## VENDOR PORTAL REFERENCE NUMBER 22030412 – Addendum 2

### SOLICITATION MODIFICATIONS

**A.8 – SUBMISSION OF OFFERS** is revised as follows:

Offer must be submitted in ~~three~~ five separately sealed packets as indicated below and clearly labeled with the Request for Proposal title, the packet number, the Offeror's name and the wording: **"Sealed Offer – Do Not Open."** The ~~three~~ five separately sealed packets may be submitted together in one mailing/shipping box or may be submitted separately in ~~three~~ five individual/shipping boxes. The ~~three~~ five portions of the Offer should not be included on one CD or USB. Pricing must be on a separate CD or USB unless otherwise instructed.

**A.22 - MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES PARTICIPATION AND UTILIZATION PLAN** is revised as follows:

This solicitation contains a 21% goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the State's procurement and contracting processes. Failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency/University BEP Liaison prior to submission of proposals.

BEP Liason: Michelle Casey
Phone Number: 217/524-0246
Email Address: Michelle.Casey@illinois.gov

Vendors who submit Offers for State contracts shall not be given a period after the Offer opening date to cure deficiencies in the Utilization Plan and the Letter of Intent, unless mandated by federal law or regulation. 30 ILCS 575(4)(e). Businesses included on Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by CMS as BEP vendors ~~prior to contract award~~ at the time of offer submission. Go to (http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx) for complete requirements for BEP certification.

**M.21** is removed as a requirement.

~~M.21- **SSAE 16 Audit** – Offeror must have a SSAE 16 audit completed prior to system implementation covering the services that are provided, and provide a copy of said audit with the detailed field summary to the CPO. The CPO must review the detailed field summary of the audit prior to sign-off for implementation release. Annual SSAE 16 audits must be completed after implementation of system. Please include the results of the security audit in the proposal.~~

## QUESTIONS and ANSWERS

1. "M.21. SSAE 16 Audit": Questions:

   a. This requirement is asking for an audit prior to sign-off on the Implementation release. The last sentence is asking for results of an audit in the proposal. Question: Can the State please explain the requirement?

   b. Is the State aware of the costs of proper SSAE 16 Audit's?

   c. Does the State have a preference of firms who can conduct the audit?

   d. If the requirement is a completed audit for proposal submission – Is the State aware of how many VP's exist with legitimate SSAE 16 audits?

   e. Will the State accept a data centers SSAE 16 Audit report?

   This requirement will be removed from the solicitation.

2. "PRICE.4. Gigabyte Cost" – Question: Can the State please expand on the "initial" storage needs and or expectations?

   S.1 states the VP should support one million or more users. Vendors should base initial storage requirements on this number of users.

3. "PRICE.5. Software Licensing" – Question: Is the State seeking different options here?

   The State is interested in evaluating all options that may meet its needs. Vendor is expected to tell us what type of licensing will be provided and the cost for each that applies.

4. Can you make public the study results done by Wisdom Tech Consulting for the Vendor Portal Study? (#22024437)

   A copy of the summary of the Vendor Portal study conducted by Wisdom Tech Consulting is attached.

5. Do we need to come over there for meetings?

   The RFP does not specify "in-person" meetings. Vendors should provide detail in the proposal regarding how they will meet the milestones and deliverables. Video conferencing is an acceptable option for Demonstrations presented by qualified vendors.

6. Can we submit our proposals via email?

   No, proposals may not be submitted electronically. They may be mailed via US Mail, shipped via the carrier of your choice, or hand-delivered.

7. Are you looking for a package/COTS solution?

   Is the state looking for an off-the-shelf solution, or is the state leaning towards a custom built solution?

   It's obvious the state is looking for a SaaS option. Is the state interested in leveraging existing technology that the state owns that covers this sort of functionality and it's not fast-paced?

The State is interested in evaluating all options that may meet its needs. Vendors should propose the solution they feel best meets the State's requirements.

8. Is it mandatory that the package already be running, installed somewhere already?

   That is not a mandatory requirement; however, we are requesting references from firms with whom you've done similar work.

9. Whether companies from Outside USA can apply for this? (From India or Canada)

   Can we perform the tasks outside USA? (From India or Canada)

   Must all staff for this project be located in the US?

   Must all of the software development work be done in the US?

