



**Delaware River Basin Commission**

DELAWARE • NEW JERSEY  
PENNSYLVANIA • NEW YORK  
UNITED STATES OF AMERICA

DELAWARE RIVER BASIN COMMISSION

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REQUEST FOR PROPOSALS (RFP)

FOR

RELATIONAL DATABASE UPGRADE &

PERMIT SYSTEM UPGRADE

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## INFORMATION AND INSTRUCTIONS

### 1. BACKGROUND

The Delaware River Basin Commission (DRBC or Commission) is a federal-interstate compact agency with regulatory authority to oversee a unified approach to managing the Delaware River Basin without regard to political boundaries. DRBC programs include permitting, water quality, water supply planning and water conservation, flow management and hydrology (including drought management), and flood loss reduction. DRBC has approximately 39 employees working both remotely and in person at a single office located in West Trenton, NJ.

Currently, the DRBC receives all permit (“docket”) applications and most data reporting in hard copy or PDF format documents. DRBC staff then enter information into a centralized MS SQL Server database via Microsoft Access forms. Other documents (e.g., 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 project applications, on average, per month. The MS SQL Server 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.

Any changes to this RFP will be in the form of an addendum, which will be posted to the DRBC’s website, <https://www.drbc.gov>. The selected bidder will be chosen based upon the 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.

#### 1.1. Purpose

The DRBC is seeking qualified firms or individuals with diverse database, website, and Geographic Information System (GIS) experience to evaluate the DRBC’s current relational database system; guide the design of an upgraded

database system; develop a new browser-based user interface (UI) for the DRBC's Permit System database; and guide a smooth transition to the upgraded database and user interface.

Interested bidders should include their technical approaches in their responses to this RFP for:

- Upgrading the current on-premises MS SQL Server database infrastructure on a separate, on-premises Windows Server.
- Developing a new user interface that can be accessed via industry standard web-browsers and that will optimize DRBC workflow by reducing the DRBC staff's manual entry of permit application data for both new applications and renewals. The new user interface (UI) should allow applicants to create new login credentials or sign in using existing login credentials to complete and submit required permit application forms and attachments via an online submission platform. The same UI should allow DRBC staff to review and edit applications and should enable centralized storage of email correspondence between applicants and the DRBC staff regarding the application process.
- Providing an online invoice generation system for DRBC's surface water charging program; and
- Integrating the new system with paper check payment processing.

## 1.2. Technical Questions

- Please direct RFP process and procedural questions to Elba Deck via email: [elba.deck@drbc.gov](mailto:elba.deck@drbc.gov)
- Please direct technical questions to Dundi Gurram via email: [dundi.gurram@drbc.gov](mailto:dundi.gurram@drbc.gov)

## 2. CURRENT SYSTEM AND ANTICIPATED NEEDS

Sections 2.1 and 2.2 of this RFP provide a high-level description of the DRBC's current relational database system. Sections 2.3 and 2.4 detail the DRBC's expectations of its updated relational database system as well as the requirements to achieve those expectations.

## 2.1. Hardware, Software, and Network Integration

- The selected contractor will need to review the current system's architecture and make recommendations on new architecture for achieving the stated goals.
- The contractor's review will include evaluating the need for additional servers within the existing infrastructure and, if so needed, advising on whether virtualization solutions would be preferable to additional servers.
- The contractor's review will include evaluating internet connectivity and speed of connection and providing recommendations if improvements are needed. Connectivity and speed are paramount and may require redundant file servers, internet providers and other means of ensuring minimal downtime.
- The DRBC currently utilizes an EVPL circuit (100 Mbps) through the State of New Jersey Office of Information Technology (NJOIT) Network. The connection and DRBC's network architecture is managed by the NJOIT. The selected contractor shall integrate the selected systems into the DRBC network.
- A schematic representation of the existing DRBC network is provided 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.

## 2.2. Database and Front End

The database is MS SQL Server 2008 Standard edition, running on Windows Server 2012. The front end is MS Access, supporting all permit approvals, payment processing and communication data, which are maintained in the database. Older approvals issued by the DRBC are maintained in the form of paper "dockets" (the term used for most DRBC approval instruments) stored in hard files within the DRBC's office building.

## 2.3. Future State

Through this RFP, DRBC is seeking qualified firms or individuals with IT experience in creating and upgrading databases to submit bids for modernizing the current DRBC Permit System database software architecture and developing a new web user interface. The upgraded database should reflect the current DRBC permit review workflow process and provide an industry standard web browser-based user interface that is accessible to both internal and external users. Approvals data should be written back to the on-premises MS SQL Server database that hosts project approval/permit data. This web-based front end should eliminate manual entry of paper- or PDF-based approvals data by staff and improve the efficiency and accuracy of the Commission's project review process.

