experience

The Corporate Background and Experience section should include for the Vendor and each Subcontractor:

- Background of the parent and subsidiary company, its size, lines of business, and personnel and technical resources;
- The two most recent financial statements (preferably audited) of Vendor and Subcontractor (s) (parent company, if parent company is guaranteeing contracting); and
- Details of corporate experience relevant to the proposed contract.

The purpose of this section is to provide the Territory with a basis for determining the Vendor's and Subcontractor's capability (functional, technical and financial) for undertaking this project the Territory is not interested in a voluminous description of all contracts. A concise but thorough description of relevant experience is desired. Contractor and Subcontractor information should be presented separately.

4.5.2.1. Details of Corporate Background

The details of the background of the corporation and each Subcontractor, its size, and resources, should present the following data in tabular form:

- Date established;
- Ownership (public company, partnership, subsidiary, etc.);
- Primary business;
- Total number of employees;
- Number of personnel engaged in designing and implementing management systems for CSE programs;
- Number of years the organization has been continuously engaged in the business of designing, installing and integrating management software package;

- Specific office responsible for sales and support related to this project, the responsible manager and the number and skill sets of personnel based in this location; and
- Computer hardware resources.

4.5.2.2. *Financial Statements*

Summarized corporate financial statements must be provided in the body of the proposal, with financial statements provided as an Appendix. Financial statements (preferably audited) should be provided for each of the last two years, including at a minimum:

- Summary of significant accounting policies;
 - Balance sheet;
 - Statement of income;
 - Statement of cash flows;
 - Notes to financial statements; and
- Auditors' reports (if applicable).

Detailed financial statements demonstrating the capability to perform this contract must be submitted for the Primary Contractor and all Subcontractors.

4.5.2.3. *Corporate Experience*

The Vendors must provide details of program experience, including all relevant management software designed for Child Support Programs for the Vendor and each Subcontractor (if any are proposed). Cited experience should specifically address projects operated **by the Vendor**, not projects upon which a member Vendor's staff may have worked. At least three (3) references must describe Child Support Program integration and implementation work similar to that outlined in this RFP.

For each project referenced, the Vendor must identify whether work was performed as a prime contractor or a subcontractor. For work performed as a subcontractor, the description must identify the share of contract costs, project responsibilities, and period during which work was performed.

Information must be provided using the form in the next page.

REFERENCE CHECK	
Project:	
Organization:	
Contact Name:	
Address:	
Telephone:	
1.	Type of Job (Statement of Work)
2.	Staff-months Expended
3.	Original and Final Contract Cost
4.	Scheduled and Actual Completion Dates
5.	Computer, telecommunications, OS, DBMS, and language
6.	Contractor's responsibility for design, integration, implementation and training
7.	Was the Staff Originally Proposed Used as Committed?

Project references must identify the Vendor's experience in the following areas:

- Applications software experience
 - Related experience in child support enforcement system development and implementation projects;
 - Related experience in child support enforcement program and policy projects;
 - Related experience in other welfare program system development projects;
 - Experience with Federal certification.
- Training experience
 - Experience in training key users;
 - Experience in training users of applications software packages;
 - Experience in technical training and instruction;
 - Experience in developing and maintaining training documentation.
- System turnover and support experience
 - Experience in training government (or other customer) staff in use and operation of systems and/or facilities to be turned over, including managing organizational change;
 - Experience in maintaining current documentation for all systems and/or facility components for use during all stages of turnover;
 - Experience in providing system technical support; and
 - Experience in system maintenance and support.

The Territory shall have the right to contact any references of its choosing as part of the evaluation and selection process. The Vendor should ensure that the contact information provided is current, and the individual named is available. If the Evaluation Committee is unable to verify a reference due to outdated information, that reference **will not** be counted towards the Vendor's qualifications.

For each project referenced, the Vendor must identify whether work was performed as a Prime Contractor or a Subcontractor. For work performed as a Subcontractor, the description must identify the share of contract costs, project responsibilities, and time period during which work was performed.