   My company is incorporated in a different state but pays Illinois business taxes. It is located in Illinois and authorized to do business in Illinois. I am also part owner of a software company has staff in the US and foreign country. Am I eligible to bid for the Vendor Portal contract using the US and Foreign entity. Alternatively, am I eligible to bid for this project and subcontract the US/Foreign Corporation to support my company in performing the services required for this contract? Time and expenses will go in to bid preparation so I need to know whether the fact that a partner company (or subcontracting partner) has staff located outside the US would preclude me from being eligible for the Vendor Portal.

   Those vendors are neither precluded from bidding nor are they precluded from receiving an award, however, as is the case in any solicitation, the preferences provided for under the Procurement Code will be taken into consideration when awarding a contract.

10. Due to the level of information requested, we are requesting that the State extend the due date from April 11, 2013 for an additional 2 weeks to April 25, 2013.

    An extension is not being considered at this time.

11. Do you have an approximate number of vendors who will be using this vendor portal? Do you have an approximate value for initial storage?

    In the solicitation (see S.1) we mention that there will be one million or more individual users. This number is an estimate. Vendors are included in this number. Vendors should base initial storage requirements on this number of users.

12. Is there an initial requirement for back office integration or integration with other state systems?

    This is not an initial requirement, but S.3 references the expandability of the solution to potentially include such integration.

13. Is there an initial requirement for data migration and conversion?

    No data will need to be migrated into the system to start; we want vendors/users to enter all of their own data. However, as M.5 states, there is a requirement regarding the ability to convert/migrate data in the future after the VP is in production and contains vendor/user data.

14. Since there are 4 different Chief Procurement Officers, is there an expectation that vendor data will be treated differently?

    There is no expectation that vendor data will be treated differently across the four CPOs.

15. Is the vendor portal supposed to have the functionality to validate or verify vendor information?

    The VP is expected to serve as a location to collect vendor information. There is no expectation that the VP will provide a qualitative analysis of the vendor's content. There will be a human role in the qualitative analysis.

16. In M.29, commodity codes are mentioned. What are the commodity codes that need to be cross-referenced?

    The State currently uses several commodity code systems. There is no standard. The VP will need to allow entry of several different commodity codes for the same vendor if that vendor has previously used different codes to identify the goods or services they sell.

17. Is there additional consideration in the evaluation for performance of work within the United States?

    There are a number of preferences allowed for in the Procurement Code (see C.12 for a list of preferences). As part of the Procurement of Domestic Products Act, vendors are required to state where services will be performed.

18. Section (M.28) references that the vendor portal has to meet all standards defined by the Illinois Information Technology Accessibility Act. What is your position on that as far as how active that needs to be? How will you know whether it's compliant or not?

    The Illinois Information Technology Accessibility Act (IITAA) requires Illinois agencies and universities to ensure that their web sites, information systems, and information technologies are accessible to people with disabilities. The IITAA does allow for certain exceptions. If a solution qualifies for any of the allowed exceptions, then identify those and state why compliance is not possible.

19. Company has an App that (subsequent when you guys) (unintelligible) for (unintelligible)? If a company has a similar system, will extra evaluation points be given if screen shots are included in the proposal?

    Vendors should communicate their solution in the best way possible. Evaluation criteria are stated in section B.4.

20. Are you looking for a company that has done this before or any company that proposes a solution?

    The State is looking for the solution that best meets the requirements at a fair and reasonable price.

21. Is more weight being given for experience?

    Evaluation criteria are stated in section B.4. Additional information regarding points for experience is provided in section 1.2.8.

22. Can you clarify when the 6 month implementation timeline begins?

    The State prefers full implementation within 6 months from date of contract execution.

23. The solicitation mentions a "Standard Subcontractor Certification form". Where is this form located?

The "Standard Subcontractor Certification form" no longer exists. This reference is an error in the solicitation document. All potential vendors, whether seeking prime or subcontracts, complete the same forms.

24. Which forms must a subcontractor provide?

    Subcontractors who receive $50,000 or more for the performance of parts of the contract must complete Attachment GG (Standard Certifications) and Attachment HH (Financial Disclosures and Conflicts of Interest).

25. S.13 states "use of electronic signatures on documents." Could you please specify what this means?

    After completion of information, vendors will be required to approve and validate submission by electronic signature within the VP. For example, electronic signature may be accomplished by Public Key Infrastructure solution or other digital signature solution.

26. Why are References required but not included in the scoring criteria?

    While references are not being given points towards a vendor's technical score, each reference will be contacted and considered in determining whether the vendor is Responsible (see A.21.2). If the references are determined to be poor, then the State may determine, in conjunction with other factors, that the vendor is not Responsible and should be disqualified.

