



STATE OF ARKANSAS

OFFICE OF STATE PROCUREMENT

1509 West 7th Street, Room 300
Little Rock, Arkansas 72201-4222

TECHNICAL PROPOSAL PACKET

REVISED 6/25/2015

SP-15-0049

CAUTION TO VENDOR

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.



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PROPOSAL SIGNATURE PAGE

Type or Print the following information.

| RESPONDENT'S INFORMATION | | | | |
|--|---|---|--|---|
| Company: | | | | |
| Address: | | | | |
| City: | | State: | | Zip Code: |
| Business Designation: | <input type="checkbox"/> Individual <input type="checkbox"/> Partnership | <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation | <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Government/ Nonprofit | |
| Minority Designation: <i>See Minority Business Policy</i> | <input type="checkbox"/> Not Applicable | <input type="checkbox"/> African American <input type="checkbox"/> American Indian | <input type="checkbox"/> Hispanic American <input type="checkbox"/> Asian American | <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Service Disabled Veteran |
| AR Minority Certification #: | | Service Disabled Veteran Certification #: | | |

| VENDOR CONTACT INFORMATION | |
|---|------------------|
| <i>Provide contact information to be used for bid solicitation related matters.</i> | |
| Contact Person: | Title: |
| Phone: | Alternate Phone: |
| Email: | |

| CONFIRMATION OF REDACTED COPY |
|--|
| <input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with vendor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), shall be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See bid solicitation for additional information.</i> |

An official authorized to bind the vendor to a resultant contract must sign below.

The signature below signifies agreement that either of the following **shall** cause the vendor's proposal to be disqualified:

- Additional terms or conditions submitted in their proposal, whether submitted intentionally or inadvertently.
- Any exception that conflicts with a Requirement of this *Bid Solicitation*.

Authorized Signature: _____ Title: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE

- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

VENDOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

| Subcontractor's Company Name | Street Address | City, State, ZIP |
|-------------------------------------|-----------------------|-------------------------|
| | | |
| | | |
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| | | |
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| | | |

☐ **VENDOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

By signature below, vendor agrees to and **shall** fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ **Date:** _____

INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Vendor may expand the space under each item/question to provide a complete response.*
- **Do not** include additional information if not pertinent to the itemized request.

**Maximum RAW
Score Available**

E.1 CORPORATE BACKGROUND, RECOMMENDATIONS, AND, QUALIFICATIONS

A. Provide background details regarding both prime and subcontractor:

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- Date company established
- Name of company
- Home office address
- Ownership (whether public, partnership, subsidiary, or specified other)
- Name, title, telephone number and email address of key contact person
- Company history detailing number of years in this type of business
- Detailed listing of projects of same or similar nature that the company has in operation
- An organizational chart displaying the overall business structure

B. Provide Letter of Recommendation (LOR) from the last three (3) contracts awarded that contain a similar scope of work as defined in this RFP. There should be three (3) LOR for the respondent and three (3) for subcontractor(s) that meet the following criteria:

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- Be on official letterhead of the party submitting recommendation.
- Be from entities with recent (within the last five (5) years) contract experience with the respondent.
 - If the respondent or subcontractor has no recent contract experience, this should be noted and letters should be from organizations regarding work closely related to the scope of work as defined in this RFP.
- Be from individuals who can directly attest to the respondent's qualification relevant to this RFP.
- Be limited to organizational recommendations, not personal recommendations.
- Be dated no more than six (6) months prior to the proposal submission date.
- At minimum, contain the current contact information for reference, including:
 - Name
 - Phone number
 - Email address
 - Mailing address
- Do not use letters from current ADEQ employees.

C. For each referenced contract above, the respondent should

- | | |
|---|---|
| 1. Provide a description of work performed, the time period of the project or contract, the staff-months required and the contract amount. | 5 |
| 2. A statement specifying the extent of responsibility and experience on each described project. | 5 |
| D. Provide the number and a description of recent successfully completed projects of similar scope and size within the last 24 months. | 5 |
| E. Provide the resume of the proposed Project Management and key leaders assigned to this project. Resumes should provide evidence of qualifications and credentials such as any degree(s), certification(s), achievement(s) and relevant experience of the PM and key leaders. | 5 |
| F. Provide proof of PM having a minimum of five (5) years' experience managing projects of similar size. | 5 |
| G. Provide proof that vendor is ISO 9001:2008 and a Microsoft Gold Certified Partner. | 5 |

E.2 FUNCTIONALITY AND CAPABILITIES

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| A. Provide a detailed description of vendor's "Out of the Box" configured product that is fully developed and tested. The solution's description should provide evidence of the overall functionality that is user friendly. | 5 |
| B. Describe how the proposed system has the functionality to be upgraded to the latest versions of the SQL Server offered by Microsoft. | 5 |
| C. Provide detailed descriptions of the ease of user customization of the system and how it can be accomplished without the re-writing of computer coding. | 5 |
| D. Provide detailed descriptions of the how ADEQ can easily change tab labels, drop down menu titles, columns of data or report layouts. | 5 |
| E. Provide detailed descriptions of the how proposed solution has the ability of being customized by the users without additional charge for coding by the vendor. | 5 |
| F. Within LIMS data processes, provide a detailed description of the ease of use regarding the use of ad-hoc querying available for multiple search categories including the following: | 5 |
| <ul style="list-style-type: none"> • Dates • Clients • Sampling locations • Analytical methods • Analytical parameters on a particular sample and for a particular analytical batch • Workload management • Sample status • Tracking | |
| G. Provide a screen shot(s) and a description of cost accounting and tracking features available. | 5 |
| H. Provide a screen shot(s) and a description of the chemical inventory features available that | 5 |

includes bar-coding capability.