## 2.4. DRBC Needs

### 2.4.1. DRBC User Interface Update

The current database user interface is built using Microsoft Access 2016 forms. The selected 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 must be capable of linking to and displaying relevant documents at staff workstations either in the office or at remote locations.

### 2.4.2. Reports

An "on-demand" report tool in which the end user can select fields and formats must be developed. Currently, all reports are based on specific queries within SQL by IT staff. Microsoft Excel is used for formatting such reports. DRBC will require approximately 20 standard reports and queries, of which several key examples are listed in Appendix C.

### 2.4.3. Integration with Outlook/E-mail

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

### 2.4.4. 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 selected contractor, in consultation with DRBC staff, and a Backup & Disaster Recovery (BDR) system will be implemented by the selected contractor.

#### 2.4.5. 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 selected 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.

#### 2.4.6. Surface Water Charging

DRBC collects fees from approximately 300 surface water users based on water usage, using a self-reporting web site. This web site is maintained by AECOM Inc. Each surface water user logs into the web form hosted on Amazon Web Services (AWS) to report monthly water use, and the system generates an invoice and water use confirmation report. The user prints the invoice and submits payment to DRBC. There are three (3) reporting cycles—annual, quarterly, and seasonal. See <https://eforms.drbc.net>.

(Also see <https://www.state.nj.us/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 use of the local database includes but is not limited to maintenance of information on organizations, certifying officials, billing cycles, facility water sources and storage of notes. The remote database captures monthly water use amounts, invoice numbers, report numbers, and payment information. The payment information is entered on the remote database and within DRBC’s accounting system.

DRBC would like to transition to a single, on-premises database for surface water charging (to eliminate the externally hosted water use charging data sync). 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 for billing cycles with rates. DRBC may need additional reports to interface with our SAGE accounting system.

### **3. PROJECT SCOPE & PHASES**

Interested bidders will submit their work plan and costs for the upgrade of the DRBC's relational database and development of a new user interface for DRBC's various permit review processes. Plans and costs should include all system capabilities and features set forth in Section 2.4, including: functionality for applicants to upload supporting documents; centralizing the communications between applicants and the DRBC; development of static and dynamic reports; interfacing with the GIS system post-upgrade and any required fixes to make systems functional; enabling permit holders to enter water use data; generating invoices for surface water charges; and training DRBC staff on how to use the new system.

Implementation of the requested upgrade will be in phases, and cost proposals for each phase are requested as separate line items. DRBC in its sole discretion will decide which phases will ultimately be implemented, consistent with DRBC's budget and timeline. DRBC expects to use the cost proposals to establish its implementation priorities and to plan future enhancements. Although DRBC prefers that interested bidders submit cost proposals for each phase, it is acceptable for bidders to quote only those phases they are interested in bidding.

DRBC expects the selected contractor to follow the Agile software development methodology. Accordingly, the specifications set forth in this RFP are not fully detailed. Rather, user requirements and functionality will be derived by the Agile product backlogs, and Epics process, and additional details will be provided and obtained through the project planning and sprint planning sessions that will be conducted by selected contractor resources. Sprint duration may vary from 2 to 4 weeks.

The selected contractor must provide all source code, configuration scripts, test data generation scripts, testing evidence, database change scripts, and all other intellectual property generated for or by the selected contractor in connection with the work described in this RFP to DRBC. The foregoing intellectual property is and will be at all times the property of the DRBC, both during and following the work described in this RFP.

The following phases are anticipated for this relational database upgrade/modernization and development of new online user interface.

### **3.1. Phase-1: Upgrade Windows and Database**

- Review current database infrastructure running MS SQL Server standard edition 2008 and Windows server 2012 and upgrade database to the latest supported versions of Windows and SQL Server 2022 standard edition on an existing, on-premises Neptune server.
- Set up database backup processes and test the restore and recovery of the database. The backup, restore and recovery process must be documented.
- Coordinate with NJOIT to create required security and firewall rules to secure the server from external user access, as the web-forms will be enabled for external user access to save the permit data during the application process.

