



Winston-Salem

Request for Proposals

Risk Solution Services

Proposals will be received by

12:00 Noon, April 4, 2019

IN

Purchasing Department, City Hall Building

101 North Main Street, Suite 324 Winston-Salem, NC 27101

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Risk Solution Services** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC **until 12:00 Noon, April 4, 2019**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

SECTION I - INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only** by **12:00 Noon, March 27, 2019**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

All proposals shall be returned in a sealed container or envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) copies of the complete proposal marked Risk Solution Services. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, April 4, 2019. Late proposals will not be considered.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

The City reserves the right to hold proposals open for a period of sixty days (60) days after due date before making awards.

SECTION 2 - SCOPE OF WORK/TECHNICAL SPECIFICATIONS

Purpose of this RFP

The City of Winston Salem Revenue Division is soliciting proposals from interested Risk Solution information service providers to supply a web-based investigative research solution to a local government agency for the purpose of debt recovery, loss prevention, and fraud prevention and detection.

The solution will supply essential personal information such as:

- known names or aliases
- address history
- birth and death dates
- telephone numbers
- social security or TIN number(s)
- employment information
- motor vehicle information
- property records
- bankruptcy history
- criminal history
- complex relationship information

We will use the information provided to safeguard our customers and reduce financial loss.

Description & Scope of the Project

The successful vendor will offer the following features in a solution to provide the personal information as listed in part 1.0:

1. A competitive monthly fee that includes an acceptable number of concurrent licenses for unlimited access.
2. Round-the-clock access.
3. Dependable service, including IT staff availability to address problems related to inability to gain access in a timely manner, with minimum down-time.
4. Secure logins for licensed users.
5. Ability to search on a variety of search keys.
6. Up-to-date and accurate information about the individual being searched.
7. Easy to read and well-organized returned data.
8. Vendor must adhere to industry standard rules and regulations concerning personal information.
9. System administrator security designation to one user to remove, add or modify users as needed.
10. Detailed reporting capabilities to monitor user activity upon request.
11. Training of staff on the use of the system, as needed.

Contract

Any contract resulting from this proposal shall have an initial term of one (1) year from the date of a fully executed contract. The contract may be extended for as many as two (2) additional twelve (12) month period, for a total of three years, provided that both parties are in agreement and funds are made available for this purpose.

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SELECTION PROCESS AND EVALUATION CRITERIA

A. SELECTION PROCESS

The City reserves the right to act as sole judge of the content of the proposals submitted for the City's evaluation/selection.

B. EVALUATION CRITERIA

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

- **Price Value:** The total cost of providing all the required services and/or additional cost needed to provide services that may not be included the basic cost structure. A competitive monthly fee that includes an acceptable number of concurrent licenses for unlimited access.
- **Quality of Proposal:** Meets RFP requirements, readability and flow of proposal, the respondent's responsiveness and compliance with the RFP requirements and conditions. The respondent's demonstrated ability, capacity, and skill to fully provide the services requested by the City through this RFP.
- **Staff Availability** – IT staff availability to address problems related to inability to gain access in a timely manner, with minimum down-time. Training of staff on the use of the system, as needed
- **Reference List Of Governmental Clients:** Please provide a list of governmental clients with whom the proposer is currently working with, or with whom they have worked with in the past. Proposers should submit at least three (3) references, for similar services performed within the past five (5) years, preferably with governmental entities.
- **Qualifications and Experience-** Describe your firm and provide a statement of the firm's qualifications for performing the requested services. Identify which services would be completed by your firm's staff and those that would be provided by sub-consultants, if any.

C. EVALUATION PROCESS

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.