Request for Proposals

Help Desk Services for the Compliance Instrument Tracking System Service (CITSS)

This RFP is available on the Western Climate Initiative, Incorporated (WCI, Inc.) website at http://www.wci-inc.org/rfp.php.

Interested bidders are encouraged to visit the WCI, Inc. website for more information and potential updates to the RFP, and to subscribe to the electronic mailing list.

July 24, 2012

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REQUEST FOR PROPOSALS
Notice to Prospective Proposers
RFP No. 2012-02

July 24, 2012

You are invited to review and respond to this Request for Proposals (RFP) No. **2012-02**, entitled, "Help Desk Services for the Compliance Instrument Tracking System Service (CITSS)". In submitting your proposal, you must comply with the instructions found herein.

This RFP is available on the WCI, Inc. webpage at http://wci-inc.org/rfp.php.

The deadline for receipt of proposals is August 28, 2012, before 3:00 p.m. Pacific Time. All late proposals will be rejected. To be on time, proposals must meet the following two conditions: (1) proposals must be submitted electronically at http://wci-inc.org/rfp.php by the deadline above; and (2) proposal envelopes with the required contents must be postmarked on or before the due date above and delivered to WCI, Inc., P.O. box 1796, Sacramento, CA 95812.

You are advised that you are responsible for ensuring that your proposal is received by the date and time required. Any proposal received after the deadline date and time will be returned unopened.

In the opinion of WCI, Inc., this RFP is complete and without need of explanation. However, if you have questions, notice any discrepancies or inconsistencies, or need any clarifying information, the contact person for this RFP is listed below. All questions must be submitted in accordance with the RFP instructions contained herein and sent via email directly to the below listed contact person.

Contact: Lydia Dobrovolny
Phone: (206) 447-1805
Email: rfp@wci-inc.org

We appreciate your interest in this project and hope to receive a proposal from you if this is within your area of expertise.

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Help Desk Services for the Compliance Instrument Tracking System Service (CITSS)

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REQUEST FOR PROPOSALS
HELP DESK SERVICES FOR THE
COMPLIANCE INSTRUMENT TRACKING SYSTEM SERVICE (CITSS)

I. PURPOSE / OVERVIEW

Western Climate Initiative, Incorporated (WCI, Inc.) is seeking contractor services to provide help desk services for the Compliance Instrument Tracking System Service (CITSS). The Board of Directors for WCI, Inc. includes officials from the provinces of British Columbia and Quebec, and the State of California (hereafter referred to as Participating Jurisdictions).

The CITSS is a web-based system of medium size and complexity. Initially, the CITSS will support programs in California and Quebec, requiring an estimated 900 accounts with 4,000 users during its first year of operation. Within three years, the number of participating jurisdictions may increase, possibly resulting in an estimated 30 percent growth in users.

The primary function of the CITSS is to register cap-and-trade program participants and to track their holding, transfer, and surrender of compliance instruments. The Participating Jurisdictions have designed the CITSS to incorporate rules, policies, and practices necessary to comply with the jurisdictions' program requirements. More information is available at the following websites:

- https://www.wci-citss.org/
- http://www.mddep.gouv.qc.ca/changements/carbone/index-en.htm
- http://www.arb.ca.gov/cc/capandtrade/markettrackingsystem/markettrackingsystem.htm
- http://www.westernclimateinitiative.org/document-archives/Markets-Committee-Documents/Draft-Business-Requirements-for-a-Compliance-Instrument-Tracking-System/

The purpose of the help desk services is:

- to field inquiries from CITSS users in a courteous and professional manner;
- for inquiries that fall within the scope of these services, to resolve user questions or problems by providing timely and accurate information;
- for inquiries that fall outside the scope of these services, to refer the inquiries to individuals designated by WCI, Inc.; and

- to track and report on help desk activities and performance metrics.

The help desk shall field inquiries via email and telephone. Proposers may recommend and justify additional or alternative forms of availability. The Contractor shall develop and maintain manuals, procedures, and/or other materials as needed to ensure high quality customer service.

Security is an integral part of every aspect of CITSS operation. Because help desk personnel will have access to CITSS data, the Work must be performed in a secure environment. Additionally, personnel must meet minimum security requirements described below.

The start of the Contract is October 1, 2012, with help desk services operational as of November 1, 2012. The duration of this contract is three (3) years, with the potential for two (2) two-year extensions. The contract extensions, which are at the sole option of WCI, Inc., may include changes in requirements, services, or pricing that are mutually agreed to by WCI, Inc. and the Contractor.

For the purposes of this RFP, “Proposer” and “Bidder” refer to parties that submit a proposal in response to this RFP. The term “Contractor” refers to the party that is ultimately selected and contracted to provide the services described in this RFP. The term “Work” refers to the activities conducted by the Contractor to fulfill its duties and obligations in connection with the contract.

II. SCOPE OF WORK

This Scope of Work includes three sections: A. Project Requirements; B. Definition of In-Scope and Other Inquiries; and C. Tasks.

A. Project Requirements

1. Project Manager

a. The Contractor shall designate a Project Manager to manage the Contractor's delivery of Help Desk services to WCI, Inc., and to ensure to the greatest degree possible that the agreed upon levels of service are met. The Project Manager is considered "Key Personnel."

b. The Project Manager shall be the primary point of contact between the Contractor and WCI, Inc.

c. The Project Manager or acting alternate must be available to provide support to WCI, Inc. during normal business hours (7:00 a.m. to 4:00 p.m., Pacific Time, Monday through Friday, excluding holidays that are recognized by both the U.S. and Canada.). At the discretion of WCI, Inc., normal business hours may be adjusted as needed to better serve the needs of the Participating Jurisdictions' programs. The Project Manager or acting alternate shall also be available as needed during events that may result in significant unscheduled disruption of the CITSS Help Desk operations.

2. Help Desk Availability

a. The Contractor shall provide live Help Desk services twelve (12) hours per day, Monday-Friday, excluding holidays that are recognized by both the U.S. and Canada. The hours of operation will be 6:00 a.m. to 6:00 p.m. Pacific Time. These hours of operation may be adjusted based on Help Desk demand from users and other operational considerations, by mutual agreement between the Contractor and WCI, Inc.

b. The Contractor must at a minimum provide live telephone support, the ability to accept and respond to inquiries via email, and the ability to use, where CITSS users are willing and able, secure screen sharing software to observe and diagnose issues as they appear to the CITSS user. In addition, the Proposer may propose other avenues for Help Desk support.

3. Language

The Contractor shall provide Help Desk services in English and French, including live telephone support, email correspondence, and all written materials, including internal procedures and manuals.

a. For users requesting service in English, support shall be provided by personnel fluent in General English (also known as Standard American English).

b. For users requesting service in French, support shall be provided by personnel fluent in International French.

4. Security

Security is an integral part of the Work. The Contractor must demonstrate the ability to achieve and maintain the security necessary to maintain the confidentiality of all CITSS account credentials, CITSS data, and CITSS user information. Necessary security includes, but is not limited to:

a. The Contractor must provide physical controls to prevent unauthorized access to the equipment used to access the CITSS. Prior to accessing the CITSS, the Contractor shall implement procedures to protect Contractor's personnel's CITSS account credentials from unauthorized disclosure (e.g., user IDs and passwords). Prior to accessing the CITSS, the Contractor shall implement procedures to prevent unauthorized disclosure of any data in the CITSS that is accessed as part of its performance of the Work.

b. The Contractor must certify to WCI, Inc. that all personnel that will have CITSS access as part of performing the Work have been properly identified and evaluated for security purposes, including meeting the regulatory requirements for access to CITSS. The Contractor shall maintain documentation for each assigned personnel with CITSS access, which will be made available to WCI, Inc. upon request, including:

(i) True copy of valid and current personal identification documentation, including government-issued photo identification with an expiration date, such as a driver's license or passport.

(ii) Address of primary residence, which must be in the United States or Canada.

(iii) For Contractor personnel residing in the United States, confirmation from a U.S. financial institution (such as a federal or state licensed or chartered bank, savings and loan association or credit union) that the person has an open account.

(iv) For contractor personnel residing in the United States, an attestation that the individual has no criminal conviction during the previous five years constituting a felony in the United States.