### **3.2. Phase-2: Develop web-forms for DRBC internal users access only**

- There are about 10 DRBC internal users currently accessing the system.
- Review current paper (PDF) based application process and develop requirements (EPICS) and break them down to user stories fit for sprints to enable the development of web application for DRBC internal staff access via any standard web-browser (i.e., Microsoft Edge, Google Chrome, Safari, Firefox etc.).
- The DRBC currently expects to host applications on internal DRBC servers for both internal and external users' access to minimize the recurring external hosting costs. It is crucial that the selected contractor's proposed solution keep the recurring costs low and that all required cyber security standards are adhered to.
- The web-forms to be developed must have at least minimum functionality equivalent to that of the current DRBC Permit System, including user interface forms to capture all communication to the applicants; physical mail tracking process; and DRBC Surface Water Charging Program (SWC). The SWC is currently an online system where permit holders enter water usage data for their facility and a report and payment invoice are generated. The permit holder then mails payment to the DRBC. The SWC has both an external and

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an internal database. The external database is hosted at AWS by a third-party company. DRBC uses Redgate software to perform a nightly synchronization of the two databases to pass updated information from the public database to the internal DRBC database.

- There will be around 50-75 user interface screens based on the current system design. This number is provided for estimation purposes.
- There are approximately 200 tables, including configuration tables, in the current database.
- Python or Java is the preferred development language, but DRBC is open to considering other technologies if resources are openly available in that technology at low cost without paying premium price. The chosen technology should be royalty free or license free or obtainable through GNU licenses.
- The selected contractor will develop approximately 20 relevant reports in new technology to mimic the current reports' functionality. See list of key examples of reports in Appendix C.
- The selected contractor will make required changes to the database structure for any required functionality (i.e., adding or modifying tables, adding, or modifying fields to the tables, adding, or modifying views, etc.).

### **3.3. Phase-3: Online external users application submission and documents upload**

- Develop online application submission for approximately five different application types. Functionality must replace the current PDF application process to reduce manual entry and improve workflow.
- Current Online downloadable PDF forms links:
  1. [Ground and/or Surface Water Withdrawal Application](#)
  2. [Discharge Application](#)
  3. [Application for Consumptive Use Projects](#)
  4. [Request for Name Change or Transfer of Approval](#)
  5. [Annual Fee Billing Information Update Request Form](#)
- The online application submission platform should include typical online

application functionality (such as the ability to save drafts, make modifications, upload, and download documents, display submitted application status), and capture all correspondence between the DRBC and applicants within the system.

- All communications between DRBC staff and an applicant organization's staff must be centrally captured in the system to improve the current correspondence storage process and to eliminate keeping track of email communications from multiple DRBC staff members.
- DRBC anticipates only minor database modifications are needed during modernization of the front end.
- The selected contractor is expected to make all required database modifications (adding new tables, modifying/ updating existing tables, any data cleansing and de-duplication, etc.).
- Water charging data must sync with the external AWS database until this functionality is brought in-house. (Currently, no electronic payments.) In the event that Phase 4 of this RFP will not be executed, the selected contractor must work with the existing system contractor to ensure that the existing database sync via Redgate software maintains functionality.

### **3.4. Phase-4: Bring water charges in-house to eliminate sync**

- Develop web-front end to enable permit holders to enter water consumption data and generate invoices. Depending upon intellectual property, the selected contractor may be able to recreate existing webforms, which are likely developed in vb.net language.
- This web-front end should allow for bringing in-house the AWS-cloud-hosted water charging application that is currently being managed by a third party and should eliminate the need for the current data synchronization with the on-premises SQL Server database.

### **3.5. Phase-5: Enhancements for additional functionality**

This phase of work is expected to include changes to the operation/functionality of the existing database and to be incorporated into the project as schedule/budget allows. As such it is anticipated that this Phase 5 work will be bid as time and materials (unit rate). If possible, discussions with the selected

contractor will help DRBC determine whether the changes outlined in this section can be reasonably combined with work in other phases to increase efficiency. Modifications to the current database functionality include but are not limited to ideas such as:

- Reimagining how individual permit records are displayed to the end user. Currently, user forms are loaded for one permit record, even if that permit is one in a series of approvals. Related permits must be manually linked together, even though they may share a common data parameter. It is desirable that a series of approvals (e.g., D-1990-012) be grouped, such that an individual can then choose and easily navigate between iterations of that approval (e.g., D-1990-012 CP-1 [*approved 1990-01-01, expired 1999-12-31*], D-1990-012 CP-2 [*approved 2000-01-01, expired 2009-12-31*], D-1990-012 CP-3 [*approved 2010-01-01, expired 2019-12-31*]). In essence, the naming scheme for docket approvals of D- YYYY-NNN” is the initial approval year (YYYY) followed by 3-digit Number and successive approvals will append “-CP1,” -CP2,” “-CP-3,” etc., or “-1,” “-2,” “-3,” etc., to the initial docket number.
- Increasing the flexibility of searching for permit records, whereas currently only an exact character matching the permit number is functional.
- Simplifying a re-application process by allowing an applicant to select an option for “no changes” if that is the case and create a new record based on the old record.
- Automated email generation based on specific triggers, such as due dates specified in the database for follow-up conditions (e.g., when reports may be due, or permit may be expiring).
- Accepting comments on draft permits as data into the database.
- Streamlining data outputs specific to the annual fee process, which integrates with SaaS accounting software (SAGE).

