

**Delaware River Basin Commission**  
25 Cosey Road  
P.O. Box 7360  
West Trenton, New Jersey 08628-0360  
Phone: (609)883-9500; Fax: (609)883-9522

**Steven J. Tambini**  
Executive Director

**REQUEST FOR PROPOSAL (RFP)**

**PROJECT MANAGER (OWNER'S REPRESENTATIVE)  
FOR RELATIONAL DATABASE UPGRADE**

**INFORMATION AND INSTRUCTIONS**

**1. BACKGROUND**

The Delaware River Basin Commission (DRBC) is a federal-interstate commission with regulatory authority to oversee a unified approach to managing the Delaware River Basin without regard to political boundaries. DRBC programs include regulatory permitting, water quality, watershed planning, compliance, drought management, recreation, and water supply.

The DRBC is seeking qualified firms or individuals with Information Technology project management expertise to serve as the Project Manager to represent the interests of the DRBC by managing the upgrade of DRBC's relational database system and related components on its behalf. Interested parties will submit a proposal for project management services for the upgrade.

Any changes to this RFP will be in the form of an addendum, which will be furnished to all RFP holders.

The Project Manager will be selected based upon those responsive Proposals received during the procurement process.

The DRBC reserves the right to reject any or all submittals and to be the sole judge of the merits of the respective submittals received.

Technical questions should be directed to Karen Reavy; 609-477-7237 or at [Karen.Reavy@drbc.gov](mailto:Karen.Reavy@drbc.gov) (preferred).

## 2. PROJECT SCOPE

The selected Project Manager will develop a Request for Proposal (RFP) for the database upgrade with the input of DRBC, assist in reviewing responses to the RFP, participate in interviewing potential vendors and provide recommendations for selection of a vendor(s) to perform the software upgrade, and serve as the owner's technical project manager and representative during the software upgrade to ensure the vendor(s) are fulfilling their contractual obligations. The following tasks are anticipated:

- Task 1 - Develop RFP for DRBC database upgrade
- Task 2 - Review responses to DRBC database RFP
- Task 3 - Assist in vendor(s) interviews and selection
- Task 4 - DRBC representative during database upgrade

The selected Project Manager should have experience and expertise in managing projects that involve relational databases, web interfaces, geographic information systems, and document management software.

Professional project management services are required from a highly skilled individual(s) to keep the upgrade implementation and training process on task and on budget. The project manager shall write the RFP with the assistance of the Commission, assist the Commission in reviewing the RFP responses including implementation and training plans, and advise the Commission on implementation challenges and opportunities.

The selected Project Manager will also serve as the point of contact between DRBC staff and vendors throughout the project and shall be responsible for achieving effective communication between the awarded vendor and the Commission. A draft scope of work for the desired database upgrade is attached.

The selected Project Manager or any associated organization may *not* bid on the database upgrade project.

## 3. COST/ PAYMENT TERMS

The Project Manager will be paid based upon submitted monthly invoices that detail the actual hours worked using the agreed upon rates. The total project budget may not be exceeded without prior authorization by DRBC. Tasks 1 through 3 will be covered under the initial contract. The Task 4 scope of work and budget will be negotiated after the vendor(s) are selected and an agreed upon time frame and total cost of the project is determined.

#### 4. SUBMITTAL REQUIREMENTS/ PROPOSAL CONTENTS

- a. Interested bidders must submit a brief statement that addresses the following:
  - Relevant Company Experience regarding databases, web applications and GIS (including descriptions of three projects completed recently by the project team that are similar to the work described in this RFP)
  - Relevant Team Experience
  - Project Understanding
  - Standard Rate Schedule
- b. Identification and contact information for proposed Project Manager.
- c. There is no page minimum or page limit in responding to the RFQ; however, Statements of Qualifications and Interest (SQI) submittal should be efficient and brief.
- d. If there are any terms, conditions, or qualifications for submitting a proposal requested, they should be noted.
- e. If there are any recommendations as to how the fees for these services should be structured to achieve the project objectives, they should be included in the submittal.

#### 5. PERIOD OF PERFORMANCE

The Project Manager will commence work within 2 weeks after the execution of a contract between DRBC and the Project Manager and receipt of written notice to proceed by DRBC. The table below is a preferred timeline for the selection of vendors for the database upgrade.

