

## Constituent Management Services

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[Contract Terms & Conditions](#)  
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Welcome to the State of South Carolina Statewide Term Contract webpage for the Constituent Management Services, delivered by Leidos Digital Solutions, Inc. In 2013, the state issued a RFP in order to establish a state term contract for an end-to-end Constituent Management System (CMS). Throughout the life of the contract, the awarded CMS provider agrees to extend Software as a Service (SaaS) subscriptions within the State based upon an applicable agreement between the State and the provider. The provider also agrees to offer user volume discounts. Below are details explaining how to create a budget estimate, as well as pricing for each project available through this contract.

Leidos Digital Solutions offers a hosted solution that could which could Welcome to the State of South Carolina Statewide Term Contract webpage for the Constituent Management Services, delivered by Leidos Digital Solutions, Inc.

In 2013, the State issued a RFP in order to establish a state-term contract for an end-to-end Constituent Management System (CMS). The System needed be to be a commercial off-the-shelf (COTS) solution with opportunities for some minor customization, not something that required special software code programming. Throughout the life of the contract, the awarded CMS provider agreed to extend Software-as-a-Service (SaaS) subscriptions within the State based upon an applicable agreement between the State and the provider. The provider also agreed to offer user volume discounts. Below are details explaining how to create a budget estimate, as well as pricing for each project available through this contract.

Leidos Digital Solutions (Leidos) offers a very secure hosted SaaS solution which could facilitate projects in the following categories:

### Core Services:

1. Constituent Management
2. Case Work Management
3. Citizen/Constituent Relationship Management (CRM)
4. Document Management
5. Correspondence Management
6. Freedom of Information Act (FOIA) & Grants Management
7. Social Media Management
8. Events Management
9. Records Management
10. Work Flow Management

The State's end goal for the RFP was to acquire a hosted solution to organize, track, manage, catalog, and archive traditional mail, email, telephone messages, and fax messages from constituents to State and local government offices in South Carolina.

#### **License Costs:**

As mentioned above, the State has negotiated volume pricing for the right to use the Leidos Digital Solutions, Inc. [Intranet Quorum® \(IQ\)](#) solution which gave the State not only 100% of what the State listed in the RFP for an industry-leading correspondence management, case management, workflow tracking and BPM solution, but also one with social media integration.

For each new project, each Using Governmental Units in the State of South Carolina will need to first estimate how many users will be needed in the deployment. The system is sold with a "named user" methodology. In order to determine the license cost and determine if they have crossed over into a new (lower) pricing tier, the Using Governmental Unit's new project coordinator shall use the criteria below in order to determine the minimum number of users. Additional user licenses can be added at any time.

#### **User License Criteria:**

If a Using Governmental Unit's staffer performs any of following tasks, they will require a license:

1. "Key Entry" of content into the system
2. Act as a caseworker that is assigned an "action item" in the system
3. Performs any of the following tasks:
  - A. research details,
  - B. document facts,
  - C. run reports,
  - D. view case status,
  - E. assign action items,
  - F. print letters, send emails, create documents or
  - G. act as a System Administrator.

When this state-wide contract was awarded, the first project was in the Governor's Office and it required 20 users to start. Subsequent additions by the Governor's Office and other Using Governmental Units' projects allowed the State to cross to lower pricing thresholds. Currently the State has the right-to-use 88 SaaS licenses. Prices quoted by the vendor are based on the state-wide users count at the time of requested quote. If at the time of award, the State has crossed to a different price tier, the new award can be adjusted based on new licenses procured or previous licenses that have been surrendered. Costs are calculated as "per user per month" with a 12-month minimum. This fixed amount will be billed upon installation for all 12 months.

#### **Product Category: 20832 - Constituent Management System - Hosted Solution**

- **Vendors Software Description of the Hosted Software Subscription:**

IQ GovCloud for State & Local Governments (includes IQ Core software with IQ Contacts, IQ Messages, IQ Services, IQ Events, and IQ Internet Suite (IMA, Extended Services), IQ Roles and IQ Record-Level Security). Also monthly costs include IQ Outlook Add-in, IQ Connect, software Annual Upgrade Subscription maintenance, and all ongoing hosting fees with an embedded database using Oracle Enterprise Edition (EE) licenses and Oracle Advanced Security encrypting data at rest. The IQ application and data are hosted on a JAB-approved, FISMA-moderate, FedRAMP government community cloud where the network traffic is encrypted via TLS. There is built-in redundancy and geo-location of IQ servers across the US to provide a robust Business Continuity and Disaster Recovery (BCDR) solution. The IQ GovCloud annual web server fees include OS licensing, 100GB Primary Tier 1 Encrypted Flash Enhanced Storage (100 GB per account), 100 GB Offsite Encrypted Backup Storage (per account), and monthly Engineering Hours to monitor and maintain hosted account.