### **3.6. Phase-6: GIS integration and enhancements to GIS software**

- Work with DRBC staff to understand current functionality and to enable interface update required for desired GIS system functionality following upgrades to the operating system (Windows) and MS SQL Server database.

- Develop any interfaces required for GIS integration.
- Update the newly developed system to integrate with GIS systems or develop new integration to the GIS system.

## 4. GENERAL REQUIREMENTS

The selected contractor and any of its employees or subcontractors working on this project should have experience and expertise in designing, implementing, and upgrading production grade relational databases (and particularly in upgrading from older versions to the latest versions of Windows and SQL Server), web application development for internal user access as well as online (web) access of the same application by external users via standard web browser access, geographic information systems, and document management software.

Additional general expectations and requirements of the selected contractor include the following:

- Gather and document detailed DRBC application requirements by interviewing DRBC staff for web enabled application development.
- Use Agile methodology during development. The selected contractor will be expected to capture the system requirements in the form of product backlogs, EPICS and User Stories. System requirements will be provided to DRBC post-system implementation in a soft copy format (i.e., Word document or other industry standard format acceptable to DRBC) for any future references and enhancements.
- Identify and provide implementation schedule for each phase functionality.
- Develop web application for browser-based access of application review process for internal users.
- Enable external users to submit permit application(s) online and upload supporting documents.
- System design should consider all security and infrastructure requirements, as the hosting will be on-premises on a DRBC server and must ensure all network security and cyber security requirements of DRBC are met.
- The selected contractor will work with the New Jersey Office of Information

Technology (NJOIT) network, cyber security, and firewall teams.

- Develop training materials to the satisfaction of DRBC staff. Train the DRBC staff on how to use the new system and address any additional training and make updates to the training materials.
- The database has about 75 tables, about 72 stored procedures, and about 290 views. Some of the tables, stored procedures, and views need to be cleaned up, or unused, or are duplicates or outdated.
- The system should be developed in the development environment and tested by the selected contractor.
- The selected contractor will be expected to perform unit testing and integration testing and to resolve all issues identified during DRBC user acceptance testing.
- The selected contractor will be expected to facilitate the DRBC user acceptance testing in an environment similar to the production environment or pre-production environment.
- The selected contractor should follow the Agile development methodology. Scrum team must include: a Scrum Master and individual Scrum team members who are self-sufficient and cross-functional (meaning Scrum team is made up of developers, testers, architects, security specialists, analysts, and any additional required resources). Scrum Master should conduct all SCRUM ceremonies.
- Sprint Definition of Done (DoD) will include all testing (unit, regressions, system, integration, response time testing, and any other type of testing required) being completed and the sprint deliverable being fully functional with DRBC sign-off at each sprint.
- Post-completion of all sprints, system response time must be acceptable to DRBC staff and any response time, functionality, or any other issues that arise after all integrations are completed must be addressed by the selected contractor in a timely manner to get final product/system user acceptance testing (UAT) sign-off from DRBC staff.
- Implementing the new system in the production environment can only be done via an approved change request post-final DRBC staff UAT and after DRBC or NJOIT cyber security, network, and firewall teams' approvals.



- Interested bidders should include in their bids annual maintenance costs to provide ongoing support as a separate line item. The DRBC reserves the right not to include ongoing maintenance and support in the resulting contract between the Commission and the selected contractor.

## 4.1. Timing and Technical Requirements

### 4.1.1. Timeframe and Timeline preparation

The timeframe for completion of the project scope of work is twelve (12) months from the contract execution date. Interested bidders must submit a timeline for performance of the project with their proposal. The proposed timeline should indicate critical milestones and include approval points for proceeding with individual scope items. The timeline should also show a schedule of recommended meetings with DRBC. The selected contractor will at a minimum meet with staff at the DRBC office monthly, but it would be preferable to meet once every two weeks (video conferences may be substituted for in-person meetings).

### 4.1.2. Technical Scope

#### 4.1.2.1. DRBC Workflow Analysis

The selected contractor will perform a workflow analysis on the current DRBC database functionality to better understand existing DRBC database operations and capabilities. The workflow analysis must be completed before any subsequent scope items are started.

#### 4.1.2.2. Hardware and Software Specifications, Acquisition, and Integration into Secure Network

The selected contractor will be expected to design, specify, and install the equipment required to achieve the enhancements described in this RFP, and to 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.