<b>Milestone</b>	<b>Duration</b>
RFP Developed and Finalized by Project Manager	4 weeks
RFP Advertised	4 weeks
Vendor Questions/ Answers	2 weeks (concurrent with advertising)
Select top 4 to 5 vendors	2 weeks
Vendor interviews with DRBC	2 weeks
Vendor selection	1 week
Vendor contracting	2 weeks

The contract shall be effective on the date indicated on the contract. The Commission may extend the contract for additional time to complete the project if required.

## **SUBMITTAL INSTRUCTIONS**

### **Proposal**

Interested parties should send or hand deliver the hard copy Proposal, along with the electronic (PDF) file on a diskette or thumb drive, to the address below. If preferred, the PDF file of the Proposal may be sent via email to: [DRBC.Proposals@drbc.gov](mailto:DRBC.Proposals@drbc.gov).

Elba Deck, Director of Finance and Administration  
Delaware River Basin Commission  
25 Cosey Road  
West Trenton, NJ 08628

### **Cost Proposal**

Provide a table that details a proposed cost for each of the tasks in your scope of work and a total not-to-exceed cost. For each task, detail the number of hours for each key staff member that you estimate will be needed to fulfill the project needs as well as the corresponding staff level/title and hourly rate.

Provide a standard rate sheet.

A proposed cost for Task 4 does not need to be provided at this time; the Task 4 scope of work and budget will be negotiated later.

### **Cost Estimate Format**

The Cost Estimate should be submitted in hard copy only in a sealed envelope clearly marked "Cost Estimate."

**Proposals (both hard copy and digital files) and sealed Cost Proposals must be received no later than 4 p.m. Eastern Time on Thursday, January 26 Friday, February 10, 2023.** Proposals received after this time will not be considered. The Commission reserves the right to reject any and all submittals for any reason.

The Commission's standard contract is available for review at [http://www.nj.gov/drbc/library/documents/DRBC\\_StandardContract.pdf](http://www.nj.gov/drbc/library/documents/DRBC_StandardContract.pdf). If the bidder cannot execute the standard contract in its current form, the bidder must describe the exceptions in their proposal.

**6. PROPOSAL SELECTION AND AWARD PROCESS**

The Commission will put together a committee of various staff members knowledgeable of the service(s) and/or product(s) that are the subject of this RFP. Proposer may not contact members of the evaluation committee.

Accepted proposals will be reviewed by the evaluation committee and scored against stated criteria. The committee may review references, request interviews/presentations, conduct demonstrations and/or conduct on-site visits. The resulting information will be used to score the proposals. The evaluation committee's scoring will be tabulated, and proposals ranked based on the numerical scores received.

The proposals will be scored using the following criteria:

<b>Description</b>	<b>Points</b>
Organization Capabilities	200
Staff Qualifications	200
Proposer Solutions	400
Cost Proposal	200
<b>Total</b>	<b>1000</b>

**7. REQUIREMENTS**

Risk Management - Insurance Requirements for Consultants (professional services)

- a. The proposer shall have Errors and Omissions coverage in the minimum amount of \$1,000,000 and shall be in effect for the entire period of the project and for a minimum of one year after completion of said project.  
Full Worker's Compensation coverage for all persons who they may employ and shall hold the Commission free and harmless for all personal injuries.
- b. The proposer shall have property insurance for protection from claims for damages because of damage to or destruction of proposers' property including loss of use resulting therefrom. The Commission shall be held harmless for any damage to the proposer's property and/or equipment during the course of executing the contract.
- c. The proposer shall have general liability coverage in the minimum amount of \$1,000,000 per occurrence.
- d. The proposer shall have automobile insurance including coverage for non-owned and hired autos with a combined single limit of not less than \$1,000,000 per occurrence.
- e. The Commission shall be named as an "additional insured" on all insurance coverage except Worker's Compensation and Errors & Omissions.
- f. Proposer's required insurance shall be endorsed to provide that the policy(ies) will not be canceled, reduced, discontinued, or otherwise materially altered during the period of performance without thirty (30) days prior written notice to the Commission.

## Accounting

- a. The proposer shall include IRS form W-9, Request for Taxpayer Identification Number and Certification that has been completed and signed. The Delaware River Basin Commission's Independent Contractor/ Worker Acknowledgment form if the proposer is an individual. All proposers who are companies need to provide a statement stating they have reviewed the form and it is not applicable to them.
- b. Work environment - Hybrid work environment. This project will be conducted onsite and virtually. The Commission will provide workspace including furniture, office supplies, internet connection, Commission email address (if needed), and access to our network and printers/copiers. The proposer shall supply the computer/laptop, business software, and antivirus protection.