(v) For Contractor personnel residing in Canada, confirmation from a financial institution located in Canada that the person has an account with the institution and that an identity check was carried out when the account was opened.

(vi) For contractor personnel residing in Canada, an attestation that the individual has no criminal conviction during the previous five years for fraud or any other criminal offence identified in the Quebec cap-and-trade program regulations.

The Contractor shall maintain documentation, which will be made available to WCI, Inc. upon request, of the due diligence performed to verify the validity of the personnel documentation, which may include background checks and reviews of credit reports.

c. In the performance of the Work, the Contractor must use telephone, email, data storage, and other necessary systems that prevent unauthorized access to CITSS account credentials, CITSS data, and CITSS user information.

5. Accommodations

Help Desk services must incorporate reasonable accommodations for disabled accessibility to Help Desk services.

6. Performance Metrics and Goals

The Contractor shall maintain the capability to document all Help Desk services in a Help Desk management and tracking system that enables the Help Desk's services to be assessed using the following defined metrics. The bidder may propose additional metrics to track performance or performance goals which exceed the performance goals stated below.

Telephone Performance. It is the objective for the Contractor to answer telephone inquiries promptly, without requiring callers to wait on hold, and to minimize any necessary hold times. The Contractor shall record and provide documentation and reporting on: the wait times for calls to be answered by a Help Desk agent, measured by the mean, median, and maximum wait times; the number and portion of callers that were required to wait on hold; the number and portion of callers that hung up while waiting or on hold (abandoned calls); and the duration of time on hold, measured by the mean, median, and maximum hold times.

In-Scope Inquiries. In-scope inquiries shall be categorized into two types: Routine and Non-Routine (in-scope inquiries are defined in Section B below). Routine in-scope inquiries are those that can be resolved during the initial contact with the user. Most typically, a Routine in-scope inquiry will be resolved during the first telephone call from the user, often within 20 minutes. If the inquiry is received by email, to be considered Routine, the inquiry must be resolved in a single reply telephone call or reply email to the user.

Non-Routine in-scope inquiries are those that cannot be resolved in a Routine manner, and generally require two or more contacts with the user. Non-Routine in-scope inquiries shall be categorized as at least two types:

1. Critical: Critical inquiries are those for which a lack of a resolution is considered by the user to significantly impair the ability of the user to conduct its business operations or causes a work stoppage by the user.

2. Non-Critical: Non-Critical inquiries are those for which a lack of a resolution is considered by the user to be a minor inconvenience.

It is the objective for the Contractor to resolve Critical Non-Routine in-scope inquiries within two (2) business hours of receipt of the initial user telephone call or email. If the Critical inquiry cannot be resolved in two business hours, the Contractor shall contact the user with an update on the status of the inquiry within two business hours. If the Critical inquiry cannot be resolved in four (4) business hours, the Contractor shall contact the user again with an update on the status of the inquiry, and the Contractor shall elevate the issue to obtain input from personnel designated by WCI, Inc.

It is the objective for the Contractor to resolve Non-Critical Non-Routine in-scope inquiries within eight (8) business hours of receipt of the initial user telephone call or email. If the Non-Critical inquiry cannot be resolved in eight business hours, the Contractor shall contact the user with an update on the status of the inquiry within eight business hours. If the Non-Critical inquiry cannot be resolved in twelve (12) business hours, the Contractor shall contact the user again with an update on the status of the inquiry, and the Contractor shall elevate the issue to obtain input from personnel designated by WCI, Inc.

For inquiries elevated to obtain input from personnel designated by WCI, Inc., the Contractor shall track the receipt of input and follow through to resolution with the user. The Contractor shall record the actions taken to resolve the user's inquiry, including input received from personnel designated by WCI, Inc.

Other Inquiries. It is the objective for the Contractor to refer other inquiries to personnel designated by WCI, Inc. in a timely manner (other inquiries are defined in Section B below). Prior to referring the other inquiries, the Contractor shall record the inquiry in the Help Desk management and tracking system and categorize the inquiries as Critical or Non-Critical using the same definitions used for in-scope inquiries.

Other inquiries that are categorized as Critical shall be referred immediately to the designated personnel. The Contractor shall confirm that the referral was received by the designated personnel. Other inquiries that are categorized as Non-Critical shall be referred at least twice per day, and may be referred in batches. The Contractor shall confirm that the referral was received by the designated personnel.

The personnel designated by WCI, Inc. shall report to the Contractor the time and date at which the referred inquiry was resolved. The Contractor shall record the time and date.

CITSS User Satisfaction. It is the objective for the Contractor to provide Help Desk services with high levels of CITSS user satisfaction. The Contractor shall maintain and implement the capability to obtain objective input from the users of the Help Desk services regarding their satisfaction with the service.

Documentation. The Contractor shall make available to WCI, Inc., as requested, documentation of user satisfaction and other performance metrics identified above. Table 1 summarizes the performance metrics to be reported and, for a subset of these metrics, the performance goals for the Contractor to achieve. If the Contractor fails to meet the goals, the Contractor may be requested to submit a remediation plan that would, if implemented, improve performance. The performance goals may be adjusted by mutual agreement between the contractor and WCI, Inc.

At a minimum, the Help Desk management and tracking system must be capable of maintaining a detailed record of Help Desk activities. The system must enable the Help Desk staff to record in real time the Help Desk activities being performed and to report in real time the status of inquiries, including: the identity of the CITSS user; the identity of the Help Desk staff providing the support and entering the Help Desk-related data; the category of the user's inquiry; a summary of the user's inquiry; the steps taken to resolve the user's inquiry, including research and subsequent contact with the user; dates and times of activities; the elapsed time since the initial and most recent correspondence relating to a given inquiry; the elapsed time required to resolve an inquiry; the status of each inquiry; and details for referrals to personnel designated by WCI, Inc. As requested, the Contractor shall make available to WCI, Inc. documentation of these activities.

Table 1: Performance Metrics and Goals

Performance Area	Performance Metric (documented)	Performance Goal (where applicable)
Telephone		
Wait time	Mean, Median, Maximum	
	Portion under 30 seconds	At least 80%
Hold time	Mean, Median, Maximum	
	Portion under 2 minutes	At least 80%
Calls placed on hold	Number	
	Portion	Less than 10%
Calls abandoned while waiting or on hold	Number	
	Portion	Less than 2%
Routine In-Scope Inquiries		
Inquiries by phone	Number	
	Mean call time	
	Portion resolved < 20 minutes	At least 80%
Inquiries by email	Number	
	Mean response time	
	Portion resolved with first (non-clarifying) reply	At least 80%

Performance Area	Performance Metric (documented)	Performance Goal (where applicable)
Non-Routine In-Scope Inquiries: Critical		
Inquiries by phone/email	Number	
	Mean resolution time	
	Median resolution time	
	Portion resolved < 2 hours	At least 75%
	Portion resolved < 4 hours	At least 90%
	Portion elevated	
	Number unresolved	
	Number awaiting input from elevation	
Non-Routine In-Scope Inquiries: Non-Critical		
Inquiries by phone/email	Number	
	Mean resolution time	
	Median resolution time	
	Portion resolved < 8 hours	At least 75%
	Portion resolved < 12 hours	At least 90%
	Portion elevated	
	Number unresolved	
	Number awaiting input from elevation	
Other Inquiries: Critical		
Inquiries by phone/email	Number	
	Mean resolution time	
	Median resolution time	
	Number unresolved	
Other Inquiries: Critical		
Inquiries by phone/email	Number	
	Mean resolution time	
	Median resolution time	
	Number unresolved	
User Satisfaction		
	Measures of user satisfaction	
Note: hours are designated as business hours, and elevated means elevated to non-Contractor personnel designated by WCI, Inc.		

B. Definition of In-Scope and Other Inquiries

Prospective and current users of the CITSS will contact the Help Desk for assistance in resolving problems or questions regarding their use of the CITSS. For purposes of the Work, such inquiries are divided into two types:

1. In-scope inquiries are those inquiries that the Contractor shall be capable of resolving for the user in an accurate and timely manner.
2. Other inquiries are those inquiries that the Contractor shall refer to personnel designated by WCI, Inc.