The Vendor (and each Subcontractor) must also list all litigation, claims and assessments (including fines and execution of bonds or guarantees, but excluding unasserted claims and assessments) arising from its systems development and/or implementation activities. Materiality for purposes of this requirement includes items involving amounts exceeding \$50,000.

The information regarding each item shall include:

1. The nature of the litigation;
2. The progress of the case to date;
3. How management is responding or intends to respond to the litigation; for example to contest the case vigorously or to seek out-of-court settlement; and
4. An evaluation of the likelihood of an unfavorable outcome and an estimate, if one can be made, of the amount or range of potential loss.

Vendors (and each Subcontractor) shall furnish such explanation, if any, that they consider necessary to supplement the foregoing information. In addition, Vendors (and each Subcontractor) must identify any pending or threatened litigation, claims, and assessments or provide a statement that the submitted list of such matters is complete.

4.5.3. Technical Approach

This section must provide a comprehensive description of the proposed solution. Vendors must include a discussion of the architecture and approach to meeting the Territory's integrated management system, functional and technical requirements

Vendors should define any custom software and hardware modifications or enhancements that are required by the proposed solution. Indicate the minimum recommended configurations that are required to perform the specific functions for a particular type of operation, (i.e. storage, communications, workflow, etc).

Any assumptions upon which the technical solution is based must be identified and fully explained.

The Vendor must clearly identify the hardware and software components that it is proposing to provide. Any cost item required for the success of the Vendor's proposed technical solution but not specifically identified in the Vendor's Proposal, will be the sole responsibility of the Vendor at no additional cost to the Territory.

The descriptions within the Technical Approach section must include:

- The Vendor's understanding of CSTARS functionality and how the proposed solution supports these requirements;
- The Vendor's approach to application modification and enhancement, including code development, testing and migration;

- The Vendor's approach to supporting federal audits or other federal reviews; and
- The Vendor's approach to system maintenance and support;

Assumptions are acceptable if they are listed in a separate section with cross-references to the related areas, and if the Vendor provides sufficient detail for the Territory to re-evaluate the proposal in view of the Vendors' assumptions. The Territory is not bound to accept any deviation from the approaches mandated in this RFP based on a Vendor's assumptions.

4.5.4. Technical Documentation

This section shall contain detailed technical specifications for all software and hardware that will be part of the solution being proposed. All software and hardware components that are included in the Vendor's proposal need to be specified. Documentation samples should be included in the proposal.

4.5.5. Testing Approach

The Vendor shall describe its proposed approach to unit and integration test planning and execution, and to user acceptance testing support. The description shall address:

- the differences between various levels of testing (unit, module, integration);
 - the timing of test activities;
 - the approach to documenting, controlling, reporting and resolving problem areas that arise during testing;
 - the approach to controlling software versions throughout the development and implementation schedule;
 - the approach to contingency planning to address delays in testing or an unanticipated volume of test discrepancies;
 - the location where each testing activity will be performed; and
- the planned involvement of the Territory staff in supporting testing activities and in reviewing test results.

4.5.6. Work Plan and Schedule

A work plan and schedule must be presented that addresses all activities required to accomplish the Statement of Work described in Section 3.0. The work plan(s) and schedule(s) must present:

- All phases broken down into activities and tasks;
- All activities and tasks fully described;
- Gantt and PERT charts showing:
 - planned start and end dates of all tasks,
 - milestones and key dates, and
 - staff resource loading per task;
- Explicit consideration of uncertainty in level of effort and duration of project activities; and

4.5.7. Project Management and Staffing

This section should include a detailed discussion of the Vendor's approach to project management and staffing, and a proposed approach to handling the special considerations of the CSTARS project.

4.5.7.1. Project Management

This section should address:

- Description and documentation of a formal project management methodology;
 - Methods for project status reporting, including examples of previous types of reports;
 - Approach to interaction with the Territory Project Manager, Project Organization and staff, including management of Contractor travel;
 - Project control tools;
 - Approach to problem identification and resolution, including coordination of design decisions across functional areas;
 - Any assumptions or constraints in developing the management and work plan; and
- Procedures to be used in handling change orders.