## 8. PROPOSED INFORMATION AND SOLUTIONS

In addition to the submittal requirements outlined in Section 4 of this proposal, please also include the following in your proposal.

- a. Organization Capabilities

Describe the organization/company's experience and capabilities providing software implementation to government agencies, including ones of similar size. Be specific and detail three projects/contracts; description of work, dates, locations, challenges, and results.

- b. Staff Qualifications

Identify key staff your organization/company will assign to fulfill the contract requirements. Detail what roles each would have. Provide a synopsis describing the educational and work experience for each key staff who would be assigned to the project/program with a focus on experience with similar size and scope.

- c. Proposer Information

Describe your approach to meet the needs of the project scope and requirements. Describe your general philosophy regarding project management, specifically when managing government projects of similar size and scope. Give specific examples of techniques that have proven successful and for which projects and agencies they were used.

Detail your firms understanding of the challenges and barriers of implementing a system for a government agency of our size and proposed approach to overcome these barriers.

Describe your method and experience with change management while implementing a government project of this size and scope. What specific skills and techniques does your proposed Project Manager(s) possess to assist Commission staff with the changes that will occur with implementation?

Describe the proposed Project Manager's experience and skills working cooperatively with vendors and other consultants on a project of this size and scope.

Describe the Project Manager's schedule availability to work on the project and flexibility to provide the needed services throughout the project.

Has the proposer had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the proposer's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. Present the vendor's position on matter.

If no such terminations for default have been experienced by the vendor in the past five year, declare so.

If the vendor has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason which termination occurred before completion of the contract during the past five years, describe fully all such terminations.

A vendor response that indicates that the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not an acceptable response.

Provide copies of your standard contract terms.

Provide an example of a similar size and scopes project schedule and readiness timeline.

d. Proposer References

Proposer must supply references and contact information of three firms/agencies to which similar projects/service have been provided within the past five years to a comparable sized institution or company.

e. Scope of Work

Please detail your proposed scope of work, taking into consideration the information provided in Section 2 of this proposal and in the attached draft

scope of work for the desired database upgrade. Break down your scope of work according to Tasks 1-3, or you may propose an alternative task breakdown for the work. Identify any deliverables and include a schedule; highlight any instances where your proposed schedule differs from those provided in Section 5 of this proposal.

**9. ATTACHMENTS**

- a. Draft Scope of Work for Database Upgrade (next page)





## **DELAWARE RIVER BASIN COMMISSION**

### **SCOPE OF WORK – IT PROJECT MANAGER**

#### **A. Purpose**

The DRBC is seeking qualified firms or individuals with diverse database, website, and Geographic Information System (GIS) experience to evaluate and upgrade our current relational database system to a modern database system.

#### **B. Background**

The DRBC is a regional body with regulatory authority to oversee a unified approach to managing the Delaware River Basin without regard to political boundaries. DRBC programs include regulatory permitting, water quality, watershed planning, compliance, drought management, recreation, and water supply.

DRBC has approximately 39 employees working both remotely and in person at a single office located in West Trenton, NJ.

Currently, the DRBC processes all project applications and the majority of data reporting in hard copy or pdf format. DRBC staff then enter information into a centralized SQL server database via Microsoft Access forms. Documents (letters, reports, memos, correspondence) related to a particular project are compiled in *hard copy* in a centralized filing system. The individual electronic files comprising the project file are stored on multiple individual computers and/or on shared file servers. DRBC receives 10-20 projects applications, on average, per month. This database also integrates data from numerous DRBC functions and departments including daily mail logging, surface water data, and organization name and contact information. The existing database schemas are provided in Appendix A.

#### **C. Key Components Needed for upgrade**

- Review current Microsoft SQL database schema
- Update MS Access front-end forms to web-based forms
- Create on-demand reports for internal staff and web postings for DRBC web site

- Integrate database with DRBC GIS software
- Evaluate integration with SAGE Accounting software
- Document Management System
- Update/Create separate web-based system for Surface Water Users

#### **D. Hardware, software, and Network Integration**

The Contractor shall review the existing hardware, software, network infrastructure, security protocols, configuration and make recommendations for achieving the stated goals; this will include evaluating the need for additional servers within the existing infrastructure or adopting virtualization solutions. Internet connectivity and adequate speed of connection are also of great importance and may require redundant file servers, internet providers and other means of ensuring minimal downtime. The Contractor shall integrate the selected system into the DRBC network. A schematic representation of the existing DRBC network is given in Appendix B.