The in-scope inquiries relate primarily to questions regarding how to use the features in the CITSS, and how to submit hard copy materials to the operating cap-and-trade programs (currently California and Quebec). Other inquiries may relate to the rationale for the program requirements, interpretation of the program requirements, and the status of approvals by the programs. Reports of problems with existing CITSS functionality, and requests for new CITSS functionality are also defined as “other inquiries” for this Work.

Table 2 shows examples of in-scope and other inquiries for several categories of inquiries. The categories and the questions shown in the table are provided as examples to indicate the types of inquiries that are in-scope for this Work. A broader set of inquiries is likely to be encountered during operation of the Help Desk. The definition of how to parse the inquiries between “in-scope” and “other” will evolve during the performance of the Work. All inquiries, both in-scope and other, shall be logged and summarized for inclusion in reports of Help Desk activities.

CITSS registration and account application was initiated in July 2012. Consequently, by the time Help Desk services are provided by the Contractor, most if not all covered entities in the California and Quebec programs will likely have been registered into the CITSS and have established compliance instrument accounts. Individuals and entities that choose to voluntarily participate in the program may also have registered and established accounts. Nevertheless, because registration, account application, and account management is anticipated to be performed throughout the program, inquiries to the Help Desk on these topics are expected to continue.

The ability to transfer compliance instruments in the CITSS will become available in the fall of 2012. However, the use of the transfer functionality will become active in November 2012 when compliance instruments are placed in user accounts for the first time. Additionally, the first allowance auction is scheduled for November 2012. Consequently, inquiries regarding account holdings and instrument transfers may be expected to be intensive starting in November 2012.

The first deadline to submit instruments for compliance is November 2014 (for the California program). Consequently, inquiries regarding compliance requirements may not arise until later in the performance of the Work.

Table 2: Examples of In-Scope Inquiries and Other Inquiries

Category (Examples)	**In-Scope Inquiries (Examples)**	**Other Inquiries (Examples)**
User Registration	How do I as an individual register in CITSS? What forms do I fill out to register? Where do I send the forms I have filled out? What happens after I send in the forms? How will I be notified that my registration has been accepted?	Why are these forms of ID required? Why must the information be notarized? Where can I find a notary? Why has approval of my registration been delayed or denied? How do I appeal the denial of my registration? Can you get CITSS to register multiple people for my company at the same time?
User Profile Management	How do I change information in my user profile? What happens after I submit my new information? How will I be notified that my updated information has been accepted? How do I get a new user ID or password?	Why has my updated information not been approved? When will my updated information be approved? Why is approval required for updated information?
Account Registration	I am a registered CITSS user, what do I need to do to open an account? How do I create a new entity? How do I associate myself with an existing entity? What forms need to be completed to apply for an account? How do I establish an account as an individual? Where do I send the forms I have filled out? What happens after I send in the forms? How will I be notified that the account application has been accepted?	Why is this information required to open an account? How do I get a signed letter from my company? Why has my account application been delayed or denied?

Category (Examples)	**In-Scope Inquiries (Examples)**	**Other Inquiries (Examples)**
Account Profile Management	How do I change information in my account profile? What happens after I submit the new information? How will I be notified that my updated information has been accepted? How do I see information for consolidated accounts?	Why has my updated information not been approved? When will my updated information be approved? Why is approval required for updated information?
Corporate Association Management	How do I submit information on my corporate associations? What forms do I use to use to submit information? How do I correct corporate association information that has already been submitted but not yet approved? How do I correct corporate association information that has already been approved?	Why must corporate association information be provided? Can less detailed or alternative information be provided? How do I find corporate association information for my company? What if my company declines to provide corporate association information?
Account Holdings	How do I view a summary of my account holdings? How do I sort or filter the view of my account holdings?	CITSS does not show holdings that my records show I should have. What do I do? Why can't I see holdings in other accounts?
Instrument Transfers	How do I transfer instruments from my holding account to a compliance account? How do I initiate a transfer to another entity's account? How do I accept a transfer from another entity's account? Will I receive a notification that the transfer was completed successfully? How do I view a record of past transfers to/from my account? How can I check on the status of a transfer I am expecting? How can I check on the status of a transfer I initiated?	Why must two separate representatives propose and approve a transfer from my account? I was not expecting a transfer into my account – must I accept it? Am I in violation if I don't? Would it be a violation for me to delay the transfer from my account to another account? Why has my transfer been denied? Why was my transfer request terminated?

Category (Examples)	**In-Scope Inquiries (Examples)**	**Other Inquiries (Examples)**
Compliance	How do I transfer instruments into my compliance account? How do I view the holdings in my compliance account?	Am I in compliance with the program's requirements? Why can't I transfer allowances out of my compliance account?
Retirement	How do I submit instruments for retirement? How do I confirm that my instruments have been retired?	Why does the program allow retirement that is not required for compliance?
Auction	Where in CITSS do I indicate my intention to participate in the auction? If I have a CITSS account, am I automatically registered for the auction? Where in CITSS will the allowances I purchased at auction be placed?	All inquiries regarding the auction process are considered "other inquiries".
Emails	Why did I receive this CITSS email, and what does it mean? What do I need to do in response to this email?	Can CITSS stop sending me email? Why do my CITSS emails go to my spam folder?
Public Inquiries	How do I generate public reports from CITSS?	How many offset credits have been issued by the program, and where do I find information on them? Why don't the public reports include more information? Why can't I see the holdings of a specific entity? How does cap-and-trade work? What are the prices of the instruments being traded?
System Access	Why do I get an Internet Explorer error message when I try to access CITSS? What should I do? Why does my CITSS session end?	Why does CITSS seem slow today? Can CITSS be made to run faster?

C. Project Tasks

The Contractor shall perform the following six tasks.

Task 1: Preparation

The purpose of Task 1 is to prepare the materials, systems, procedures, and personnel for the Contractor to initiate Help Desk services. This task shall be completed by October 31, 2012, so that Task 2 can begin on November 1, 2012. The Contractor's Task 1 activities shall include:

1. Designation of Contractor staff that will provide Help Desk services.
2. Registration of designated Contractor staff as CITSS users.
3. Preparation of Help Desk scripts, solutions, and related materials.
4. Set up and demonstration of Help Desk management and tracking system, including: automated phone menu system (if proposed); knowledge base (if proposed); data entry procedures; routine reports; and custom reports.
5. Preparation of a Help Desk Procedures Manual that describes the manner in which the activities of Help Desk staff shall be performed, including (but not limited to): greeting callers; verifying the caller's identity; understanding users' questions and problems; providing accurate information to resolve users' in-scope questions and problems, including researching solutions; referring other inquiries to appropriate personnel identified by WCI, Inc.; ending calls; returning calls; responding to email inquiries; and logging and summarizing inquiries in the Help Desk management and tracking system.
6. Training of the designated Contractor staff on the CITSS and all relevant Help Desk procedures and materials.
7. Demonstrating the readiness of Contractor staff to provide Help Desk services through testing, role playing, or other methods.
8. Set up and demonstration of capability to obtain objective input from Help Desk users regarding their satisfaction with the service.

Materials available to the Contractor will include: CITSS User Guide prepared by WCI, Inc. and one or more Participating jurisdiction; and extracts from one or more Participating Jurisdiction Help Desk Manuals used during the initial CITSS registration process.

Bidders may propose and justify additional activities that may improve the Contractor's ability to deliver high quality and timely Help Desk services. Bidders must specify in their proposals all materials that the Bidder anticipates will be provided by WCI, Inc. or Participating Jurisdictions to the Contractor as part of this task.

Task 1 Deliverables. The following deliverables shall be provided under Task 1.

a) Draft Help Desk scripts, solutions, and related materials for review and comment by WCI, Inc. Revised Help Desk scripts, solutions, and related materials that incorporate WCI, Inc. comments.

b) Demonstration of the Help Desk management and tracking system to WCI, Inc. and Participating Jurisdictions in person and/or via webinar.

c) Draft routine and custom reports from the Help Desk management and tracking system for review and comment by WCI, Inc. Revised routine and custom reports from the Help Desk management and tracking system that incorporate WCI, Inc. comments.

d) Draft Help Desk Procedures Manual for review and comment by WCI, Inc. Revised Help Desk Procedures Manual that incorporates WCI, Inc. comments.

e) Presentation for approval by WCI, Inc. of the testing, role playing, or other methods that will be used to demonstrate the readiness of Contractor staff to provide Help Desk services. Revised methods if needed based on WCI, Inc. comments.

f) Demonstration for review and comment by WCI, Inc. of the capability to obtain objective input from Help Desk users regarding their satisfaction with the service. Revised capability that incorporates WCI, Inc. comments.

g) List of Contractor staff providing Help Desk services.