All project plan documentation should be developed and maintained on PC-based project management tools. Microsoft Project is the preferred project management software for the Territory.

4.5.7.2. Project Staffing

The Project Staffing section of the Vendor's Proposal should include project team organization charts and descriptions/functions to be performed by each position, followed by résumés of all proposed personnel. The project organization charts should show project organization, including all essential personnel, functional responsibilities, and staffing levels.

Vendors must include a Staff Loading Chart keyed to all tasks identified in the Vendor's Work Plan(s) that show, by month, the positions and names of key personnel assigned and how many person-days (or hours) each individual will work on the project during each project month. This Staff Loading Chart must be consistent with the resource loading by task in the project work plan.

The Vendor must also provide résumés of all essential project staff (Senior Project Executive, Project Manager and deputy (if applicable), functional team leader and technical team leader). In addition to assessing the experience of specific individuals, the Territory will consider the offered résumés as an essential indicator of the Contractor's comprehension of the skill mixes required for each essential staffing area. In order to facilitate comparison, please use a standard format which highlights the following information:

- Type of capabilities demonstrated:
 - Functional:
 - CSE
 - Human services
 - Other government
 - Technical:
 - Modification of existing code and development of new processing modules
 - Comparable architecture to that proposed (software and hardware)
 - Managerial
 - Government contracts
 - Private sector engagements
 - Client communication
- Size of previous projects in which staff played a leadership role (kind of functions, number and level of personnel, length of time involved, cost of the contract).
- Names, positions, titles, and current phone numbers of **two** customer references who can give information on the individual's experience and competence to perform projects similar to this one.

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The Territory shall have the right to contact any references of its choosing as part of the evaluation and selection process. The Vendor should ensure that the customer references provided is current, and the individual named is available. If the Evaluation Committee is unable to verify a reference due to outdated information, that reference will not be counted towards the key personnel's qualifications.

4.5.8 Upgrade, Support and Maintenance Services

~~In this section, Vendors shall present their approach to the various tasks involved in the upgrade, support and maintenance services. This section shall include the proposed approach and description to the following:~~

- Proposed staffing and location of upgrade activities
- Proposed staffing and location of support activities
- Proposed approach to upgrades and to system maintenance which addresses
 - control and tracking of requested changes or performance improvements
 - planning and prioritization procedures
 - proposed staffing levels and skill for all services to be provided
 - testing, implementation, and documentation of updated procedures.

Vendors will address the issue of on-going support for the Territory as specified in Section 3.0 of this RFP (Statement of Work). Vendor must include their standard terms and literature of the services and any programs implemented and provided.

4.5.9 Additional Information

Other information that may be relevant, but does not fall in the above format, shall be provided as an Appendix to the Vendor's Technical Proposal.

If Company literature and other publications are included and intended to respond to an RFP requirement, the Proposal should include reference to the appended document by name and page. Proposals providing no such citations will be considered incomplete and without need to refer to other documents (i.e., the Evaluation and Selection Committee will not be required to refer to the additional documents for the Vendor responses to the RFP requirements during the evaluation process).

4.5.9.1 Product Technical Specifications

Vendors shall include manufacturer technical specifications for any hardware and software proposed in this section. Any essential item for which no manufacturer specification is included may cause the proposal to be invalidated. If the Vendor considers some of the required information as confidential or proprietary, he should indicate so, and the Territory will not disclose to third persons/parties information

labeled as such. Manuals, literature and other documentation will be returned to the Vendor upon written request. The documentation referenced in this section may include:

- User Guides;
- Operating Procedures;
- System and Program descriptions;
- Diagrams displaying data processing;
- Reports Guide; and
- Data Dictionaries

4.5.9.2. Reseller Certification

The Vendor shall submit authorized reseller certificates for any hardware and software proposed.