SQL server version 10.50.6560.0 (Developed in SQL Server 2008) is installed on DRBC Server Saturn, with OS Server 2012 R2. DRBC is currently using ArcPro 3.0 for desktop mapping and analysis. DRBC also maintains an ArcGIS online account for public maps and has an ArcGIS enterprise standard license.

The DRBC currently utilizes an EVPL circuit (100 Mb) through the State of New Jersey's Garden State Network. The connection and DRBC's network architecture is managed by the Office of Information Technology at the State of New Jersey.

#### **E. Needs**

##### **DRBC user interface update**

The current database user interface is built using Microsoft Access 2016 forms. The contractor will need to design a new front-end to complement current methods of data entry and enable users to navigate screens intuitively. The new interface would also need the ability to link and display relevant documents to staff working both in office and remotely. A separate document management software could be used for the display of relevant documents.

##### **Reports**

An "on-demand" report tool in which the end user can select fields and formats needs to be developed. Currently all reports are based on specific queries within SQL by IT staff. Microsoft excel is used for formatting such reports. DRBC would also need ~20 standard reports - see list in Appendix C.

### **Integration with Outlook/e-mail**

DRBC uses database queries and reports to send out various reminders and notices monthly. The new interface needs the ability to send out these email reminders using standard formatting and ability to include database information and file attachments. The e-mail addresses are currently maintained in the database contacts.

### **Database / Server Backup and Transaction logs**

The database is currently backed up every two hours, and a transaction log is maintained. Daily and weekly backups are also performed. A more robust and seamless database and server backup system will be required as part of this project to ensure continuing operations in the event of a failure of part, or all, of the system. Database backup protocols will be developed by the Contractor, in consultation with staff, and a Backup & Disaster Recovery (BDR) system shall be implemented by the Contractor.

### **Document Management System**

A Document Management System (DMS) is required to improve efficiency of document management within DRBC. The DMS shall store incoming documents (received as part of an online application), email correspondence related to projects, Microsoft Excel files/annual reports due for several hundred permittees, and those documents prepared in-house. The contractor will recommend a DMS that will integrate with Microsoft O365, Microsoft SQL, Microsoft Teams and SharePoint as it is configured within the New Jersey Tennent. The DMS can be cloud based or on premise.

The DRBC has approximately 100 (5-drawer) filing cabinets containing information relating to projects that are in the database. This information is part of the historical records for each project. The paper files contain letter-sized and legal-sized, bound and unbound, documents and large engineering drawings and maps. The contractor will recommend a method to scan these items into the recommended DMS.

### **Integration with Accounting**

DRBC implemented SAGE Accounting software in 2022. The contractor will review the configuration of SAGE and recommend integration methods relating to fee collection.

### **Integration with GIS**

DRBC uses ESRI ArcGIS Pro 3.0 and ESRI ArcGIS Online software to generate maps and data for both the public and staff. The contractor will recommend methods to better map and display database data using GIS. This may also include setting up the ArcGIS portal within the existing network.

### **Surface Water Charging**

DRBC collects surface water fees using a self-reporting web site. This web site is

maintained by AECOM Inc. A surface water user logs into the web form hosted on Amazon Web Services (AWS), reports monthly water use, then the system generates an invoice and water confirmation report, the user prints the invoice and submits payment to DRBC. There are 3 reporting cycles, Annual, Quarterly, and Seasonal. See <https://eforms.drbc.net> (also at <https://www.nj.gov/drbc/programs/supply/water-charging-program.html>).

The current workflow requires a nightly database sync with the Remote database on AWS and the local database at DRBC. Redgate software is used to perform this process along with a secure tunnel between the two servers. DRBC uses the local database to manage organizations, water certifying officials, billing cycles, and facility water sources and notes. The remote database captures monthly water use amounts, invoice number, report number, and payment information. The payment information is entered on the remote database and within our accounting system.

DRBC would like to transition to a single database on AWS. To accomplish this, administrative web forms would need to be created. These forms would be used for facility maintenance including organization and contact updates, and billing cycles with rates. DRBC may need additional reports to interface with SAGE accounting system.