Contractor shall provide five business days for WCI, Inc. review and comment.

Task 2: Start Up with Intensive Oversight

The purpose of Task 2 is to initiate Help Desk services with intensive oversight from WCI, Inc. and designated staff from Participating Jurisdictions. The purpose of the intensive oversight is to enable service issues to be identified rapidly, and for solutions to be developed and implemented rapidly so that consistent high quality service can be attained as quickly as possible. Task 2 shall start following successful completion of Task 1 and no later than November 1, 2012.

During Task 2 the Contractor staff shall provide Help Desk services, including the full scope of activities needed to field inquiries, resolve users' questions and problems, refer other inquiries to staff designated by WCI, Inc., and log and summarize all activities. The intensive oversight shall include:

1. Periodic conference calls will be held with WCI, Inc. and designated Participating Jurisdiction staff to review the Contractors' summary of recent Help Desk activity and to identify problems for resolution. Activity logs and summaries from the Help Desk management and tracking system shall be provided by the Contractor for review and discussion. The conference calls shall initially be daily, and may become less frequent over time at the mutual agreement of the Contractor and WCI, Inc.

2. Problems identified during the conference calls shall be summarized by the Contractor and prioritized jointly by the Contractor and WCI, Inc. Solutions shall be developed by the Contractor and proposed to WCI, Inc., considering the priorities of the problems identified. Any input needed from WCI, Inc. shall be clearly identified by the Contractor.

3. Once solutions have been approved by WCI, Inc., the Contractor shall implement the solutions as needed in its procedures and/or materials in both French and English. The status of resolving problems and implementing solutions shall be tracked and documented by the Contractor and summarized in the conference calls with WCI, Inc.

Task 2 is expected to continue through November 30, 2012, but may be extended if continued intensive oversight is needed to identify problems and implement solutions on a rapid basis.

<u>Task 2 Deliverables</u>. The following deliverables shall be provided under Task 2.

a) Help Desk services, including (but not limited to): greeting callers; verifying the caller's identity; understanding users' questions and problems; providing accurate information to resolve users' in-scope questions and problems, including researching solutions; referring other inquiries to appropriate personnel identified by WCI, Inc.; ending calls; returning calls; responding to email inquiries; and logging and summarizing inquiries in the Help Desk management and tracking system.

b) Activity logs and summaries from the Help Desk management and tracking system provided at periodic conference calls with WCI, Inc. and designated Participating Jurisdiction staff.

c) Documentation of problems identified, solutions proposed, solutions approved, and solutions implemented.

d) Summaries of user satisfaction data.

e) Updated deliverables from Task 1 (scripts, solutions, related materials, and Help Desk Procedures Manual) that reflect the solutions implemented under Task 2.

Task 3: Help Desk Operations

The purpose of Task 3 is to provide Help Desk services to CITSS users. Task 3 is a continuation of the services initiated under Task 2, but with less intensive oversight. The Contractor's Task 3 activities shall include:

1. Help Desk services.

2. Solutions to problems shall be developed by the Contractor and proposed to WCI, Inc., considering the priorities of the problems identified. Any input needed from WCI, Inc. shall be clearly identified by the Contractor.

3. Once solutions have been approved by WCI, Inc., the Contractor shall implement the solutions as needed in its procedures and/or materials in both French and English. The status of resolving problems and implementing solutions shall be tracked and documented by the Contractor.

4. Written weekly Service Updates, including activity logs and summaries from the Help Desk management and tracking system and documentation of problems identified and solutions implemented.

5. Service Review conference calls with WCI, Inc. and designated Participating Jurisdiction staff. The Service Review conference calls shall initially be monthly. The frequency may be adjusted over time at the mutual agreement of the Contractor and WCI, Inc.

<u>Task 3 Deliverables</u>. The following deliverables shall be provided under Task 3.

a) Help Desk services, including (but not limited to): greeting callers; verifying the caller's identity; understanding users' questions and problems; providing accurate information to resolve users' in-scope questions and problems, including researching solutions; referring other inquiries to appropriate personnel identified by WCI, Inc.; ending calls; returning calls; responding to email inquiries; and logging and summarizing inquiries in the Help Desk management and tracking system.

b) Written weekly Service Updates, including user satisfaction results.

c) Documentation of problems identified, solutions proposed, solutions approved, and solutions implemented.

d) Service Review conference calls with WCI, Inc. and designated Participating jurisdiction staff.

e) Updated deliverables from Task 1 and/or Task 2 (scripts, solutions, related materials, and Help Desk Procedures Manual) that reflect the solutions implemented under Task 3.

Task 4: New Personnel

During the performance of the Work, it is the responsibility of the Contractor to maintain adequate and qualified staffing to perform the Help Desk services. From time to time, the Contractor may replace or add staff to provide the Help Desk services. The Contractor shall ensure that newly assigned staff are registered in CITSS, properly trained, and qualified to perform Help Desk activities.

Task 4 Deliverables. The following deliverables shall be provided under Task 4.

a) Updated list of staff providing Help Desk services, including a certification that all new personnel have been properly evaluated for security purposes.

Task 5: New Jurisdictions

During the performance of the Work, additional jurisdictions may become Participating jurisdictions with active programs supported by these Help Desk services. It is the responsibility of the Contractor to update the Help Desk materials and procedures to accommodate the addition of new jurisdictions. Bidders must specify all materials that the Bidder anticipates will be provided by WCI, Inc. or Participating Jurisdictions to the Contractor as part of this task.

Task 5 Deliverables. The following deliverables shall be provided under Task 5.

a) Updated deliverables from Tasks 1, 2 and 3 (scripts, solutions, related materials, and Help Desk Procedures Manual) that reflect the addition of new jurisdictions.

Task 6: Transition Out

The purpose of Task 6 is to provide materials and assistance to transition the Help Desk services from the Contractor to a new service provider. The Contractor shall work with WCI, Inc. and another vendor(s) selected by WCI, Inc., if applicable, at the conclusion of the Contract, to transition the Help Desk services, including training and knowledge transfer. Task 6 shall be initiated at the direction of WCI, Inc., but no later than four months prior to the end of the Contractor’s contract. The Contractor’s Task 6 activities shall include:

1. Preparation of a Transition Plan that describes the activities and materials used to provide Help Desk services, the methods used to put them in place, and the plan for transitioning the service to a new provider.

2. Conference call and webinar to present the Transition Plan to WCI, Inc. and the new service provider.

3. Hand-off transition assistance during the transfer of Help Desk services to the new service provider.

Task 6 Deliverables. The following deliverables shall be provided under Task 6.

a) Draft Transition Plan for review and comment by WCI, Inc. Final Transition Plan incorporating WCI, Inc. comments. The Final Transition Plan shall be completed at a minimum of three months prior to the end of the Contractor's contract.

b) Conference call and webinar to present the Transition Plan to WCI, Inc. and the new service provider. As necessary, follow up responses to questions asked during the conference call.

c) Knowledge transfer and assistance as needed to enable a smooth transition.

d) Electronic copies of all materials developed to provide Help Desk services, including scripts, solutions, related materials, and Help Desk Procedures Manual. The electronic format for the materials shall be specified by WCI, Inc. to ensure compatibility with standard business software such as Microsoft Office. These materials shall be provided at a minimum of one month prior to the end of the Contractor's contract.

e) Documentation for the set up and operation of the Help Desk management and tracking system. These materials shall be provided at a minimum of one month prior to the end of the Contractor's contract.

f) Data from the Help Desk management and tracking system that enables the logs and summaries of the Help Desk services provided under the contract to be accessed using standard business software such as Microsoft Office. These materials shall be provided at the end of the Contractor's contract.