#### 4.1.2.3. Database - Microsoft SQL Server Structure and Design

- The selected contractor will work with DRBC staff to determine the requirements for accommodating all necessary information within the database tables and structure. The selected Contractor will also develop an amended database schema and implement changes to the database.

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- **Development of Queries and Reports.** Approximately twenty (20) queries and twenty (20) reports will be developed.
- **Front-end / User Interface.** The selected contractor will review the current design and functionality of the MS Access 2016 front-end and identify the changes required to modernize the data entry forms, and if necessary, to update the database design.
- **Database / Server Backup and Transaction Logs.** The selected contractor will review the adequacy of existing protocols and implement those recommendations that the DRBC approves.

### 4.1.3. Database Security Protocols

- **DRBC Staff Use.** The selected contractor will develop individual (customized) DRBC staff security privileges regarding database data entry and editing.
- **External Users.** The selected contractor will develop tools to manage external user accounts (logins/ passwords) for those submitting data to DRBC.

### 4.1.4. DRBC Web Portal

The selected contractor will be expected to develop a web portal that allows the public to query select information from the database via the DRBC website.

### 4.1.5. Standard Operating Procedures (SOPs)

The selected contractor will develop documentation describing the server and network, database and web form SOPs, and maintenance.

### 4.1.6. Training

The selected Contractor will be expected to provide training to the following classifications and numbers of DRBC staff:

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

## 4.2. Project Management Requirements

- The selected contractor should assign a Project Manager/Scrum Master who will serve as the point of contact between the DRBC Project Manager and the

contractor's resources throughout the project and who will be responsible for achieving effective communication among contractor resources during development.

- The Project Manager/Scrum Master will facilitate interactions between the selected contractor's resources and the New Jersey Office of Information Technology (NJOIT) for network security, load balancers, and firewall configurations until all issues are resolved to the satisfaction of DRBC staff.

#### **4.3. Risk Management – Insurance Requirements for the Selected Contractor**

The selected contractor must maintain the following minimum insurance requirements throughout the duration of the project, or for such longer period as described below:

- Errors and Omissions coverage in the minimum amount of \$1,000,000, which must be in effect for the entire period of the project and for a minimum of one year after completion of the project.
- Full Worker's Compensation coverage for all personnel the contractor employs. The selected Contractor shall also hold the Commission free and harmless for all personal injuries.
- Property insurance for protection from claims for damages because of damage to or destruction of the contractor's property, including loss of use resulting therefrom. The Commission shall be held harmless for any damage to the contractor's property and/or equipment during the course of performance of the contract.
- General liability coverage in the minimum amount of \$1,000,000 per occurrence.
- Automobile insurance, including coverage for non-owned and hired automobiles, with a combined single limit of not less than \$1,000,000 per occurrence.

The Commission shall be named as an "additional insured" on all insurance coverage except Worker's Compensation and Errors & Omissions.

The selected contractor'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.

#### **4.4. 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 Commission network and printers/copiers. The selected contractor will supply the computer/laptop, business software, and antivirus protection.

### **5. COST/ PAYMENT TERMS**

The selected contractor will be paid based upon 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. The final scope of work and budget will be negotiated by DRBC after the contractor(s) are selected and an agreed upon time frame and total cost of the project is determined.

### **6. SUBMITTAL REQUIREMENTS / PROPOSAL CONTENTS**

Interested bidders must submit a brief statement that addresses the following:

#### **6.1. Organization Capabilities**

- Describe the organization/company's experience and capabilities designing databases, developing web applications, and working with Geographic Information Systems (GIS), including ones of similar size and for government agencies if applicable. Be specific and detail three projects/contracts, including a description of work, dates, locations, challenges, and results.

#### **6.2. Bidder Information and Qualifications**

- Identification and contact information for proposed Project Manager.
- Identify key staff who will be assigned to fulfill the contract requirements. Detail what roles each would have. Provide a synopsis describing the educational and work experience for each key staff member assigned to the

project, with a focus on experience with projects similar in size and scope to this project.

- Describe the proposed Project Manager's experience and skills working cooperatively with contracts/government entities and other consultants on a project of this size and scope.
- Describe the resources schedule, availability to work on the project, and flexibility to provide the needed services throughout the project.
- Explain any of the bidder's prior contract terminations for default during the past five years. Termination for default is defined as notice to stop performance due to the bidder's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the contractor to be in default. Present the contractor's position on the matter.
- If no such terminations for default have been experienced by the contractor in the past five years, declare so.
- If the contractor 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.
- Provide an example of a prior project of similar size, scope, and readiness timeline that the bidder has completed.