27. My company is a certified MBE in the state of Illinois. Do we still need to subcontract 21% to businesses owned and controlled by minorities, females, and persons with disabilities? Does our MBE status be considered to fulfill this requirement?

    A vendor that is certified in the State's Business Enterprise Program (BEP) is not required to subcontract with additional BEP firms. Vendors, whether pursuing prime or subcontracts, must be registered in BEP at the time that bids are due.

# State of IL Chief Procurement Office
## Vendor Portal Conference
**Reference # 22030412**
**3/26/2013**

| Printed Name | Business / Firm Representing | Address | Email | Interest in Subcontracting? |
|---|---|---|---|---|
| Jeff Wheaton | MSFSW | Spfld | jwheaton@msfw.com | ☒yes ☐no |
| Mark Townsend | IBM | Spfld | mrtowns@us.ibm.com | ☒yes ☐no |
| Sandeep Nain | SNtial | Chicago | sandeep.nain@sntialtech.com | ☒yes ☐no |
| Katelyn Roe | Catalyst Consulting Group | Chicago | katelyn.roe@catconsult.com | ☒yes ☐no |
| Isaac King | King Technology | Springfield | isaac@kingtech.net | ☒yes ☐no |
| Sam Ganci | MSFW | Spfld | sganci@msfw.com | ☒yes ☐no |
| Alan Harlin | HCS, Inc | Spfld | aharling@harlingcs.com | ☒yes ☐no |
| David Ervin | Capitol Strategies | Spfld | david.ervin@cap-strategies.com | ☒yes ☐no |
| Scott Benham | Software AG | Chicago | Scott.Benham@softwareAG.com | ☒yes ☐no |
| Jake Lohrenz | | | | ☐yes ☐no |
| Leroy Smyth | Lead IT Corporation | Spfld | | ☐yes ☐no |
| | | | | ☐yes ☐no |
| | | | | ☐yes ☐no |

Executive Ethics Commission
Chief Procurement Office

# Executive Summary - Vendor Portal Study

State of Illinois – EEC / CPO

May 17, 2012

REDACTED

WisdomTech Consulting
Barbara Pryor – Engagement Manager
Maryann Miskiewicz – Project Manager

# Introduction / Project Summary

## Project Summary

The State of Illinois, Executive Ethics Committee and the Chief Procurement Office engaged WisdomTech Consulting (WTC) to assess and develop requirements for a Vendor Portal for internal employees and vendors looking to do business with State Agencies. To accomplish this, the WisdomTech Team worked in collaboration with Key Stakeholders throughout the State of Illinois to review the current processes as well as to understand the States business requirements for a Vendor Portal.

The overall goal of this assessment was to identify and review currently available tools / solutions that provide a central data repository to increase overall efficiencies, reduce the cost of procurement as well as to provide the State with one central location for Vendors to reference when seeking to conduct business with the State of Illinois. To accomplish these goals, Key Stakeholders overwhelmingly believed that the solution ultimately selected for implementation must be web-enabled, provide functionality for Vendors to view solicitation opportunities, electronically submit and manage certification applications and disclosure documentation.

These objectives must also be in alignment with the Chief Procurement Office's responsibility to manage over $10.5 billion in procurements as well as to enforce the Illinois Procurement Code, which requires that solicitors and contractors meet a number of Certification and Disclosure Statement requirements.

During this assessment, the WisdomTech Team completed the following activities:

- Facilitated a Requirements Analysis Session to:
  - Define the current business processes and,
  - Identify desired features an automated system should have to support these processes.
- Conducted interviews with the Key Stakeholders to define the requirements for a new solution.
- Conducted market research to identify potential solutions currently available which might meet the Chief Procurement Officers requirements / needs.
- Conducted vendor demonstrations to allow for valid comparisons of cost and features offered.
- Evaluated solutions by providing scoring mechanism based on requirements
- Prepared a Report of Findings – Detailing the recommended solution – cost, functionality, implementation time frame, as well as solution flexibility to meet the

States future needs.

**Current Environment**

In its current environment the State of Illinois uses four (4) different Procurement Bulletins to distribute various solicitations for vendors review.

The four (4) sites include:

- Illinois Procurement Bulletin (www.purchase.state.il.us)
- Illinois Public Higher Education Procurement Bulletin (www.procure.stateuniv.state.il.us/)
- Transportation Bulletin (www.dot.il.gov/desenv/transprocbulletin.html)
- Illinois Capital Development Board website (www.cdb.state.il.us/procurement.shtml).