III. PROPOSAL GENERAL REQUIREMENTS AND INFORMATION

This section contains instructions for the submission of a proposal. It is the responsibility of the Proposer to carefully read and follow all proposal requirements within this Request for Proposal (RFP). Compliance with the RFP instructions is mandatory for a proposal to be considered for award. Failure to comply with the RFP instructions may cause a proposal to be deemed non-compliant and non-responsive, thus ineligible for award.

A. Key Dates

Below is the time schedule for this RFP. WCI, Inc. reserves the right to modify the RFP and/or change dates and times at its sole discretion, prior to the date fixed for submission of proposals, by the issuance of a notice that will be posted on the WCI, Inc. website at http://wci-inc.org/rfp.php.

Clarifications to the solicitation will only be issued prior to the due date and provided in the form of a notice posted on the website. WCI, Inc. reserves the right to modify or cancel in whole or any part of this solicitation.

Key Actions	Dates	Time*
RFP Available to Prospective Proposers	07/24/2012	N/A
CITSS Bidder's Conference	07/27/2012	11:00 a.m.
Written Questions Submittal Deadline	07/31/2012	5:00 p.m.
Question Responses due from WCI, Inc.	08/03/2012	5:00 p.m.
Final Date for Proposal Electronic Submission/Receipt by WCI, Inc.	**08/28/2012**	**3:00 p.m.**
Final Date for Postmark of Cover Letter and CD-R Disc	**08/28/2012**	**N/A**
Contract Approved & Executed	09/21/2012	N/A

* All times are Pacific Time.

A one-hour bidders' conference will be hosted by WCI, Inc. at 11:00 a.m. Pacific Time, Friday, July 27, 2012 via conference call. The purpose of the bidders' conference is to familiarize bidders with the RFP. All questions regarding the RFP must be submitted in writing by July 31, 2012. All questions will be answered in writing by August 3, 2012. Details for the bidder's conference will be posted on the WCI, Inc. website.

All questions or concerns related to the RFP requirements must be directed via email to:

Contact: Lydia Dobrovolny
Email: rfp@wic-inc.org

Answers to all questions submitted will be in the form of a notice posted on the WCI, Inc. website at http://wci-inc.org/rfp.php on or about the date indicated above. Please note that no other information will be binding upon WCI, Inc. Only information issued in writing as an official notice should be relied upon.

B. Proposal General Requirements

1. Proposals should provide straightforward and concise descriptions of the Proposer's ability to satisfy the requirements of this RFP. The proposal must be complete and accurate. Omissions, inaccuracies, or misstatements will be sufficient cause for rejection of a proposal.
2. Proposals must be submitted for the performance of all services described herein. Any deviation from the work specifications (Section II, Scope of Work, Section III, Proposal General Requirements and Information, and Section IV, Proposal Requirements) will not be considered and may cause a proposal to be rejected.
3. The proposal must contain all of the components, information, and documents as outlined below:

   a. Title Page

      The purpose of this page is to provide in one location information needed by WCI, Inc. administrative staff. It must contain the following items:

      1. The title of the proposal, which must be the same as the title of the RFP.
      2. The number of the RFP.
      3. The date of the proposal.

   b. Cover Letter / Letter of Commitment

      This introductory letter must be provided as hard copy on the company's letterhead and include the following information and statements:

      1. The name and address of your company [NOTE: You may use a Post Office box, but must provide your company's street address for our records]; and,
      2. The name, title, and original signature of a company official.

   c. Table of Contents

   d. Summary

The summary shall not be longer than one page. Include a brief description of the proposed project summarizing the features and benefits of the proposal.

e. Technical Proposal

The details to be included in the Technical Proposal can be found in Section IV, Proposal Requirements.

f. Cost Proposal

The details to be included in the Cost Proposal can be found in Section IV, Proposal Requirements.

g. Organization and Personnel Qualifications

The details to be included in the Organization and Personnel Qualifications can be found in Section IV, Proposal Requirements.

h. References

The details to be included in the References can be found in Section IV, Proposal Requirements.

i. Exceptions to WCI, Inc. Standard Contract Form

The details to be included in the Exceptions to WCI, Inc. Standard Contract Form can be found in Section IV, Proposal Requirements.

j. Attachments A, B, and C

Attachments A, B, and C must be included in the proposal. Attachment B is included as part of the References section. Attachment C is included as part of the Cost Proposal.

C. Submission of Proposals

1. The proposal must be submitted in English or French.
2. The proposal must be submitted electronically at http://wci-inc.org/rfp.php.
3. The proposal must also be submitted in electronic format on a “write once” CD-R disc with the session closed. The CD-R disc shall be formatted using Compact Disc File System (CDFS) consistent with International Organization for Standardization (ISO) 9660 standard.
4. The proposal must be a single file and not multiple files when submitted electronically and on the disc. The file format must be Portable Document Format (PDF, ISO 32000-1). The format must be text searchable and not a scanned or “image only” document.
5. The disc label shall identify:

Proposer Name (Agency, Firm, Individual)
RFP Number 2012-02
CITSS Help Desk Services

6. The disc shall be accompanied by a cover letter of not more than 2 pages that includes the following paragraph and the signature of the representative authorized to make the proposal on behalf of the firm.

   "The enclosed proposal is submitted in response to the above-referenced Request for Proposals, including any addenda. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposals, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal."

7. Electronically-submitted proposals must be submitted no later than the date and time of the Final Date for Proposal Submission/Receipt by WCI, Inc. indicated in Section III.A., Key Action Dates. Electronically-submitted proposals received after the Final Date and Time for Proposal Submission/Receipt by WCI, Inc. will not be considered and any hard copy material received will be returned unopened.
8. Packaging/Mailing/Delivery Instructions:

   a. The proposal package/envelope must be postmarked by the date indicated in Section III.A., Key Action Dates. The proposal package/envelope must be plainly marked with the RFP number and title, your firm name, address, and must be marked with "DO NOT OPEN" (see sample below).

ONE (1) SEALED PACKAGE/ENVELOPE

Proposer Name (Agency, Firm, Individual)
Complete Address
RFP Number 2012-02
CITSS Help Desk Services

REQUEST FOR PROPOSAL
DO NOT OPEN

   b. Proposals submitted in response to this RFP shall be submitted to WCI, Inc. in one (1) sealed package/envelope containing a signed cover letter and compact disc (CD) containing the entire Proposal.

   c. Proposals not submitted under sealed cover and marked as indicated may be rejected. If the proposal is made under a fictitious name or business title, the actual legal name of Proposer must be provided.

9. Each proposal will be reviewed to determine if it meets the proposal requirements contained in Section IV, Proposal Requirements. Failure to meet the requirements for the RFP may be cause for rejection of the proposal.
10. A proposal may be rejected if it is incomplete or conditional (except as provided by Section IV.G, Exceptions to the WCI, Inc. Standard Contract Form), or if it contains any alterations of form or other irregularities of any kind. WCI, Inc. may reject any or all proposals and may waive any immaterial deviation in a proposal. The waiver of immaterial defect shall in no way modify the RFP document or excuse the Proposer from full compliance with all requirements if the Proposer is awarded the Agreement.
11. WCI, Inc. may modify the RFP up until the Final Date for Proposal Submission/ Receipt by WCI, Inc., identified in Section III.A., Key Action Dates, by the issuance of a notice posted on the WCI, Inc. website.
12. WCI, Inc. reserves the right to reject all proposals.
13. More than one proposal from an individual, firm, partnership, corporation, or association under the same or different names, will not be considered. Reasonable grounds for believing that any Proposer has submitted more than one proposal for the work contemplated herein will cause the rejection of all proposals submitted by that Proposer. If there is reason to believe that collusion exists among the Proposers, none of the participants in such collusion will be considered in this procurement.

D. Modification and/or Withdrawal of Proposals

1. A Proposer may modify a proposal after its submission by withdrawing its original proposal and resubmitting a new complete proposal as described in Submission of Proposals above, prior to the proposal submission deadline, defined in Section III.A., Key Action Dates. Proposer modifications offered in any other manner, oral or written, will not be considered.
2. A Proposer may withdraw its proposal by submitting a written withdrawal request to WCI, Inc. signed by the Proposer or an agent authorized in accordance with Section III.F, Signature. A Proposer may thereafter submit a new complete proposal as described in Submission of Proposals above, prior to the proposal submission deadline defined in Section III.A., Key Action Dates. Proposals may not be withdrawn without cause subsequent to proposal submission deadline.

