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**RFI # 28320-CH**

**WISBuy eMarketplace/eCommerce**

**Request for Information (RFI) and Quote**

Issued: Wednesday, July 31, 2019

Responses Due: Wednesday, August 28, 2019

* **This is not a bid or proposal.**
* **This Request for Information (RFI) is issued solely for information and planning purposes only and does not constitute a solicitation.**
* **Responses to the RFI will not be returned.**
* **Responses to this RFI are not an offer and cannot be accepted by the State to form a binding contract.**

Questions concerning this RFI should be directed via email to:

Cort Hoel

State Bureau of Procurement

Department of Administration

Email: [cort.hoel@wisconsin.gov](mailto:cort.hoel@wisconsin.gov)

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# Attachments

Attachment A – Contract Template - Services

Attachment B – State of Wisconsin Security Rider

Designation of Confidential and Proprietary Information (Form DOA-3027)

Vendor Information Sheet (Form DOA-3477)

# Purpose of the Request for Information

The Wisconsin Department of Administration, State Bureau of Procurement, is releasing this Request for Information (RFI) in order to solicit responses for a Web-based shopping solution. WISBuy is the name of a Wisconsin procurement system that allows government employees to purchase items from contracted suppliers in a centralized Web-based location containing approved suppliers with on-contract pricing.

SBOP is seeking information on product offerings regarding a centralized purchasing hub, such as an eMarketplace, eCommerce, eProcurement or a Procure-to-Pay system including:

* Company Information
* Technical Information
* System Management and Administration
* User Shopping Experience
* Supplier Experience
* Implementation Process
* Reporting Generation
* Product Terms and Licensing Options

The main purpose of the RFI is to obtain current, detailed information regarding eMarketplace options to help adjust our operational platform and organizational strategy around Web-based purchases.

The information gained from this RFI may be used in the development of a competitive procurement, leading to the selection of a Web-based shopping solution. The RFI may also only be used for informational purposes. Alternatively, if suppliers responding to this RFI hold competitively awarded contracts with consortium groups or other states, the information gained from this RFI may be used to select a supplier from which to purchase an eMarketplace solution from an eligible contract. The State will determine how the results of this RFI will be used based on its best interests, for which it is the sole determinant.

Vendors who submit responses may be invited to provide an onsite product demonstration.

# Submitting a Response

Please limit your response to answers to the questions in Section 4 and any additional material necessary to understand the response. The State is not interested in receiving promotional or advertising material; such materials will not be reviewed or considered. Respondents are solely responsible for all expenses associated with responding to this RFI.

Responses should be typed and submitted on 8.5 by 11-inch paper, securely bound and organized in order by the number of the questions listed in Section 4 of this RFI. In addition to your response to the questions as noted above, include any additional information which will be essential to an understanding of your response.

Respondents must submit:

1. One (1) original and two (2) hard copies of the RFI response, and:
2. Two (2) CDs or USB Flash Drives with the electronic versions of files for all materials **OR** respond as directed in the pages presented in the Wisconsin eSupplier Portal for this event (**STRONGLY PREFERRED**). If you respond electronically through the eSupplier Portal, you do not need to provide a CD or USB Flash Drive of electronic versions of any materials. <https://esupplier.wi.gov>

The responses to the requested information should be returned to the following address no later than **Wednesday August 28, 2019, 2:00 PM CT.**

USPS ADDRESS COMMON CARRIER ADDRESS

Attention: Cort Hoel Attention: Cort Hoel

State Bureau of Procurement State Bureau of Procurement

Department of Administration Department of Administration

PO Box 7867 101 East Wilson Street, 6th Floor

Madison, Wisconsin 53707-7867 Madison, Wisconsin 53703-3405

All responses shall be packaged, sealed in a box or envelope, and clearly marked with the following information on the outside of the package:

* VENDOR NAME AND ADDRESS
* RFI TITLE
* RFI NUMBER
* RFI DUE DATE AND TIME

The State is not responsible for deliveries that do not reach the Bureau of Procurement office by the required due date and time.

|  |  |
| --- | --- |
| Date | Event |
| Date noted on eSupplier | RFI posted to eSupplier |
| August 9, 2019 | Supplier questions deadline |
| August 14, 2019 | Estimated date for State responses to Supplier questions |
| August 28, 2019 2:00 PM CT | Responses due by Suppliers |
| Mid-October 2019 (tentative) | Presentations from invited Suppliers, if required |