## **F. Scope of Work**

The contractor shall comply with the following:

### **Timeframe and Timeline preparation**

The timeframe for completion of the project scope of work is twelve (12) months from the signing of the contract. Contractor will submit a timeline for performance of project with proposal. Timeline will indicate critical milestones and include approval points for proceeding with individual scope items. Timeline will also show a schedule of recommended meetings with DRBC. The Contractor will meet with staff at DRBC offices, at minimum, on a monthly basis (a web conference may be substituted for a face-to-face meeting).

### **Technical Scope**

- a. **DRBC Workflow Analysis.** Contractor shall perform a workflow analysis on DRBC to better understand existing DRBC operations and capabilities. Workflow analysis is to be completed before any subsequent scope items are started.
- b. **Hardware and Software Specifications, Acquisition and Integration into Secure Network.** Contractor shall design, specify, purchase and install the equipment required to achieve the desired enhancements and will provide an overall system architecture (web, data, GIS and backup server(s) and supporting peripherals). Hardware and software shall be purchased only when required for

system testing at DRBC and after DRBC approval.

- c. **DRBC Integrated Database - Microsoft SQL Server.** Structure and Design. The Contractor will work with DRBC staff to determine the requirements for accommodating all necessary information within the database tables and structure and will develop an amended database schema and implement changes to the database.

Development of Queries and Reports. Approximately twenty (20) queries and twenty (20) reports will be developed.

Front-end / User Interface. The Contractor shall review the current design and functionality of the MS Access 2016 front-end reflecting the changes required to modernize the data entry forms and update any database design needed.

Database / Server Backup and Transaction Logs. The Contractor shall review adequacy of existing protocols and implement agreed recommendations.

### **Database Security Protocols**

DRBC Staff Use. Contractor will develop individual (customized) DRBC staff security privileges regarding database data entry and editing.

External Users. Contractor will develop tools to manage external user accounts (logins / passwords) for those submitting data to DRBC.

### **Document Management System (DMS) and Scanning**

Contractor shall recommend, purchase and integrate a document management system within the DRBC network and that is compatible with Microsoft O365, Teams and Sharepoint.

Contractor shall recommend a method to scan approximately 100 (5-drawer) filing cabinets and upload electronic documents to DMS.

### **DRBC Web Portal**

Development of web portal allowing the public to query select information from the IDB, via DRBC website.

### **Standard Operating Procedures (SOPs)**

Development of documentation describing server and network, database and web form operations and maintenance.