E. Proposer’s Responsibilities

1. Proposers should carefully examine the entire RFP, with special attention to the tasks and deliverables and Proposal requirements. Proposers shall investigate obstacles that might be encountered. No additions or increases to the agreement amount will be made due to a lack of careful examination of the requirements.

2. Before submitting a response to this solicitation, Proposers should review their response, correct all errors, and confirm compliance with the RFP requirements.
3. Costs incurred for developing proposals and in anticipation of award of the agreement are entirely the responsibility of the Proposer and shall not be charged to WCI, Inc.
4. It is the Proposer's responsibility to promptly notify WCI, Inc. by phone, email, or visit, if the Proposer believes that the RFP is unfairly restrictive, contains errors or discrepancies, or is otherwise unclear. Notification must be made immediately upon receipt of the RFP in order that the matter may be fully considered and appropriate action taken by WCI, Inc. All such correspondence received after the Written Questions Submittal Deadline will not be considered.
5. Proposer is responsible to review, read, and understand the WCI, Inc. Standard Contract Form (available at http://www.wci-inc.org/rfp.php), including all of its attachments. By submission of a proposal, the Proposer agrees that, should its proposal be successful, the Proposer will enter into a Contract with WCI, Inc. on the terms set out in the WCI, Inc. Standard Contract Form (see Section IV, G for exceptions to the WCI, Inc. Standard Contract Form).
6. Each proposal must constitute an irrevocable offer for a period of at least 180 working days after proposal submission.

F. Signature

1. All documents requiring signatures contained in the original proposal package must have *original* signatures.
2. Only an individual who is authorized to bind the proposing firm contractually shall sign the required Cover Letter for the proposal. The signature must indicate the title or position that the individual holds in the firm. An unsigned proposal may be rejected.

G. Disposition of Proposals

1. Upon proposal opening, all materials (documents, disc, and electronic content) submitted in response to this RFP will become the property of WCI, Inc. Documents will be held in confidence subject to applicable laws.
2. The successful bidder's entire proposal, with the exception of Cost Table A in Attachment C, shall be a public document following execution of a contract with WCI, Inc.

IV. PROPOSAL TECHNICAL AND COST REQUIREMENTS

The proposal must contain the components, information, and documents outlined below. The proposal must be submitted in a clear, organized manner that facilitates evaluation. Each requirement's location must be listed in the Proposal's Table of Contents. Also, see Section III, Proposal General Requirements and Information for submittal information.

All pages of the Proposal, including cover pages, Table of Contents, references and resumes, shall have the following header and page numbering format in the upper right-hand corner:

Proposer Name (Agency, Firm, Individual)
Proposal for CITSS Help Desk Services
RFP No. 2012-02
Page ## of ##

A. Project Management Plan

The Proposer shall provide a Project Management Plan including a management structure and project organization that is capable of providing effective project control. The Proposer shall designate the Project Manager by name. The Project Manager shall be considered "Key Personnel" and may not be changed without prior written approval of WCI, Inc.

B. Approach to Satisfying Project Requirements

The Proposer shall present an approach that demonstrates its ability to satisfy the project requirements listed in Section II, including:

1. Project Manager
2. Help Desk Availability
3. Language
4. Security
5. Accommodations
6. Performance Metrics

For each of the requirements, the proposal shall describe the manner in which the Proposer will use resources, methods, systems, or other approaches to satisfy the requirements. The Proposer shall identify potential challenges that could compromise the ability to satisfy each of the requirements, and explain how the Proposer will overcome the challenges to ensure the requirements are satisfied.

For the Help Desk Availability requirements, the proposal shall include a description of the manner in which the Proposer will recover and ensure continuity of operations following an event, disruption, or other conditions that interrupt the ability to provide service.

For the Security requirements, the Proposal shall explain in detail its ability to satisfy the project's security requirements. The Proposer shall identify security standards to which it is certified or compliant, describe plans to become certified or compliant with security standards, and describe how compliance with these standards will assure the level of security required for this project. Examples of standards may include (but are not limited to):

ISO/IEC 27001:2005 - Information technology -- Security techniques -- Information security management systems -- Requirements.

ISO/IEC 27002: 2005 - Information technology - Security techniques - Code of practice for information security management.

Payment Card Industry Data Security Standard (PCI DSS).

If the Proposer does not propose to be compliant or certified to a recognized standard, the Proposer shall explain its ability to achieve or exceed the level of security that compliance with such standards would provide.

For the Performance Metrics requirements, the Proposer shall describe the manner in which data will be recorded to ensure that performance metrics are reported objectively and accurately. The Proposer shall also describe how the performance goals will be achieved, and how the Proposer will adapt to variability in the rates and types of inquiries received while continuing to achieve the performance goals.

C. Work Plan and Schedule

The Proposer shall describe the approach and methodology for performing each of the six tasks in the Scope of Work. The Proposer shall identify specific techniques that will be used, and administrative and operational management controls that will be used to ensure timely delivery and high quality performance of each task. The Proposer shall indicate how its knowledge and skills developed in previous work will be applied to the tasks.

The Proposer may use sample deliverables and examples from other projects to describe how the tasks will be performed.

The Proposer shall identify possible risks to successful performance of each task and explain how the Proposer will address the risks to ensure that each task is successfully completed.

The Proposer shall provide a schedule that at a minimum includes the start of each task and the completion of draft and final deliverables. For purposes of preparing the schedule, Proposers shall assume a contract start date of October 1, 2012.

D. Cost Proposal

The cost proposal shall include Proposer's best estimate of the total cost in U.S. dollars (US$) to provide the services and meet the requirements described in Section II, Scope of Work, for the three year period of the contract. The cost proposal shall not include proposed costs for the optional contract extensions. The Proposer's best estimate of total costs shall be inclusive of all costs, and shall represent the total consideration to be paid to Contractor in compensation for all of Contractor's expenses incurred in the performance of the Work.

The cost proposal shall include a cost estimate for each task and a total for all tasks. For each task, the cost proposal shall present and describe the basis for the cost estimate using the method that will be used by the Contractor to invoice WCI, Inc. for the Work performed. The cost estimate for each task, and the basis for Contractor invoicing, may be based on any one or combination of the following:

1. Fixed Costs for an activity or deliverable, such as one-time set-up costs or a recurring monthly cost. The basis for the estimate of Fixed Costs must include a brief description of each activity or deliverable, and the cost for each.

2. Labor Costs, calculated as a fully loaded labor rate times the hours worked. The labor rate and hours worked may vary by category of personnel, such as the Project Manager, Other Administrative Personnel, and Help Desk Personnel. The personnel categories used in the labor cost calculations must be defined.

3. Usage Costs, such as: a per-minute cost for telephone support times the number of minutes; a per-call cost for telephone support times the number of calls; a per-email cost for email support. The cost proposal must define how usage is defined and the source of the usage data that will be used to invoice WCI, Inc.

4. Other Direct Costs, such as one-time or recurring costs for software licenses, materials, supplies, travel, reproduction, data storage that will be invoiced to WCI, Inc. at the cost incurred by the Contractor. The cost proposal must include a brief description of the items that make up the Other Direct Costs, and the cost for each.

The cost estimate for each task shall be summarized in a table substantially similar to Table A included in Attachment C. For tasks that are anticipated to be performed in more than one year, Table A must be completed for each year, and completed using the sum of the individual years to provide a total cost estimate for the task. A summary of the total costs must be provided in a table substantially similar to Table B included in Attachment C.

If the Proposer plans to use one or more subcontractors, the cost estimates for the Proposer and the individual subcontractors must be presented separately using Table A and Table B in Attachment C. A combined total cost estimate for the Proposer and subcontractors must also be provided using Table A and Table B in Attachment C.