# Background

The State Bureau of Procurement (SBOP) is part of the Wisconsin Department of Administration (DOA) and administers the state’s procurement function, ensuring compliance with the laws, policies, and procedures of the state on behalf of all agencies and campuses. In 2014, SBOP launched our WISBuy system as a means for the state to streamline the purchasing process and give management oversight of agency expenditures on contracts enabled in the eMarketplace. WISBuy is a Web-based shopping and ordering website for State contracts that serves the needs of multiple customers. For FY2019, the customers include 47 state agencies, 17 UW System campuses and approved Wisconsin municipalities. Currently, only select suppliers with enterprise-level contracts are able to post catalogs in WISBuy, but Wisconsin would like to expand supplier and shopper participation.

Fiscal Year 2019 System Activity:

* **4128** total users in the system
* **2,213** users who placed one order
* **45,203** total number of orders placed
* **$11,630,141** total dollars spent
* **53** vendors in system
* **154** differentbusiness units who use WISBuy

Wisconsin is seeking a solution to provide an efficient shopping experience that gives employees a one-stop-shop to securely make purchases from a variety of approved vendors. Additionally, Wisconsin requires the ability to generate reports and control off-contract spending.

# Product and Company Questions

1. Company Information
2. Introduce your organization (e.g., parent, age, size, number of customers, offices, number of employees, etc.) Please include ownership structure.
3. Identify contact name(s) and information for questions concerning information presented in the RFI Response.
4. List any relevant websites for your company and its offerings.
5. Describe your product and services strategies, including markets served. Include information regarding any strategic partnerships or alliances with other technology or service vendors.
6. Identify customers of your solution, similar to the one we are seeking, that are willing to serve as a reference. We are especially interested in state governments.
7. Explain how your company and solution would help Wisconsin calculate Return on Investment.
8. Technical Information
9. Provide a product profile for your recommended product including the following:
   1. Product names.
   2. Product description and capabilities.
   3. Number, size and scope of public sector entities who own/use your product.
   4. Product maintenance cycles for this product. For example, how often is the software updated? How will the software updates be delivered? How would SBOP be notified? What is the lead time for notification?
   5. Product suite offerings and whether those offerings are offered “A la carte” or as a complete package.
10. Provide technical specifications for your software/hardware products and services. If your system requires the installation of software programs on the state of Wisconsin servers/computers, list the minimum individual computer system requirements and compatible operating systems.
11. List any other software that is required to use your system (i.e., web browsers, browser plug-ins, system extensions, databases, third party software, etc.)
12. Describe whether your system is cloud-based, on-premise, or a combination thereof.
13. Describe how data shall be secured. Include how data shall be securely transmitted between the state and vendors, how the data shall be secured while offsite, how access to the data shall be controlled, and ultimately, how the offsite data shall be securely destroyed when use is completed.
14. Explain the levels of security for purchasing card encryption your system is capable of managing.
15. Please provide any procedures, timelines and escalation for system outages, user questions or issues, and disruption including how all users of the system will be notified of system outages and expected length of time to repair.
16. Clearly specify any other vendor products with which your solution(s) can integrate.
17. Describe your licensing structure and limits.
18. System Management and Administration