4.5.9.3. Other Information

Any information not included in the previous paragraphs should be included here. This could include, but is not limited to, the following:

- Assumptions;
- Exceptions;
- Alternatives; and
- Third Party Agreements

It is the responsibility of the Vendor to prepare a detailed cross-reference table tracking the Territory requirements identified in this RFP against specific sections of the manufacturers' technical specifications. Absence of this cross-reference will render the proposal non-responsive.

4.5.10. Preferred Proposal Outline

In order to facilitate comparison of proposals, the Territory strongly encourages the use of the proposal outline that follows. This outline includes all of the items described in this RFP Section as required, places them in a logical order supporting the objectives of the procurement.

1. Executive Summary
 - 1.1 Corporate Background and Experience
 - 1.2 Technical Approach

- 1.3 Technical Documentation
- 1.4 Testing Approach
- 1.5 Work Plan and Schedule
- 1.6 Project Management and Staffing
- 1.7 Support and Maintenance Services
- 1.8 Additional Information.

1.9 Mandatory Criteria Compliance Checklist – Appendix A

2.0 Corporate Background & Experience

2.1 Prime contractor

- 2.1.1 Details of Corporate Background
- 2.1.2 Financial Statements
- 2.1.3 Corporate Experience
 - 2.1.3.1 References
 - 2.1.3.2 Pending litigation

2.2 Subcontractor 1

- 2.2.1 Details of Corporate Background
- 2.2.2 Financial Statements
- 2.2.3 Corporate Experience
 - 2.2.3.1 References
 - 2.2.3.2 Pending litigation

2.3 Subcontractor 2

- 2.3.1 Details of Corporate Background
- 2.3.2 Financial Statements
- 2.3.3 Corporate Experience
 - 2.3.3.1 References
 - 2.3.3.2 Pending litigation

3.0 Technical Approach

- 3.1 Understanding of CSTARS functionality and objectives
- 3.2 Description of the proposed solution
- 3.3 Technical Architecture
- 3.4 Modifications or enhancements to existing software and hardware
- 3.5 Hardware and software components proposed

- 3.6 Assumptions upon which the technical solution is based
- 3.7 Approach to application modification and enhancement
- 3.8 Approach to application deployment
- 4.0 Technical Documentation
- 5.0 Testing Approach
 - 5.1 Levels of testing (unit, module, integration)
 - 5.2 Scope of the integration test
 - 5.3 Description Test Plan deliverable
 - 5.4 Timing of test activities
 - 5.5 Approach to documentation, control, reporting and resolving problems during testing
 - 5.6 Software versions control approach
 - 5.7 Test contingency planning approach
 - 5.8 Testing activity location
 - 5.9 Planned involvement of Territory staff
- 6.0 Work Plan and Schedule
 - 6.1 Work breakdown structure
 - 6.2 Description of activities and tasks
 - 6.3 Definition and description of deliverables
 - 6.4 Gantt and PERT charts
 - 6.5 Staff resource loading per task
 - 6.6 Uncertainty impacts
 - 6.7 Deliverables schedule
- 7.0 Project Management and Staffing
 - 7.1 Project Management
 - 7.1.1 Project management methodology
 - 7.1.2 Project status reporting
 - 7.1.3 Approach to interaction with Territory staff
 - 7.1.4 Management of Contractor travel
 - 7.1.5 Project control tools
 - 7.1.6 Project correspondence control and tracking approach

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- 7.17 Internal quality control monitoring and sign off procedures
- 7.18 Problem identification and resolution approach
- 7.19 Assumptions or constraints
- 7.1.10 Procedures for handling change orders
- 7.1.11 Subcontracting plan

- 7.2 Project Staffing
 - 7.2.1 Organization chart
 - 7.2.2 Position descriptions and functions
 - 7.2.3 Staff Loading Chart
 - 7.2.4 Key personnel resumes
 - 7.2.5 Staff References

- 8.0 Support and Maintenance Services
 - 8.1 Proposed staffing and location of support activities
 - 8.2 Approach to system maintenance