For purposes of preparing the cost estimates, the Proposer shall assume 500 inquiries per month, including 400 that are In-Scope as defined in Section II and 100 that are Other Inquiries. The assumptions regarding the In-Scope inquiries are listed in Table 3, including:

- Of the 400 In-Scope inquiries, 80% (or 320) are assumed to be by telephone and 20% (or 80) by email.
- Of the In-Scope telephone inquiries, 90% are assumed to be Routine, requiring 20 minutes on average to resolve.
- Of the In-Scope email inquiries, 80% are assumed to be Routine, requiring 20 minutes on average to resolve.
- Of the Non-Routine inquiries (telephone and email), 75% are assumed to be Non-Critical, requiring 40 minutes on average to resolve.
- Of the Non-Routine inquiries (telephone and email), 25% are assumed to be Critical, requiring 80 minutes on average to resolve.

The time estimates in Table 3 include only the direct time to resolve issues with CITSS users and record the results of the inquiries. The time estimates do not include management time, administrative time, preparation and training time, or other activities.

In addition to the activity assumed in Table 3, the Proposer shall assume 100 inquiries that are referred to personnel identified by WCI, Inc. because the inquiries are not considered In-Scope as defined in Section II.

The help desk activity assumptions provided in this RFP are for preparing the cost estimates, and do not guarantee any level of work under any contract resulting from this RFP or future RFPs. These assumptions will be used solely for the purposes of enabling comparisons of cost estimates among bidders.

Table 3: Assumptions for Preparing Cost Estimates: Monthly In-Scope Inquiries

	In-Scope Telephone Inquiries Per Month		**In-Scope Email Inquiries Per Month**	
Inquiry Type	Number of inquiries	Minutes Per Inquiry	Number of inquiries	Minutes Per Inquiry
Routine	288	20	64	20
Non-Routine				
Non-Critical	24	40	12	40
Critical	8	75	4	75
Total	320		80	

The Proposer may include a cost estimate based on an alternative set of assumptions in addition to the cost estimate based on the assumptions in Table 3. The Proposer may justify the alternative set of assumptions, for example explaining how the Proposer's methods will reduce the time required per inquiry. The alternative cost estimate shall be used for information purposes only, and will not be considered in the evaluation of cost proposals.

If the Proposer proposes to include services or activities that are in addition to those specified in Section II, the Proposer must estimate the costs of those services and activities separately in the Cost Proposal. The Proposer should provide a clear and complete description for the basis of the costs for the added services or activities. This information will be used for informational purposes only, and will not be used in the evaluation of the cost proposal.

E. Organization and Personnel Qualifications

For the purposes of this section, "Organization and Personnel Qualifications" includes the combined experience of the prime contractor and subcontractors proposed as part of the project team. The Proposer shall describe the organizations proposed to perform the Work, including the financial and managerial capacity of the organization to execute the Work reliably and successfully. The Proposer shall describe the qualifications and experience of the Project Manager, and include the Project Manager's resume. The Proposer shall describe the qualifications of the staff that are proposed to perform the Work, including education, certifications, and experience. Resumes of proposed staff may also be included.

The Proposer must clearly demonstrate how the proposed organization(s) and personnel are qualified to perform the Work, including (but not limited to) meeting or exceeding the following Minimum Organization and Personnel Qualifications:

1. Financial and Managerial Capacity: Demonstrated financial and managerial capacity to execute the Work reliably and successfully.

2. Minimum Organization Qualifications: A minimum of 5 years of experience providing help desk services with the scope, complexity, and level of service required for the Work.

3. Minimum Personnel Qualifications for the Project Manager: A minimum of 5 years of experience managing the delivery of help desk services with the scope, complexity, and level of service required for the Work.

4. Minimum Personnel Qualifications for Other Personnel: Experience that demonstrates the ability of personnel to provide help desk services with the scope, complexity, and level of service required for the Work.

F. References

The Proposer shall provide three references for help desk services to remote users with the scope, complexity, and level of service required for the Work, conducted within the past 5 years. References must be provided using Attachment B, Proposer References Form. Failure to fully complete and return this attachment with your proposal may cause your proposal to be rejected.

G. Exceptions to the WCI, Inc. Standard Contract Form

WCI, Inc. intends to enter into a contract with the successful bidder using the WCI, Inc. Standard Contract Form (available at http://www.wci-inc.org/rfp.php). Bidders are advised to read the WCI, Inc. Standard Contract Form carefully, including Attachment C, General Terms and Conditions; Attachment D, Individual Conflict of Interest and Confidentiality; Attachment D1, Organization Conflict of Interest and Confidentiality; and Attachment E, Contract Insurance Requirements.

If the Proposer agrees to all the terms in the WCI, Inc. Standard Contract Form without modification, it must indicate so in its proposal, including using the cover letter paragraph specified in Section III that includes: "Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals..."

The Proposer may include in its proposal exceptions to the WCI, Inc. Standard Contract Form. The Proposer shall indicate each exception by:

1. Quoting the exact language from the WCI, Inc. Standard Contract Form.

2. Proposing alternative language to replace the language quoted from the WCI, Inc. Standard Contract form.

The proposed alternative language must be complete. The Proposer may describe the intent of the proposed alternative language.

Should the administratively and technically qualified Proposer with the highest overall score propose alternative language, WCI, Inc., at its sole discretion, will determine whether to consider any proposed alternative language during contract negotiations with the highest scoring bidder.

Bidders are advised that including exceptions to the WCI, Inc. Standard Contract Form may preclude a contract from being negotiated and executed within the timeframe of the Section III.A. Key Action Dates. WCI, Inc. may, at its sole discretion at any time, terminate negotiations with that Proposer and either negotiate a contract with the next highest scoring Proposer or choose to terminate the Request for Proposals process and not enter into a contract with any of the Proposers.

If the proposer includes exceptions to the WCI, Inc. Standard Contract form, the cover letter paragraph specified in Section III must be revised as follows (changes shown in **bold**):

> “The enclosed proposal is submitted in response to the above-referenced Request for Proposals, including any addenda. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals **(with the exceptions to the WCI, Inc. Standard Contract Form noted in Section __ of this proposal)** and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposals, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.”

V. EVALUATION

WCI, Inc. intends to enter into a contract with the administratively and technically qualified Proposer with the highest overall score, including both the Technical Evaluation and the Cost Evaluation. If a written contract cannot be negotiated, approved, and executed consistent with Section III.A. Key Action Dates, WCI, Inc. may, at its sole discretion at any time, terminate negotiations with that Proposer and either negotiate a contract with the next highest scoring Proposer or choose to terminate the Request for Proposals process and not enter into a contract with any of the Proposers.

The Proposer, by submitting a proposal, agrees that it will not claim damages, for whatever reason with respect to the competitive process, the evaluation of the proposals, and the selection of the successful bidder. Also, the Proposer, by submitting a proposal, waives any claim for loss of profits if no contract is made with the Proposer.

A. Administrative Evaluation

WCI, Inc. will conduct an administrative evaluation in accordance with the RFP requirements to determine whether the Proposer's proposal complies with the administrative requirements of the RFP. Each proposal will be checked for completeness and/or absence of all required information and documentation. During the evaluation period, if an item is unclear, Proposers may be requested to clarify.

The Sample Administrative Review Form (see below) will be used for the administrative review. Failure to receive a "Yes" evaluation for each item that is included in the administrative review may cause a proposal to be deemed not administratively qualified, and thus ineligible for award.

B. Technical Evaluation

WCI, Inc. will conduct a technical evaluation in accordance with the RFP requirements. WCI, Inc.'s evaluation team will score each proposal using the Sample Proposal Technical and Cost Evaluation Form (see below), which includes the following criteria:

1. Clarity and Organization the Proposal: 10 Points

2. Management Plan: 20 Points

3. Approach to Satisfying Project Requirements: 60 Points (A minimum of 5 points must be received for each of the six project requirements in order to be considered technically qualified.)

4. Work Plan and Schedule: 110 Points (Minimum of one-half of the possible points must be received for each of the six tasks and the schedule in order to be considered technically qualified.)

5. Organization and Personnel Minimum Qualifications (Proposer must meet or exceed the minimum requirements listed in Section IV, E in order to be considered technically qualified.).

6. Organization and Personnel Qualifications: 30 Points

The maximum available points in the Technical Evaluation is 230 points. To be considered technically qualified, a proposal must receive at least the minimum scores identified in criteria 3 and 4, and must receive evaluations of "Yes" for each of the requirements in criterion 5.