## **G. Training**

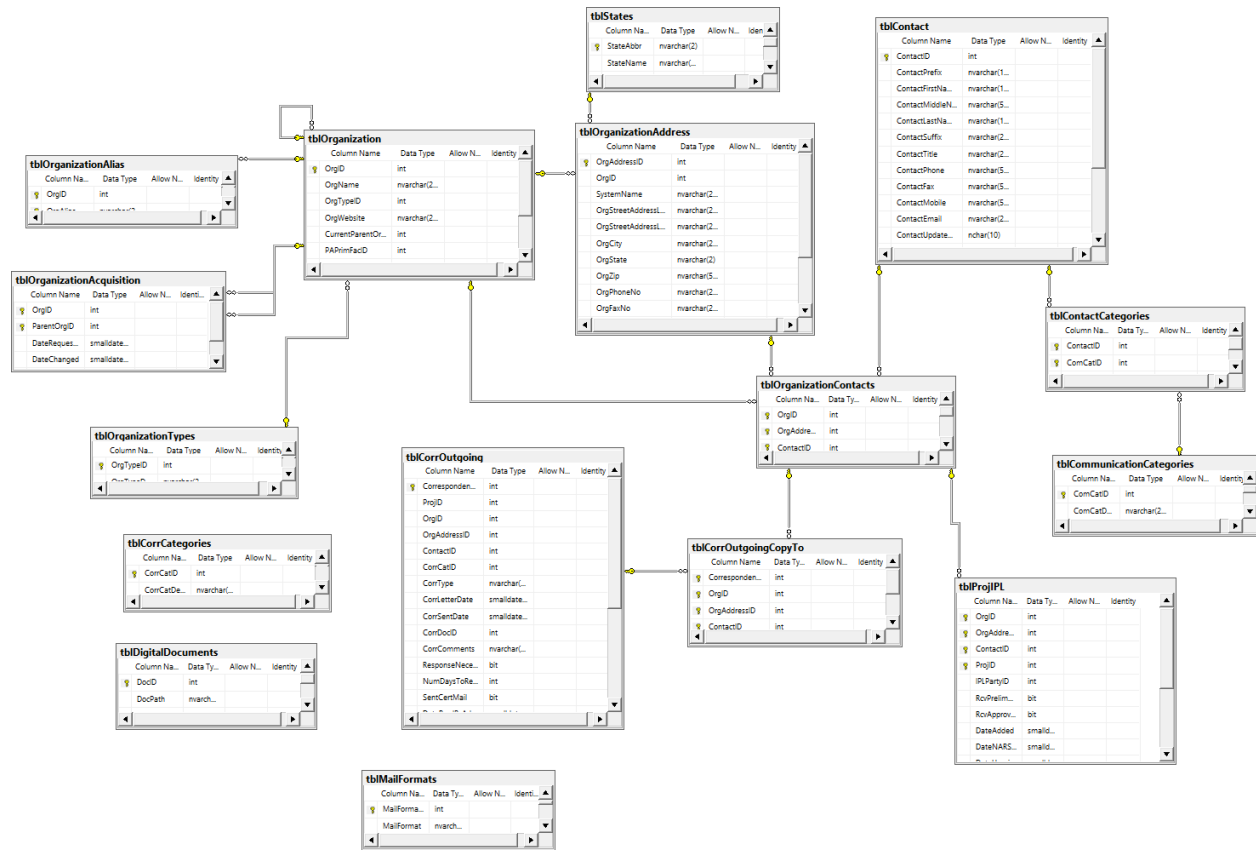
- System Administrator (1)
- Database Administrator (1)
- End Users (~10-12)



## Mail Flow



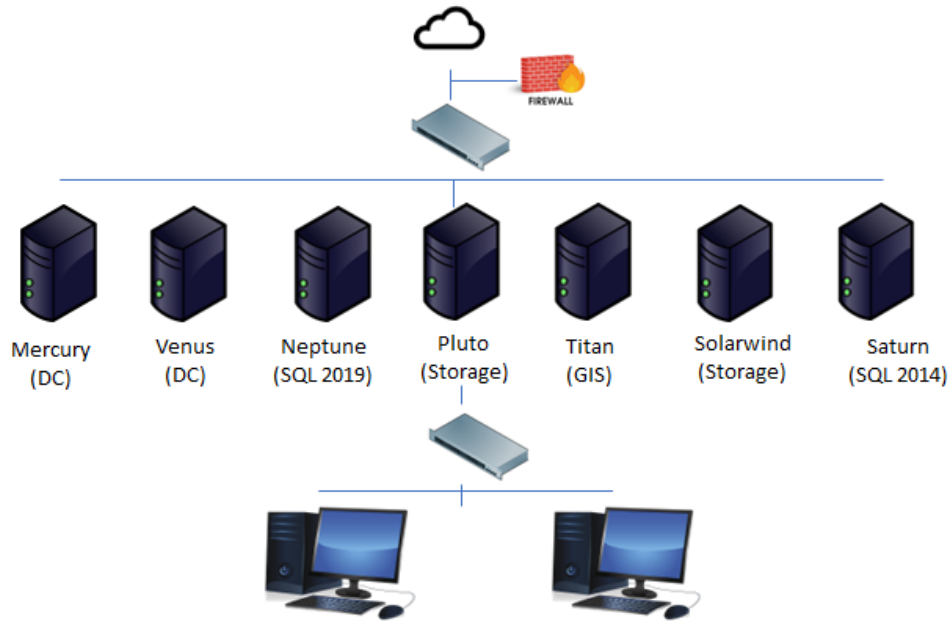
## Communications





### Appendix B: DRBC Network Schema

## DRBC Network Infrastructure



## **Appendix C: DRBC Existing Reports**

Notice of Application Received

Hearing Notice

Notice of Action

Pending Docket report for web

Pending Docket Details

One Process/One permit report for web

Interested Parties List

Docket with Annual Fee Report

Expiring Docket Report

Docket follow-up submittal Report

Water Audit Report

Docket allocation Report

Ecological Flows Report

Fees Paid Report

Mail Control Slip

Daily Mail Received Report