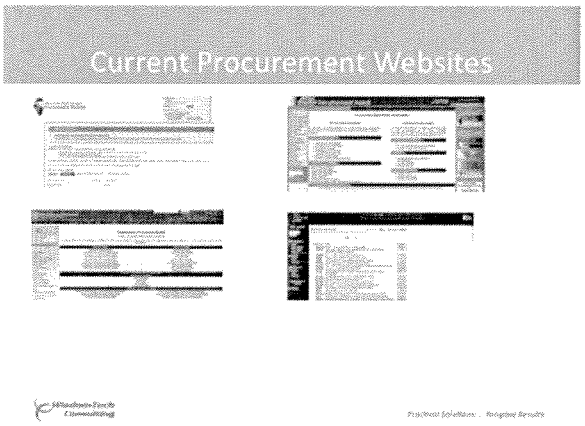


*Figure A – Current Procurement Bulletins*

During our discovery sessions, several Stakeholders indicated the cost of Procurement could be reduced by allowing Vendors to electronically submit and maintain Certifications and Disclosure Statements, upload Bid Responses etc. Because the current process requires Vendors to ensure Certifications are current as well as ensure that the correct Disclosure Statements are submitted with each bid, Vendor proposals are often deemed non compliant and are disqualified due to incomplete information / submittals. This challenge, increases the States cost of procurement as it reduces the number of qualified bidders – resulting in a decrease in vendor competition.

This Executive Summary is intended to provide a high level overview of the State of Illinois, Vendor Portal Study Findings. The Executive Overview will provide sight into key Vendor Portal functionality currently available, provide preliminary cost estimates and implementation timeframes.

**Vendor / Solution Analysis**

During this assessment the WisdomTech Team worked with the Key Stakeholders to review the State of Illinois current pre-procurement processes and vendor relationship management efforts, identify areas of opportunity and gather the States business requirements for a Vendor Portal.

Working with the State, the WisdomTech Team first compiled a "Stakeholder Register" consisting of representatives from the following 9 (nine) functional areas: Higher Education, Technology & Legal, General Services, CMS Strategic Sourcing, BEP, PPB, CDB, Small Business, and the EEC. Through a series of Interviews and sessions conducted from April 10 through May 01, 2012 over 100 requirements were identified.

The WisdomTech Team researched available Vendor Portal Solutions – based on the Requirements Matrix prioritized by the State of Illinois Key Stakeholders. The goal was to identify solutions, applications or technology tools that closely aligned to the requirements and select the top 3-4 solutions thought to have the strongest capabilities.

The initial research effort verified that most State governments are offering electronic means for vendors (suppliers) to register, become certified and generally to conduct pre-purchasing and purchasing tasks on-line. The WisdomTech Team identified 15 (fifteen) possible solutions for more in-depth analysis.

The following core requirements were also identified as listed below. These requirements are based on the Requirements Matrix as well as the information submitted by each vendor, outlining their ability to meet requirements of the State defined as follows:

- ***Requirements***: general categories of requirements identified as needed in the short term by Key Stakeholders:
    - Vendor Registration/Pre-Qualification
    - Vendor Certification
    - Portal Offerings, Internal User and general Public
    - Security
    - eForms
    - Workflow
    - Automatic Notifications
    - Other communication features
    - Reports and Query capabilities

- System Integration capabilities
- Bid Module offered with product portal
- Contract Module offered with product portal
- "ERP" complete solution functionality

**Summary of Research Findings**

The WisdomTech Team Research confirmed the availability of products that meet the State's requirements.

In comparing all 15 (fifteen) vendors, WisdomTech found the following results by category:

- *Technology*
  - Most all products are web-based to allow for both internal and external users to access anytime, from any computer with a pre-determined URL.
  - Delivery Models offered
    - SaaS (Software as a Service): is offered by at least 7 (seven) vendors:
    - On-Premise client server was only offered by 1 (one) vendor
- *Security Features*: at least 10 (ten) vendors offered security features expected by State
- *Vendor Registration*: offered by at least 11(eleven) vendors
- *Vendor Certification*: offered by at least 5 (five) vendors, also offered Vendor Registration functionality
- *Portals*
  - Vendor and Internal User Portals: offered by at least 13 (thirteen) vendors
  - Public Portals: offered by at least 6 (six) vendors
- *eForms*: offered by at least 8 (eight) vendors
- *Workflow*: offered by at least 9 (nine) vendors
- Automated Email Notification (tied to Workflow): offered by at least 9 (nine) vendors
- *"Other" Communication"* Features: e.g. web page real estate devoted to announcements, module specific for communications: offered by at least 9 (nine) vendors
- *Reports and Query Capabilities*: offered by at least 11 (eleven) vendors
- *System Integration Capability*: offered by at least 10 (ten) vendors

**Cost**

To estimate the cost of the desired "Vendor Portal", WisdomTech Consulting conducted an informal Request for Information by developing and submitting a "Vendor Questionnaire" to the three (3) vendors invited to demonstrate their solutions.

