



REQUEST FOR PROPOSAL

For: Salesforce Consulting Services

The Rhode Island Commerce Corporation (“the Corporation”) is soliciting Request for Proposals from firm or firms qualified to:

Provide on-going support for system maintenance, enhancements and minor fixes for the Corporation’s Salesforce CRM system.

Corporation’s Intent:

The Rhode Island Commerce Corporation seeks to solicit consulting services related to its Salesforce CRM system. The intent is to solicit responses from those firms who have demonstrated knowledge and experience related to government and non-profit Salesforce implementations and support, as well as a proven track record of providing solutions to economic development organizations.

Project Overview

The Rhode Island Commerce Corporation is the full-service, official, economic development organization for the State of Rhode Island. A quasi-public agency, the corporation works with public, private and non-profit partners to create the conditions for businesses in all sectors to thrive and to improve the quality of life for our citizens by promoting the state's long-term economic health and prosperity.

Salesforce is a company-wide tool for use by all departments in the Corporation. The general objectives of the CRM system are to enhance activities related to business retention and expansion, business attraction and relationship management. Specifically, Salesforce is used to:

- Manage business relationships
- Track activity related to client visits
- Evaluate business impacts (value, growth, risk, and satisfaction) to identify issues and opportunities
- Track prospects, firm expansions, and/or startup projects each with project specific teams
- Coordinate service delivery to existing companies

The Rhode Island Commerce Corporation currently has 28 internal users. Additionally, we expect the potential for an additional 20 internal and 10 external users (external partners.) We seek a service provider that will provide consulting services as needed to support these initiatives.

Scope of Work

The consulting firm will assist the Corporation’s System Administrator by providing as needed monthly support for the following:

- Salesforce, Sales Cloud system maintenance
- System customization related to the Corporation’s new programs and services
- System buildout related to an expanded user community

Project Timeline

The Rhode Island Commerce Corporation seeks to enter into an initial annual agreement with the option for two annual renewal periods. Consulting services will be utilized as needed based on agency projects and initiatives.

Criteria for Selection

RFP Applicants will be evaluated based on the following criteria:

EVALUATION CRITERIA

Description	Percentage
Provider’s direct experience servicing Salesforce for economic development organizations at the state and municipal level.	45%
Firm’s number of years certified as a Silver Level or higher Salesforce partner. Client satisfaction rating as measured by Salesforce.	20%
Percentage of firm’s consultants certified at Sales Cloud Level.	20%
Consulting team’s knowledge of industry-wide economic development best practices, including experience with BRE+A programs.	15%
Total	100%

Proposal Requirements

In order to be considered responsive, proposals must at a minimum contain the following:

Technical Proposal Elements

1. Person who will be the primary point of contact with the Corporation
2. Qualifications of the respondent to provide the requested services including capability, capacity, similarly complex projects and related experience and client references.
3. A listing of the staff to be assigned to this engagement and their respective qualifications.

Cost Proposal Elements

1. Hourly fee expectation. Minimum monthly consulting service requirements, if any.
2. Rates for additional services offered by the firm.

Administrative Proposal Elements

1. Acknowledgement of the Conflict of Interest Affidavit requirements.
2. Certification that a Certificate of Good Standing from the Rhode Island Division of Taxation will be delivered to the Corporation upon award.
3. Five (5) printed copies and one (1) electronic copy (thumb drive) of the proposal must be submitted **no later than 4:00pm on Wednesday, October 28th, 2015 Eastern Daylight Savings** Time to the following:

Rhode Island Commerce Corporation
Attention: Salesforce Consulting Services RFP
315 Iron Horse Way, Suite 101
Providence, RI 02908

Questions, interpretations, or clarifications concerning this RFP should be directed by e-mail to Christopher Cannata at: christopher.cannata@commerceri.com no later than 4:30pm on Tuesday, October 20, 2015. Responses to questions, interpretations, or clarifications concerning this RFP will be posted online via addendum at www.commerceri.com and www.purchasing.ri.gov by Friday, October 23, 2015 to ensure equal awareness of important facts and details.

Rhode Island Commerce reserves the right to reject any or all bids for not complying with the terms of the request for proposal. Rhode Island Commerce also reserves the right to negotiate with the selected bidder in the event that the lowest responsive and responsible bid price exceeds available funds. Any bid may be withdrawn prior to the above scheduled time for the opening of bids or authorized postponement thereof. Any bid received after the time and date specified shall not be considered. No bidder may withdraw a bid within sixty (60) days after the actual date of the opening thereof.

Notifications:

- Equal Employment Opportunity (RIGL 28-5.1) – 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island State government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of State employment. This policy applies to all areas where the State dollar is spent, in employment, public services, grants and financial assistance, and in State licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful contractor.

The Corporation reserves the right to terminate this solicitation prior to entering into any agreement with any qualified firm pursuant to this Request for Proposal, and by responding hereto, no firms are vested with any rights in any way whatsoever.