ADDENDUM II – Revised Sections V & VI

Next Generation Software Solution for NYS Certification and Business Development REQUEST FOR PROPOSALS

ISSUED: October 22, 2024

IMPORTANT NOTICE: A restricted period under the Procurement Lobbying Law is currently in effect for this Procurement and it will remain in effect until approval of the Contract. Bidders are prohibited from contact related to this procurement with any New York State employee other than the designated contacts listed below (refer to: Section IX – ii).

Designated Contacts for this Procurement:

Primary Contact:	Ralph Volcy
Secondary Contact:	Jordan Kaplan

All contacts/inquiries shall be made by email to the following address:
NextGenSoftwareRFP2024@esd.ny.gov

Proposals must be sent to the designated Dropbox:
https://www.dropbox.com/request/TUBIsupnVEVBUdc5nR6Y

This RFP is posted on the Empire State Development website:
https://esd.ny.gov/doing-business-ny/requests-proposals

Submission Deadline: On or before 2:00 PM EST on November 14, 2024
Late Proposals cannot be accepted.

V. SUBMISSION OF PROPOSALS SELECTION CRITERIA

A. MINIMUM QUALIFICATION REQUIREMENTS

Responses to this RFP must include information about Bidder's current capabilities, past experiences working with other states and large municipalities, and how those experiences may inform or impact work with New York State as it relates to operating models, leading practices, and process improvements.

1. Prior to the proposal due date for this RFP, the successful Bidder must have been in business for a minimum of five (5) years, performing relevant work, such as those described in Scope of Work of this RFP.
2. Each Bidder must provide the names and addresses of at least three (3) business references.
3. Prospective Bidders must possess adequate financial resources and organizational capacity to perform the services described in this RFP in an efficient and effective manner, with financial resources to pay expenses in advance of receipt of payment from ESD. ESD prefers a letter from a Certified Public Accountant (CPA) indicating that the Bidder has sufficient working capital, positive net worth, and has or can obtain a line of credit. ESD will also accept a letter from a party other than a CPA (such as an attorney, bank officer, corporate attorney, parent holding company) familiar with and attesting to the financial condition of the Bidder.

B. SCORING CRITERIA

Proposals will be scored based on the following criteria:

1. Firm Experience and Qualifications (20)
2. Staff Experience and Qualifications (15)
3. Project Plan and Approach (35)
4. Estimated Cost (20)
5. Diversity Practices (10)

VI. SUBMISSION OF PROPOSALS

Every respondent to this RFP ("Bidder") should submit a proposal which clearly and concisely provides all of the information requested. Emphasis should be concentrated on conformance to the RFP instructions and requirements, as well as completeness and clarity in its proposal response. The Bidder is advised to thoroughly read and follow all instructions contained in this RFP. Proposals that do not comply with these instructions or do not meet the full intent of all the requirements of this RFP may be subject to scoring reductions during the evaluation process or may be deemed non-responsive.

i. Technical Proposal

Below is a listing of the technical information to be provided by the Bidder. No information is required beyond what is specifically requested. The Corporation requests that all Technical Proposals be bound and organized with dividers identified to match the specific information requested below:

A. Table of Contents
B. Firm Experience and Qualifications
C. Staff Experience and Qualifications
D. Project Plan and Approach
E. Estimated Cost
F. Diversity Practices

The purpose of the Technical Proposal is to provide Bidders with an opportunity to demonstrate their qualifications, competence, and capacity to undertake the engagement described herein, in a manner which complies with applicable laws and regulations, and the requirements of the RFP.

A. Table of Contents

The Table of Contents should clearly identify the location of all material within the proposal by section and page number.

B. Firm Experience and Qualifications

In this section of the Technical Proposal, Bidders should demonstrate at least five years of experience by describing previous successful implementation of a similar web-based software solution, preferably for a federal, state, county or other governmental certification program, although verifiable success on similar commercial projects is allowed. As detailed under the Minimum Requirements, the bidder must submit three references (which may include the two described below), and must possess adequate financial resources and organizational capacity to perform the services described in this RFP. To better evaluate previous experience, the bidder should provide a detailed description for two engagements similar to the Scope of Work. For each engagement, include the following:

1. Name of client
2. Type of client (e.g. government entity, private company etc.)
3. Project description and services provided.

4. Project duration including start/end dates.
5. Number of staff (FTEs) involved in the engagement.
6. Any other information regarding the project that would assist ESD and DMWBD in determining the success experienced by the client. This may include previous similar engagements. If you wish to include previous engagements as examples of your experience, please include a link to the website and not a hard copy in your proposal.
7. Firm References - The Bidder is asked to supply ESD and DMWBD with the names and contact information for two individuals (one primary and one alternate contact person) that ESD or DMWBD may contact as a reference.

Information provided by references may be used by the Corporation for proposal evaluation purposes. The Corporation may seek additional information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP, and the responsiveness of the Bidder to the client during the engagement. The Corporation reserves the right to deploy, at its sole discretion, a variety of methods and communication approaches to contact references, depending on what the Corporation deems to be the most effective and efficient manner.

C. Staff Experience and Qualifications

In this section of the Technical Proposal, Bidders should demonstrate that the staff proposed have the knowledge and ability to perform the services described in this RFP. Include the following:

1. A project management and staffing plan that describes the unique capabilities of the individuals assigned. Include a narrative description of the specific function/role that each staff member would perform and their specific qualifications for their proposed role in this engagement.
2. Lead staff should be identified. Successful Bidder should submit resumes for lead staff of the proposed team and describe their experience in similar engagements.

Information provided by references may be used for proposal evaluation purposes. The Corporation may seek additional information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP, and the responsiveness of the Bidder to the client during the engagement.

D. Project Plan / Approach

In this section of the Technical Proposal, Bidders should demonstrate their competence and capacity to undertake the services described in this RFP by providing the following:

1. Work plan detailing the proposed research designs, indicating the techniques and methodologies planned to meet the objectives of the RFP's scope of services, as well as tasks, activities, QA/QC assurance, milestones, and other information describing how the Bidder will complete and meet the goals of the projects.
2. Timeline for the tasks to be performed.

3. Discuss any significant hurdles or challenges that Bidder anticipate will impede the success of the project. For each challenge identified, Bidders should discuss how they would mitigate those risks.

E. Estimated Cost

All Bidders must complete and submit with their proposal a budget and include the following:

1. Staff Fees including the title of each individual assigned to the project.
2. Hourly rate per individual assigned to the project.
3. Estimated number of hours for each individual assigned to the project.

F. Diversity Practices (Appendix B)