- 9.0 Additional Information
 - 9.1 Product Technical Specifications
 - 9.2 Reseller Certifications
 - 9.3 Other Information
 - 9.3.1 Assumptions & Exceptions
 - 9.3.2 Alternatives
 - 9.3.3 Third Party Agreements

4.6 Volume II – Cost Proposal

Vendors must submit an original and five (5) copies of the Cost Proposal, identified by Original, Copy One, Copy Two, etc. in a sealed envelope separate from the Technical Proposal. A transmittal letter from the Vendor must be included. This letter should be brief and signed by the same person in the Vendor's organization who signs the transmittal letter for the Technical Proposal, and who is authorized to commit the organization to the prices quoted in the Proposal. The transmittal letter must also include the name of the person who will serve as the Vendor's representative to be contacted for all contractual matters.

The quote shall be in terms of a price for all components of the proposed solution including hardware, software, services, training, supplies, maintenance, etc. All prices shall be valid for one-hundred and twenty (120) days from the Proposal Submission date set by the Territory in Section 1.4.

Vendors shall provide unit prices on any appropriate items, so that the Territory can determine the price impact of changing system components.

4.6.1. Cost Proposal Schedules

Cost proposals **must** include the following:

- **Proposal Summary Form** - the summary by cost category of all of the costs which the Vendor is proposing;
- **Hardware Cost Detail** - the schedule which includes the itemized price of any system equipment required for maintenance and support or enhancements;
- **Software Cost Detail** - the schedule which includes the itemized price of each software component on a per seat, or other relevant, basis;
- **Professional Services Cost Detail** - the schedule professional services (labor) costs to be incurred during the system development and implementation of enhancements;
- **Other Direct Expenses** - detail of direct and miscellaneous costs related to the Vendor's proposal;
- **Hourly Change Order Rates** - the Vendor must provide a list, by professional classification, of hourly rates by project staff title/skill level to be used in calculating additional charges or credits related to any amendments negotiated under the life of the maintenance and support contract; and
- **Monthly Cost for Support and Maintenance**- the Vendor must propose a monthly cost for application support and maintenance for up to five years, should the Territory choose to exercise such option.

After successfully contracting a Vendor, the Territory retains the right to purchase additional units of any item listed in the Price Proposal at the Unit Cost listed for up to one year from the effective date of the contract award.

4.6.2. Payment Schedule

The Maintenance Contractor's efforts will be judged and payments for services made based on the submission of a monthly invoice. All hourly work must be detailed as an appendix in each weekly status

report submitted to the CSTARs Project Manager over the life of the project. Contractor's payment for services shall be contingent upon the PCSD Director's approval of each invoice.

5.0 Evaluation and Selection Procedures

5.1. Evaluation and Selection Committee

All Vendor Proposals received by the closing deadline will be evaluated by the Evaluation Committee including representatives from the Department of Justice, Department of Human Services, the Office of Management and Budget, and the Department of Property and Procurement. The Committee may utilize additional technical assistance from other sources, as they deem necessary.

5.2. Evaluation Process

Each member of the Evaluation Committee will review each Proposal and assign Evaluation Points. The maximum possible Evaluation Points for each evaluation factor will be consistent with the percentages noted below. Scoring will occur according to an Evaluation Plan and Methodology, which will be developed and filed with the Department of Property and Procurement prior to the receipt of Proposals. This Plan will **not** be released to Vendors.

5.3. Compliance with Mandatory Features

The Committee will review the Executive Summary of each Proposal for compliance with required Proposal mandatory features. Each Proposal mandatory feature must be addressed, referenced in the Executive Summary of the Proposal, and agreed to (as applicable) by the Vendor. **The Mandatory Criteria Compliance Checklist in Appendix A must be responded to positively in its entirety to document compliance.**

Noncompliance with the mandatory requirements **will** disqualify a Vendor's Proposal.

5.4. Technical Evaluation

All Proposals found to be in compliance with the mandatory requirements in this RFP will be subject to an evaluation based on the technical merits of the Vendor's offer.