User Tier	Cost per user per month	Discount off of Base Price
Original Base Tier of 20 Users	\$113.00/User per Month	
20 to 39 Users	\$113.00/User per Month	Discounts applied at higher tiers
40 to 69 Users	\$108/User per Month	4.4%
70 to 119 Users	\$87.00/User per Month	23.0%
120 to 169 Users	\$72.00/User per Month	36.3%
170 to 199 Users	\$66.00/User per Month	41.6%
200 to 250 Users	\$51.00/User per Month	54.8%
250 to 300 Users	\$48.00/User per Month	57.5%

**Product Category: 92045 - Software Maintenance/Support**

- **Vendors Ongoing Professional Service for the Project and One-time Set-up Fees:**

Each subsequent project will adhere to a unique set of requirements which is to be submitted to the Vendor for evaluation and budgetary estimates.

One-time set-up fees can include some or all of the following, and are quoted based on project scope:

1. Installation of IQ System & Engineering (Remote Install - no on-site installation) one (1) production account + one (1) for Training. Environments to be used as a development or test server are available but not required.
2. Installation and creation of the virtual environment known as a Managed Hosted Virtual Server. Price is quoted on a case-by-case basis and is based on the number of users and amount of legacy data to be imported.

Each project may require all or some of the professional services listed below in the first year and throughout the life of the engagement. See table below for hourly rates for each service.

1. Project Manager/Supervisor
2. Tier 3 - Escalation Consulting
3. Engineering Services & other Integration Support

4. Business Process Analysis (BPA)
5. System Configuration
6. Information Technology Consulting (ITC)
7. Creation of Workflow Templates
8. Development, Integration and Quality Control Testing
9. Training Preparation
10. Data Conversion or evaluation of legacy data
11. Technical Writing and Custom Technical Project Documentation
12. User Training Classes - Tier One Users
13. Technical Training Classes (Admin.)
14. Extended On-site Support
15. Reports Discovery, Analysis and Creation
16. Support Hours (Help Desk Service)

<b>Professional Services per Hour Rates</b>			
<b>Part Number</b>	<b>Labor Category</b>	<b>2019 Hourly Rate</b>	<b>2020 Hourly Rate</b>
GOV-H-IPM	Project Manager/Supervisor	\$186.13/Hour	\$189.86/Hour
GOV-H-ECS	Tier 3 - Escalation Consulting	\$186.13/Hour	\$189.86/Hour
GOV-H-ENG	Engineering Services & Other Integration Support	\$186.13/Hour	\$189.86/Hour
GOV-H-BPA	Business Process Analysis (BPA)	\$148.89/Hour	\$151.87/Hour
GOV-H-SYS	System Configuration	\$148.89/Hour	\$151.87/Hour
GOV-H-ITC	Information Technology Consulting (ITC)	\$148.89/Hour	\$151.87/Hour
GOV-H-WKF	Creation of Workflow Templates	\$148.89/Hour	\$151.87/Hour
GOV-H-QCT	Development, Integration and Quality Control Testing	\$148.89/Hour	\$151.87/Hour
GOV-H-TRN	Training Preparation	\$148.89/Hour	\$151.87/Hour
GOV-H-CON	Data Conversion or Evaluation of Legacy Data	\$148.89/Hour	\$151.87/Hour
GOV-H-DOC	Technical Writing and Custom Technical Project Documentation	\$148.89/Hour	\$151.87/Hour
GOV-H-UTC	User Training Classes - Tier One Users	\$148.89/Hour	\$151.87/Hour
GOV-H-TTC	Technical Training Classes (Admin.)	\$148.89/Hour	\$151.87/Hour
GOV-H-OSS	Extended On-site Support	\$148.89/Hour	\$151.87/Hour
GOV-H-RPT	Reports Discovery, Analysis and Creation	\$148.89/Hour	\$151.87/Hour
GOV-H-HDS	Support Hours (Telephone Help Desk Service)	\$148.89/Hour	\$151.87/Hour

**Travel Costs**

This contract allows for reimbursable travel. All travel estimates will be based on the Using Governmental Unit's unique project scope and the cost of travel at that time. All travel expenses are estimated using GSA Travel Guidelines. Travel and expenses are billed at actual cost. Estimates are typically based on 21-day advance airfare rates. It is recommended that the Using Governmental Unit schedule consecutive days of training, consulting and support in order to maximize value for the travel costs. However, if the State elects to take any of these services in a "piece-meal" fashion, additional trips will be required and estimated costs will change.