1. Describe any integrations with a network for single sign on/identity management providers and give examples of other State governments you do this with (if any).
2. Describe what responsibilities SBOP will have as system administrator, including but not limited to:
3. Include all configuration options
4. Setting roles and responsibilities to agencies
5. Create approval and workflows by supplier, orders or contracts, etc.
6. Report generation
7. Setting up user by agency, additional units, or additional agencies
8. Access to troubleshoot user order problems
9. Create views for users for specific catalogs
10. Describe any roles and responsibilities that each sub-agency will have for monitoring users in the system, including but not limited to:
    1. Report generation
    2. Setting up user by agency, additional units, or additional agencies
    3. Creating an Agency catalog or contract
    4. Access to troubleshoot user order problems
    5. Reset password.
11. Describe the various roles and permissions that can be given to users in your system.
12. Describe what areas of the system are customizable and by whom.
13. Describe what training and resources would be available to Wisconsin, both during the initial implementation and ongoing training.
14. User Shopping Experience
15. Describe how a shopper initially gains access to your system, including required/optional fields to set-up an account.
16. Describe how a shopper gains access to your system on an ongoing basis.
17. Describe the typical shopping experience, including pertinent screen shots.
18. Identify any workflows that are available for users and their function.
19. Describe what options are available for a shopper to find the items they need, and what information is available once the items are found (e.g. price, description, availability, etc.).
20. Describe how a shopper would find and compare identical items available from different suppliers.
21. Explain what steps a shopper would follow to order an item.
22. Describe how a shopper would pay for items and what payment options are available.
23. Describe the communications that can be generated from your system and are sent to the shopper (invoices, order confirmations, etc.).
24. Describe how an item is returned, managed and tracked in your system.
25. Supplier Experience
26. Describe what options are available for our suppliers to present their products in your system and the pros and cons of each method (e.g. hosted catalogs, punch-out catalogs, etc.).
27. Describe the process used to establish the various supplies in the systems including, steps, timeframes for catalog implementations, roles, and end results.
28. Explain your system’s capability for setting up accounts with the various suppliers.
29. Describe your company’s role and approach when enabling a new supplier in the system.
30. Identify your PCI security available to various vendors.
31. Describe your company’s role in updating a supplier’s offerings in the system.
32. Describe the supplier’s role when they are enabling a catalog in the system.
33. Describe any limits to the number of suppliers and supplier catalogs.
34. Identify any items/catalog limits for a supplier in the system.
35. Describe what information needs to be transferred between a vendor and your system for an order and what security protocols are in place.
36. Identify any technical support available to our suppliers when adding a new catalog or item to the system.
37. Describe the main challenges suppliers run into when enabling a catalog in your system.
38. What information is passed through your system between a shopper and supplier when:
    1. Setting up an account
    2. Purchasing an item.

1. Implementation Process

1. Describe what resources would be provided by your firm, and what resources would be required from the State of Wisconsin, to implement a complete eMarketplace solution.

1. Describe the process and methodology your company uses when implementing a system.
2. Wisconsin currently has 53 suppliers in WISBuy and over 4000 users. Describe the process that would be used to transition the existing suppliers/users to your system and what resources would be available to both our suppliers and Wisconsin state agencies.
3. Report Generation
   1. Describe what system usage reports (number of users, number of orders, etc.) are available and their functionality.
   2. Describe what transitional reports (dollar spent, items purchased, etc.) are available and what information is typically included.
   3. Describe the level of customization available for reports.
   4. Describe which roles can run in each report and what types of data/reports each agency can see and what can’t be seen.
   5. Identify any scheduling and delivery options for reports.
   6. Identify the dashboard capabilities of the system.
   7. Describe what extracts are available from the system and any data feeds that can be established.
   8. Describe if and how your system can interface with Oracle PeopleSoft. The State’s ERP system, to which WISBuy is currently integrated, is PeopleSoft v. 9.2.
4. End User Guide and Configuration Guide

Provide your End User Guide and Configuration Guide as part of your response package to help us understand your product offering.

1. Product Terms and Conditions

Provide editable versions of all licensing and contract terms and conditions you would expect a customer to agree to if a purchase were made.

1. Pricing and Licensing Structure

Please respond with estimated pricing for your products and services, including information on each platform/version of your software that is currently available or due for release within the next six months. These figures will be used to analyze general pricing strategies and will not necessarily reflect the State’s requirements since they are yet to be determined.

1. Provide product license and pricing structure information, including each type of licensing available and the benefit of choosing a particular licensing and pricing structure.
2. Disclose whether your product or solution is available through resellers on the State of Wisconsin procurement contract.
3. What are the costs associated with software licensing? Please separate any system vs. user license costs.
4. What volume/quantity/size discounts are available?
5. What are the costs associated with maintenance/support?
6. What are the costs for implementation services?
7. What are the costs for future supplier implementations?
8. Describe any potential limits on number of users/suppliers/enablements available to Wisconsin.
9. What are the costs associated with any available training?
10. Provide details on whether changes made to the system, configuration, or policy are allowed on an unlimited basis, and at the discretion of the customer and whether there is an additional charge for those changes.