### **6.3. Project Understanding**

- Describe the anticipated approach to meeting the needs of the project scope and requirements. Describe the bidder's 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 an understanding of the challenges and barriers of implementing a system for a government agency of DRBC's size and the bidder's proposed approach to overcoming these barriers.
- Describe the bidder's method and experience with change management while implementing a project of this size and scope. What specific skills and

techniques do the proposed Project Manager and technical resources possess to assist Commission staff with the changes that will occur with implementation?

#### **6.4. Bidder References**

- Interested bidders must supply references and contact information for three comparable sized firms/agencies to which similar projects/services have been provided within the past five years.

#### **6.5. Scope of Work**

- Please provide a detailed scope of work, taking into consideration the information provided in Section 2 of this proposal. Break down the scope of work according to the Phases specified in Section 3. Identify any deliverables and include a schedule.

#### **6.6. Cost**

- Complete the project bid sheet, which can be found at the following link (please note that the Microsoft Excel file may download without navigating to the website). For each task, detail the number of hours for each key staff member estimated to be needed to fulfill the project needs as well as the corresponding staff level/title and hourly rate.  
[https://www.nj.gov/drbc/library/documents/RFP\\_DatabaseUpgrade\\_BidSheet\\_oct2023.xlsx](https://www.nj.gov/drbc/library/documents/RFP_DatabaseUpgrade_BidSheet_oct2023.xlsx)
- Provide a standard hourly rate card for each resource category.
- Provide the cost of any materials and or licenses required other than services.
- The cost proposal may include recommendations as to how the fees for these services should be structured to achieve the project objectives.
- Please keep in mind the separate submittal instructions for the cost proposal as outlined in Section 7.2.

## 6.7. Additional Guidance

- There is no page minimum or page limit in responding to the RFP; however, submissions should be efficient and brief.
- If a bidder wishes to request particular terms, conditions, or qualifications for submitting a proposal, or seeks an exception to any of the requirements set forth in this RFP, the interested bidder's proposal should so state.

## 7. SUBMITTAL INSTRUCTIONS

Please follow carefully the submittal instructions set forth below. Failure to do so may result in the Commission deeming a proposal non-responsive.

### 7.1. Proposal

Interested bidders should send an electronic (PDF) file of their proposal (*excluding* the cost proposal) that includes the requirements outlined in this RFP, via email to: [DRBC.Proposals@drbc.gov](mailto:DRBC.Proposals@drbc.gov).

### 7.2. Cost Proposal

Complete the project bid sheet, which can be found at the following link (please note that the file may download without navigating to the website):

[https://www.nj.gov/drbc/library/documents/RFP\\_DatabaseUpgrade\\_BidSheet\\_oct2023.xlsx](https://www.nj.gov/drbc/library/documents/RFP_DatabaseUpgrade_BidSheet_oct2023.xlsx)

The agreed upon total project budget may not be exceeded without prior authorization by the Commission. For each Phase, detail the estimated number of hours for each key staff member expected to be needed to fulfill the project requirements as well as the corresponding staff level/title and hourly rate. Provide a standard rate sheet for each type of resource that will be involved in the project.

Interested bidders should send or hand deliver one hard copy cost proposal in a sealed envelope clearly marked "Cost Proposal" to:

Elba Deck

Director of Finance and Administration Delaware River Basin Commission

25 Cosey Road

West Trenton, NJ 08628

[Elba.Deck@drbc.gov](mailto:Elba.Deck@drbc.gov)

609-477-7201

### **7.3. Other Proposal Instructions:**

Proposals (digital files) and sealed Cost Proposals (in hard copy only) must be received no later than 4:00 PM Eastern Time on February 26, 2024. Proposals received after this time will not be considered. The Commission reserves the right to reject any submittals for any reason.

### **7.4. The Commission's Standard Contract:**

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).

Where specific requirements outlined in this RFP conflict with the terms of the standard contract, the requirements of this RFP supersede, and will be expected to replace, conflicting terms of the standard contract. If the bidder cannot execute the standard contract in its current form, the bidder must describe the exceptions in their proposal.

## **8. PERIOD OF PERFORMANCE**

The selected contractor is expected to commence work within two weeks after execution of the contract between DRBC and the contractor and receipt of written notice to proceed by DRBC. A preferred timeline based on the submitted cost/schedule proposal will be agreed upon during the contracting process. 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.

## **9. PROPOSAL SELECTION AND AWARD PROCESS**

Proposals will be evaluated by a committee comprised of Commission staff members knowledgeable about the service(s) and/or product(s) that are the subjects of this RFP. Evaluation committee members may not speak with bidder representatives regarding pending proposals submitted in response to this RFP between the time of submission and the Commission's selection of a bidder.