C. Cost Evaluation

The cost evaluation contains two parts.

1. Cost Reasonableness: WCI, Inc. will assess the clarity, reasonableness, and potential risks of the cost estimate provided by the Proposer. WCI, Inc. will consider the basis for the cost estimate provided by the Proposer, including the combination of factors that make up the cost estimate, including: Fixed Costs; Labor Costs; Usage Costs; and Other Direct Costs. This first part of the cost evaluation will be awarded up to 20 points.

2. Cost Estimate: The administratively and technically qualified proposal that has the lowest total cost estimate shall be given a maximum cost estimate score of 100 points. All other administratively and technically qualified proposals will receive a cost estimate score calculated as the ratio of the lowest cost proposal to the Proposer's cost, multiplied by the maximum cost estimate points available (100). As an illustration, assume that the lowest total cost estimate among the administratively and technically qualified proposals is $150,000. That proposal would receive a cost estimate score of 100 points. A second proposal may have a total cost estimate of $180,000. This second proposal would receive a cost estimate score of $150,000 / $180,000 * 100 = 83.3 points.

The maximum available points in the Cost Evaluation is 120 points.

The total score for a proposal will be the sum of the scores from the Technical Evaluation and the Cost Evaluation. The maximum available points in the Technical Evaluation and Cost Evaluation combined is 350 points.

Sample Administrative Review Form

Name of Proposer: ____

RFP SUBMISSION AND FORMATTING	**Yes**	**No**
RFP Received by Date & Time Specified		
Proposal Meets Formatting Requirements		
REQUIRED PROPOSAL COMPONENTS AND ATTACHMENTS INCLUDED	**Yes**	**No**
Title Page		
Cover Letter / Letter of Commitment		
Table of Contents		
Summary		
Technical Proposal		
Project Management Plan		
Approach to Satisfying Project Requirements		
Work Plan and Schedule		
Cost Proposal		
Attachment C Cost Worksheets		
Organizational and Personnel Qualifications		
References		
Attachment B: Proposal Reference Form		
Exceptions to the WCI, Inc. Standard Contract Form		
Attachment A: Required Attachment Check List		

Sample Proposal Technical and Cost Evaluation Form

Name of Proposer: ____

1. CLARITY AND ORGANIZATION OF PROPOSAL	Points Available 10	Points Awarded
The proposal is presented in a clear, organized manner that facilitates the evaluation process (10 points).		
2. PROJECT MANAGEMENT PLAN	Points Available 20	Points Awarded
Proposer provides a clear management structure and project organization that is reasonably expected to be capable of providing effective project control (20 points).		
3. APPROACH TO SATISFYING PROJECT REQUIREMENTS (Minimum of 5 points must be received for each of the six requirements.)	Points Available 60	Points Awarded
For each of the requirements, the Proposer describes the manner in which the Proposer will use resources, methods, systems, or other approaches to satisfy the requirements. The Proposer identifies potential challenges that could compromise the ability to satisfy each of the requirements, and explains how the Proposer will overcome the challenges to ensure the requirements are satisfied. Project Manager (10 points) Help Desk Availability (10 points) Language (10 points) Security (10 points) Accommodations (10 points) Performance Metrics (10 points)		

4. WORK PLAN AND WORK SCHEDULE (Minimum of one-half of the possible points must be received for each of the six tasks and the schedule.)	Points Available 110	Points Awarded
The Proposer describes the approach and methodology for performing each of the six tasks in the Scope of Work. The Proposer identifies specific techniques that will be used, and administrative and operational management controls that will be used to ensure timely delivery and high quality performance of each task. The Proposer indicates how its knowledge and skills developed in previous work will be applied to the tasks. The Proposer identifies possible risks to successful performance of each task and explains how the Proposer will address the risks to ensure that each task is successfully completed. The Proposer provides a schedule that includes the start of each task and the completion of draft and final deliverables. The Proposer demonstrates how the schedule will be achieved. Task 1: Preparation (15 Points) Task 2: Start Up with Intensive Oversight (15 Points) Task 3: Help Desk Operations (40 Points) Task 4: New Personnel (10 Points) Task 5: New Jurisdictions (10 Points) Task 6: Transition Out (10 Points) Schedule: (10 Points)		

5. ORGANIZATION AND PERSONNEL MINIMUM QUALIFICATIONS (Proposer must meet or exceed the minimum requirements listed in Section IV, E.)	Yes or No	
Minimum Organization Qualifications: A minimum of 5 years of experience providing help desk services with the scope, complexity, and level of service required for the Work.		
Minimum Personnel Qualifications for the Project Manager: A minimum of 5 years of experience managing the delivery of help desk services with the scope, complexity, and level of service required for the Work.		
Minimum Personnel Qualifications for Other Personnel: Experience that demonstrates the ability of personnel to provide help desk services with the scope, complexity, and level of service required for the Work.		
6. ORGANIZATION AND PERSONNEL QUALIFICATIONS	Points Available 30	Points Awarded
The Proposer describes the financial and managerial capacity of the organization to execute the Work reliably and successfully. The Proposer describes the qualifications and experience of the Project Manager. The Proposer describes the qualifications of the staff that are proposed to perform the Work. (Information from the References provided by the Proposer may be considered in this portion of the evaluation.)		
7. COST REASONABLENESS	Points Available 20	Points Awarded
WCI, Inc. will assess the clarity, reasonableness, and potential risks of the cost estimate provided by the Proposer.		

8. COST ESTIMATE	Points Available 100	Points Awarded
The administratively and technically qualified proposal that has the lowest total cost estimate will be given a maximum score of 100 for this criterion.		
TOTAL POINTS	Maximum Available 350	SCORE

VI. ATTACHMENTS

ATTACHMENT A:
REQUIRED ATTACHMENT CHECKLIST

RFP# 2012-02

Proposer's Name: ____

A complete proposal package will consist of all the items listed in the RFP, as well as those items identified below. Be sure that your proposal includes all required documents as stated in this RFP, not just those listed in this checklist. Refer to Section III of this RFP.

	Attachment	Attachment Name/Description
☐	Attachment A	Required Attachment Check List (include this list with your proposal package)
☐	Attachment B	Proposer References Form
☐	Attachment C	Cost Summary Sheets (2)

ATTACHMENT B:
PROPOSER REFERENCES FORM

RFP# 2012-02

Submission of this attachment is *mandatory*. Failure to complete and return this attachment with your proposal may cause your proposal to be rejected and deemed non-responsive.

Complete the table below listing information for three references illustrating previous work experience related to the goals and objectives outlined in the RFP.

REFERENCE 1			
Name of Organization			
Street Address	City	State/Prov.	Zip/Postal Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

REFERENCE 2			
Name of Organization			
Street Address	City	State/Prov.	Zip/Postal Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

REFERENCE 3			
Name of Organization			
Street Address	City	State/Prov.	Zip/Postal Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

ATTACHMENT C:
COST TABLES

RFP# 2012-02
Help Desk Services for the
Compliance Instrument Tracking System Services (CITSS)

Table A: Detailed Cost Estimate for Each Task

Cost Estimate for Task ___ for Year ___ of the Work			
Fixed Cost Estimate			
Description of Fixed Cost Items	**Quantity (as needed)**		**Cost Estimate**
[Item 1]			
[Item 2]			
[more as needed]			
Total Fixed Costs			
Labor Cost Estimate			
Labor Categories	**# Hours**	**Labor Rate**	**Cost Estimate**
[Labor Category 1]			
[Labor Category 2]			
[more as needed]			
Total Labor Costs			
Usage Cost Estimate			
Usage Categories	**Quantity**	**Unit Rate**	**Cost Estimate**
[Category 1]			
[Category 2]			
[more as needed]			
Total Usage Costs			
Other Direct Cost Estimate			
Types of Other Direct Costs	**Quantity (as needed)**		**Cost Estimate**
[Category 1]			
[Category 2]			
[more as needed]			
Total Other Direct Costs			
Total Task Cost Estimate			

Table B: Summary Cost Estimate

Task	Fixed Cost	Labor Cost	Usage Cost	Other Direct Cost	Total Cost
Task 1					
Task 2					
Task 3					
Task 4					
Task 5					
Task 6					
All Tasks					