The vendor questionnaire augmented the information viewed / gathered during the hour-long vendor demonstrations. We requested the vendors to:

- Identify vendors' references for clients with a similar scope,
- Identify the relative "Time-To-Deliver" the solution (number days, months, etc.)
- Identify the overall number of installations,
- Discuss their data security measures, tactics
- Specify technology / installation considerations such as: browsers supported, development platform, Database language and software release schedule
- Discuss their system integration approach, method and tools; and Provide cost information.

WisdomTech requested respondents to also detail costs for: Hardware, Software Licenses, Data Storage, Data Migration/Conversion, System Integration, System Configuration, Training, Project Management and Annual Support and Maintenance.

Additionally, the vendors were requested to indicate whether in addition to an "on-premise" solution, they provided Software as a Service (SaaS). Using the SaaS Model, the vendor provides all related hardware and software for multiple clients and the client pays an annual subscription or 'rental' fee. Results from the 'cost' section of the Questionnaire follow.

**Cost Summary**

Three Vendors were asked to supply costs, by technology delivery platform: On-Premise or SaaS. Of the 3 vendors responding, one offers only a hosted solution; 2 provide both platforms: On-Premise or SaaS.

**Hosted Solutions**

*5-Year, Preliminary Estimates for Hosted Solutions were as follows:*

| | Vendor G | Vendor I | Vendor F |
|---|---|---|---|
| | [redacted] | $[redacted] | $[redacted] |
| Estimate Notes | Provides key functionality and integrate to all required systems, websites | key functionality limitations, therefore lower license costs, maintenance, etc. | Provides key functionality, and, ERP-like purchasing, receiving, invoicing functions. |

[redacted]

**On-Premise Solutions**

*5-Year, Preliminary Estimates for On-Premise Solutions were as follows:*

| | Vendor I | Vendor F |
|---|---|---|
| | [redacted] | [redacted] |
| Estimate Notes | key functionality limitations, therefore lower license, maintenance, "subscription" costs, etc. | Provides key functionality, and, ERP-like purchasing, receiving, invoicing functions. |

| WisdomTech Consulting | VENDOR PORTAL PRELIMINARY, ESTIMATED COSTS | | | | |
|---|---|---|---|---|---|
| | Vendor G | Vendor I | | Vendor F | |
| COST CATEGORY | SaaS (Only) | Client-Hosted | SaaS | Client-Hosted | SaaS |
| A) 1-Time Implementation Costs | | | | | |
| Hardware | [redacted] | | | | |
| Software | | | | | |
| One-Time Provisioning Charge if SaaS | | | | | |
| Data Storage | | | | | |
| Professional Sevices | | | | | |
| *Data Migration/Conversion* | | | | | |
| *System Integration* | | | | | |
| *System Configuration* | | | | | |
| *Training* | | | | | |
| *Project Management* | | | | | |
| *Base Total* | | | | | |
| | | | | | |
| 15% Contingency (unknown costs) | | | | | |
| *Implementation Subtotal* | | | | | |
| | | | | | |
| 25% margin for error | | | | | |
| *Total Project Implementation* | | | | | |
| | | | | | |
| B) Year 1 Support & Maintenance | | | | | |
| Total Year One Costs | | | | | |
| | | | | | |
| C) Year 2-5 Support & Maintenance | | | | | |
| Year 2 | | | | | |
| Year 3 | | | | | |
| Year 4 | | | | | |
| Year 5 | | | | | |
| 5-YR TOTAL COST OF OWNERSHIP | | | | | |

*Figure J – Cost Analysis*

**In Conclusion**

The WisdomTech Team's research found that there are at several commercially available solutions that will meet the State of Illinois current and future needs for a Vendor Portal. We also found that the technology for Vendor Portals is in high demand by State entities as they look for additional tools to increase efficiencies, reduce cost as well as improve service to both external (vendors) and internal (employees) customers.

We also found that vendors are continuing to develop and enhance solutions to meet the long-term needs of their respective customer base. Of the top 3 vendors identified, each exhibited a strong presence in public sector as they all have several clients who are classified as States, counties and municipal government entities.