5.4.1. Evaluation Factors and Point Scores

The approach that will be used by the Committee for the technical evaluation of the proposals for this procurement is described below. Each Committee member will score the proposals according to predefined criteria.

Understanding of the Problem

Proposals will be evaluated in terms of Vendor understanding of:

- The current application environment (geographical, organizational, technical, and social), and
- The Vendor's commitment to provide a comprehensive solution which fully addresses the Territory's goals and objectives.

Technical Approach

Proposal evaluation will assess the responsiveness, completeness and acceptability of Vendor responses to RFP Section 4.5 (Technical Proposal). Proposed solution fit and desirability will be assessed, as will the adequacy of the Vendor's approach to validation of requirements, design, testing, installation and ongoing support of the CSTARS application.

Proposed Work Plan and Project Management

Proposal evaluation will assess the completeness, logic, and acceptability of Vendor's responses to RFP Sections 4.5.6 and 4.5.7.1.

Corporate Experience

Proposal evaluation will assess the relevance, depth and quality of Vendor and subcontractor experience contained in Vendor responses to RFP Section 4.5.2. Reference checks will also be considered.

Personnel

Proposal evaluation will assess the qualifications, adequacy and commitments of personnel proposed in the Vendor response to RFP Section 4.5.7.2.

Presentation/Demonstration

Up to three Vendors whose proposals receive the highest technical scores may be required to participate in an oral presentation and a demonstration of their Proposal. These will be evaluated on their clarity, quality and content. Vendor understanding and commitment will be assessed by the responses given to Committee questions. Oral presentations and demonstrations may or may not be held. The Territory reserves the rights to make an award without further support of proposals received or Vendor discussion.

5.4.2. Final Technical Scoring

The technical score available to a Vendor proposal is **70** points. Following final scoring of all Vendor proposals which pass the mandatory submission criteria, the resulting raw weighted score for each proposal will be tabulated. The Vendor whose raw weighted score is the highest will be awarded **70**

technical evaluation points. All other Vendors will be awarded technical evaluation points based on the following formula:

$$Y = \frac{N}{X} \times 70, \text{ where}$$

N = number of raw weighted technical points awarded to Vendor *n*.

X = highest number of raw weighted technical points awarded to any Vendor.

Y = technical evaluation points awarded to Vendor *n*. (rounded to two decimal places)

During the technical evaluation phase, the Committee reserves the right to hold discussions with Vendors, in order to obtain clarification of pertinent items in their Proposal. These discussions will be in accordance with Virgin Island's Procurement Regulations.

However, the Territory reserves the right to make an award without further support of the Proposals received. Therefore, it is important that each Proposal be submitted in the most favorable manner possible.

5.5. Cost Evaluation

Vendors must submit separate Cost Proposals. The Cost Proposal of each qualified Proposal will be distributed to the Committee following the completion of the technical evaluation. The Committee will determine total cost (including inherent hardware/software costs) of the Proposals in order to establish a financial ranking of the Proposals, from lowest to highest total cost.

Any cost proposal that is incomplete or contains inconsistencies or inaccuracies on pricing schedules may be rejected by the Territory. No deviations, qualifications or counter-offers to RFP requirements and formats will be accepted.

The lowest total cost proposed will receive **30** cost points. All other Vendors will be awarded cost points based on the following formula:

$$Y = \frac{X}{N} \times 30, \text{ where}$$

X = lowest total cost Vendor proposal.

N = total cost proposed by Vendor *n*.

Y = cost points awarded to Vendor *n*. (rounded to two decimal places)

5.6. Proposal Ranking and Selection

The Committee will make recommendations for the award of the Contract to the responsible Vendor whose Proposal is determined to be the most advantageous to the Territory, based on the highest **combined Technical and Cost Scores**.

Contract award is contingent upon approval by the Department of Property and Procurement. Every effort will be made to facilitate rapid approval and a timely start date for the contractor. Full acceptance by the Vendor of the Draft Contract will expedite approval and project initiation.