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| I. Provide any additional information concerning functions and capabilities the system has, which may include ISO, DoD or NELAC certifications or compliance; unique functionality of LIMS and add on capabilities. | 5 |
| J. Describe the capability of LIMS use with portable devices such as tablets that analysts may work with in the laboratory, or field samplers may use. | 5 |
| K. Provide an example of the ease of ad hoc queries by the end users of LIMS to access data in a manner that relieves them of having to understand the data storage and programming techniques of the system, including the ability to select data grids to search using the following preferences: <ul style="list-style-type: none"> • Sample identification • Location • Date received • Sample collector • Test method • Analyte • Results • Sample type and status | 5 |
| L. Provide a description of the LIMS management procedures and roles for administrators and the naming of specific roles and permissions for users. | 5 |
| M. Describe the ease of expanding LIMS to meet the future needs and requirements as it pertains to the environmental field of analysis, record keeping and reporting. | 5 |
| A. Describe the equipment and asset maintenance functionality for the following: <ol style="list-style-type: none"> 1. LIMS ability to track instrument calibrations. 2. LIMS ability to track instrument repairs. 3. LIMS ability to track asset repairs and maintenance 4. LIMS ability for instruments and assets with out of date maintenance to be selected within LIMS | 5 |

E.3 SAMPLE MANAGEMENT

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| A. Describe the system's intuitiveness regarding the use of minimal mouse-clicks and easy to | 5 |
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access processes for the following:

- Login
- Data input
- Data transfer from instrumentation
- Data processing and manipulation
- Data review

- | | |
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| B. Provide a description of how the pre-login of anticipated samples are easily edited should changes occur in the sampling plan. Include a description of how this is accomplished for a single sample and for a group of samples in a work order or batch. | 5 |
| C. Should the pre-logging of samples include creating a sample number, provide a detailed description of how the changes will not affect samples logged in after the pre-logged samples. | 5 |
| D. Provide a description showing how each sample, and group of samples, has the capability to have analyses added or canceled after the log-in process has been completed. | 5 |
| E. Provide an example and explanation of the bar-coding capability for samples and reagents, showing how the bar-coding links all associated data with the laboratory data package. | 5 |
| F. Describe how a single analytes or a reference to a group of analyte components can be easily assigned to samples during and after the log-in process. | 5 |
| G. Describe the process of the addition of analytes that are user configurable, not a vendor coding event. | 5 |
| H. Provide a detailed description of the installation of new analyte to LIMS. | 5 |
| I. Provide a detailed description of ways to make work assignments within LIMS based on analysis type, workstation, instrument and analyst. | 5 |
| J. Provide examples of bench sheet capabilities and flexibilities, showing generation of bench sheets by a user or in a batch process, including the ability to add additional samples received after the original bench sheet was executed and the ability to cancel a sample or analysis after it was scheduled. | 5 |
| K. Describe the flexibility of the bench sheet format to show all samples for one analysis and all analyses for one sample. If there are other possibilities those can be shared also. | 5 |

E.4 DATA MANAGEMENT

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|---|---|
| Provide a detailed methodology of how LIMS is capable of import/export using Microsoft programs including data and text cells. | 5 |
| A. Provide a detailed methodology of how LIMS is capable of simultaneously acquiring data from the instrument while performing LIMS functions on a Windows based workstation. | 5 |
| B. Provide examples of entering test results in the following formats: | 5 |
| <ul style="list-style-type: none"> • Manual entry by the analyst for each sample for one analysis • Instrument data transfer to LIMS for all samples in the analytical run • All results from many tests performed on one sample | |

- All results from one test performed on many samples
 - Recording of special values in text form or special characters such as Not Detected, less than or greater than (< or >), and the ability to handle these values in mathematical calculations
 - The ability to enter these text values into the results field on the report
 - Changing the units for samples from one format to another with any resulting computations automatically performed (i.e. ppm to ppb or mg/L to ug/ml).
- C. Describe LIMS ability to transfer data via interface from each instrument uniquely identified, to uniquely identified computers, tablets and servers. 5
- D. Describe LIMS ability to allow user access to data in a selected database (e.g. LIMS database and the historical database), while providing specific sample data associated with the sample. Describe the ability of these queries to be exported to a printer, and saved in an Excel, XML or ASCII file format. 5
- E. Describe LIMS ability to filter the data by columns or multiple columns, saving setting formats that follow the user from computer to computer so that each user can configure the data grid to match their own desires. 5

E.5 QUALITY CONTROL AND QUALITY ASSURANCE

- A. Provide methodology of how Quality Control and Quality Assurance processes are made accessible all through LIMS data and are able to provide the following: 5
- Control limit graphics/charts,
 - Data quality evaluation, trend analysis,
 - Data validation packages for NELAC and ISO 17025 compliance,
 - Analyst training records with current competency tracking,
 - Instrument maintenance logs,
 - Reagent tracking through the analytical process,
 - Chemical inventory with Certificate of Analysis attached and retained.
- B. Describe how the laboratory Standard Operating Procedures (SOP) and analytical methods will be accessible to the analyst within LIMS for ease of reference and procedural tracking. 5
- C. Describe LIMS Personnel Management features including training and certification tracking, with notification. 5
- D. Describe LIMS ability to track instrumentation calibration and maintenance. 5
- E. Describe LIMS ability to send alerts to analysts, supervisors, and administrators indicating any problems with data and/or samples. Examples include but are not limited to: 5
- Sample holding times or high priority
 - Analysis time starting before sample receipt
 - Conflict between sample matrix and results units

- data out of acceptable quality control criteria
- Missing analytical results or mandatory data fields
- Need for instrument calibration or maintenance
- Analyst needing annual training documentation
- Results for a total analyte being lower than the sum of its parts (e.g. total metals higher than dissolved).

F. Provide a screen shot(s) and a description of the following audit trail functionality:

- Changes made in LIMS and how management will know the responsible party for that change.
- Required response, acknowledgement, or confirmation from the party making the changes.
- Proof that the LIMS's audit trail cannot be disabled.
- LIMS ability to query all portions of the audit system.
- Ability of the audit trails to be archived.
-

G. Provide screenshot(s) and a description of bench sheet formats. Show editing abilities to make changes, for example the name of the analyst, lab reagents and standards used in the analytical process.

H. Describe the capability to modify the format to meet laboratory preferences such as analysis name, method and SOP references, sample names and identifiers, dates and quality control samples to be included as part of the lab batch.

E.6 INSTALLATION AND TRAINING

A. Provide a proposed installation plan including a project timeline and training schedule.

B. Describe all documentation that will be provided hardcopy or on-line documentation.

C. Describe the initial training for laboratory and system personnel/computer services users on-site and describe the length of initial training.

D. Describe any off-site training available to laboratory and system personnel/computer services users.

E. Describe any follow up training and/or on-going distance learning training options (e.g. webinar, web-based) for occasions such as:

- For refresher courses
- When changes are implemented,
- New hire, etc.

F. Describe LIMS features that requires in-depth training and the vendor's methodology of providing said training.

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|---|---|
| G. Provide a detailed description of the two (2) sessions, initial training and the anticipated length of said training. | 5 |
| H. Provide a detailed plan for installation, which includes a discussion of converting and implementing the three ETL procedures. | 5 |

E.7 SUPPORT AND MAINTENANCE

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Provide a detailed description of Vendor's provided Technical Support for LIMS, including the following:

- Support services
- Business hours
- Conditions
- Description of how fees are assessed. (DO NOT include any actual pricing)
- Description of Technical Support past the first year. (DO NOT include any actual pricing)

E.8 REPORTING

- | | |
|--|---|
| A. Provide examples of reporting abilities from LIMS data being ODBC compliant (Open Data Base Connectivity). Including, the ability to choose standard pre-programmed report forms that include comments, narratives, data qualifiers and definitions. Management reports should be provided that includes current workload, sample volume, backlog, sample aging, data review, and quality control reports with charting plus text capability. | 5 |
| B. Provide screen shot(s) and descriptions of reporting format options for font size and type, headers and footers for pages, and the ability to change the number of significant figures, changing the reporting units that will automatically generate the necessary changes in calculations. | 5 |
| C. Provide screen shot(s) and describe the capability of user defined reports without needed programming. | 5 |
| D. Describe the capability to Drop and drag field features into the following templates, with: <ul style="list-style-type: none"> • Graphs, • Trends, and • Charts from retrieved data. | 5 |
| E. Provide a description of the user's ability to change the names of analytes in the system to meet client needs or reporting requirements. | 5 |
| F. Provide a detailed description of all reportable functions, a detailed explanation of the purpose of each report provided, and how said reports will benefit the State: | |
| 1. Any automatically sent reports to lab managers and ADEQ agency clients: <ul style="list-style-type: none"> • What prompts this process • How are these reports received by managers and clients • Describe any customizable portion of this report • A screenshot of what managers and clients will receive regarding this report | 5 |

2. Provide a detailed description of how managers and clients will run, receive, pull reports of: 5
- Summary reports that shows purchase trends for the laboratory
 - Summary reports of chemical inventory
 - Summary reports of samples received, reported, and cancelled

E.9 STAFFING 5

Provide a detailed staffing structure as it will apply to the planning, installation, training and helpdesk support for LIMS. Include contact information, hours available and specific project managers assigned to our LIMS

E.10 Financial Data 5

Provide audited financial statements for the past three (3) years or if unable to submit audited financial statements, the vendor should submit other financial documentation that reflects the financial condition of the vendor.