Accepted proposals will be reviewed by the evaluation committee and scored against the criteria outlined below. The committee may review references and



request interviews/presentations (on-site or virtual) or additional details. 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.

### 9.1. Proposal Scoring Criteria

The proposals will be scored using the following criteria:

Description	Points
Organization Capabilities	200
Staff Qualifications & Experience	200
Proposer Solutions	400
Cost Proposal	200
Total	1000

### 9.2. Anticipated Schedule

The Commission and the selected firm should expect to adhere to the following schedule:

Activity	Responsibility	Date
Distribution of RFP to potential Bidders	Commission	01/02/2024
Submission of questions to the Commission	Bidders	01/26/2024
Answers to questions distributed to potential Bidders	Commission	02/09/2024

DRBC

Proposals due to the Commission via email	Bidders	02/26/2024
Select Bidders invited to oral presentation	Commission	03/15/2024
Oral Presentations	Commission/ Selected Bidders	03/25/2024- 03/29/2024
Winning Bidder Notified	Commission	04/05/2024
Analysis and recommendations presented to Commission senior staff for consideration	Selected Contractor	04/12/2024

The Commission reserves the right to modify the above schedule.

DRBC

## **Appendix A: DRBC Database Schema**

**A.1 Permit System database (i.e., “Project Review” database)**

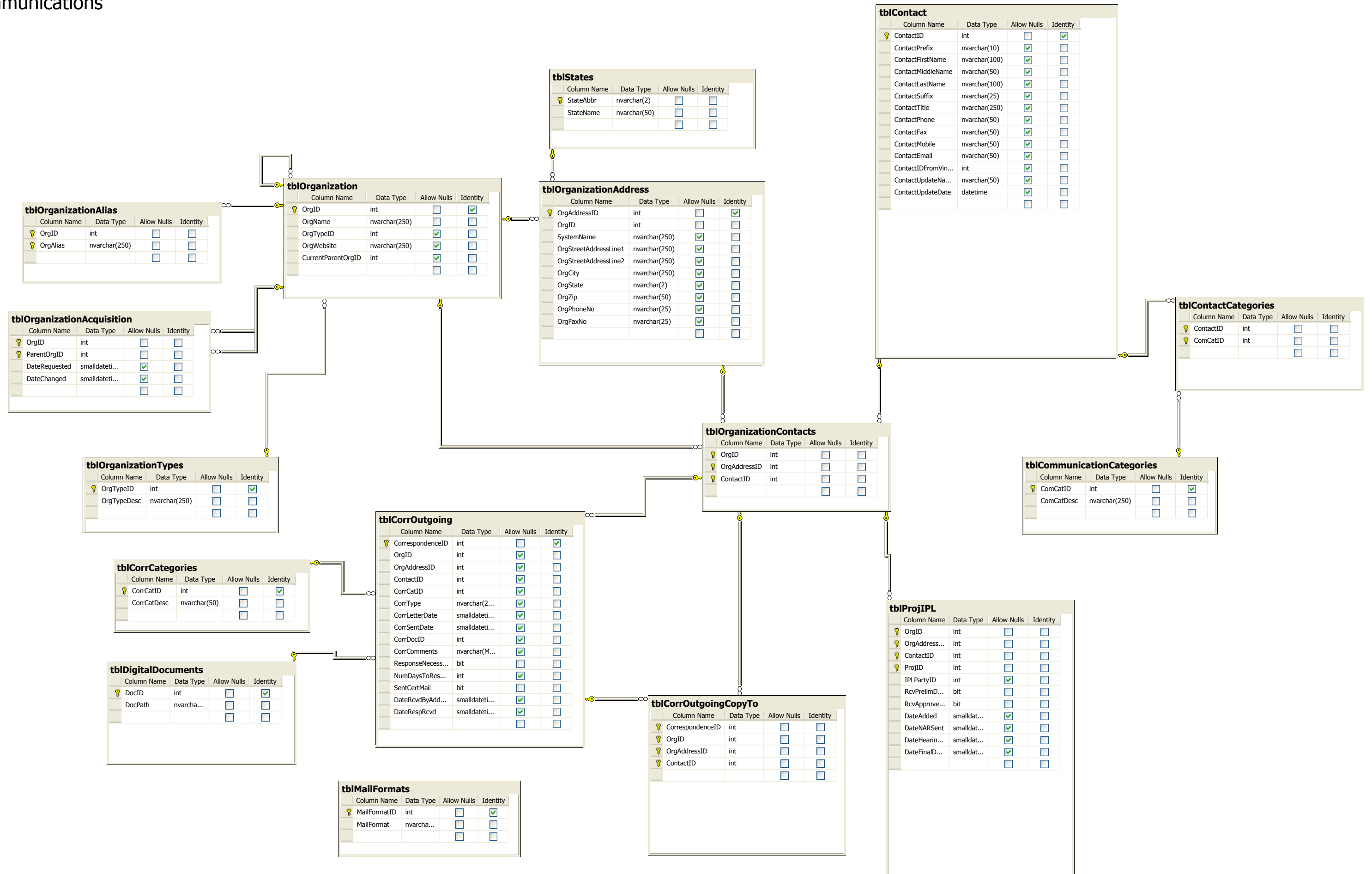
**A.2 Communications**

**A.3 Water Use and Charging**

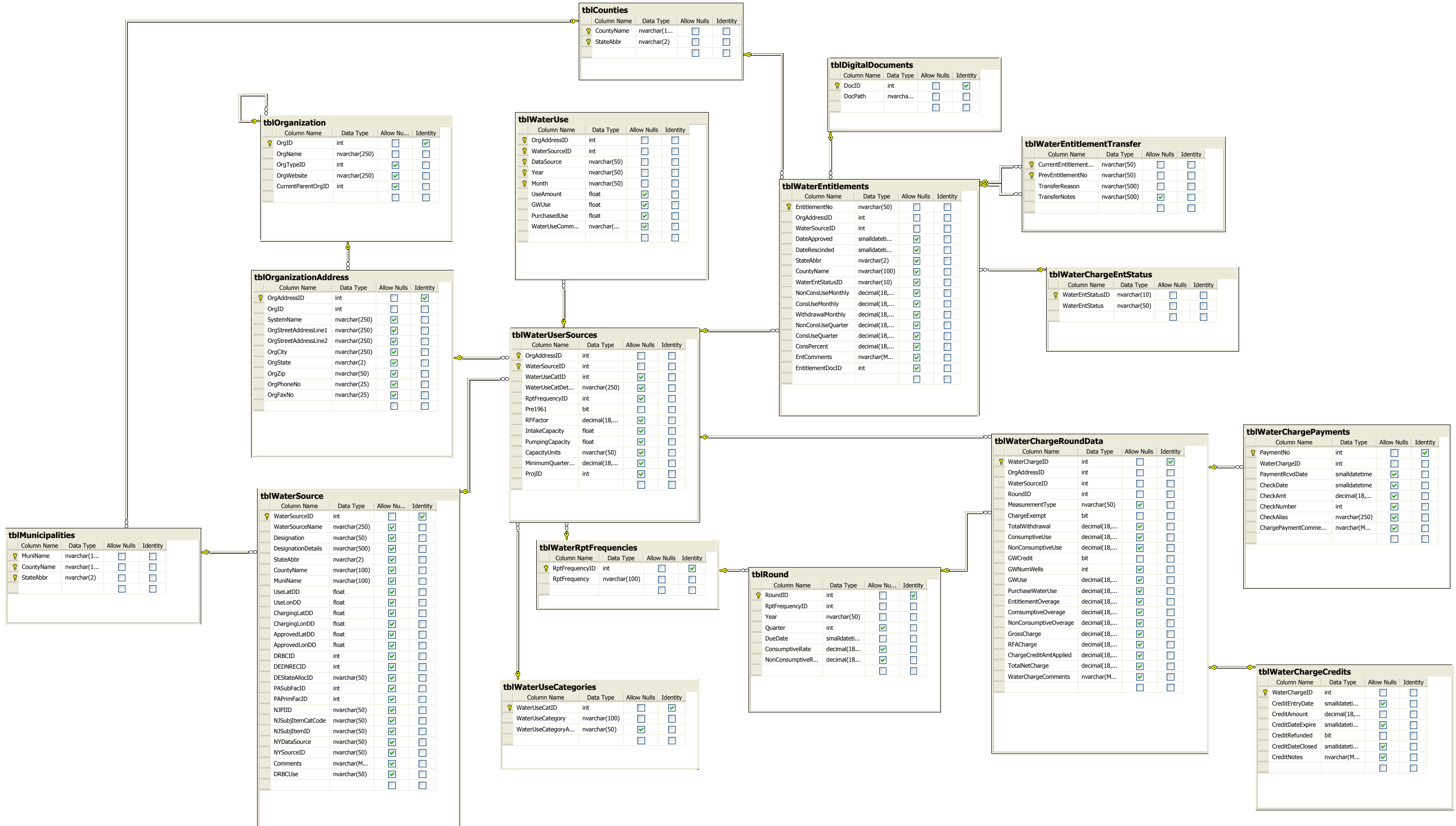
**A.4 Mail Control**



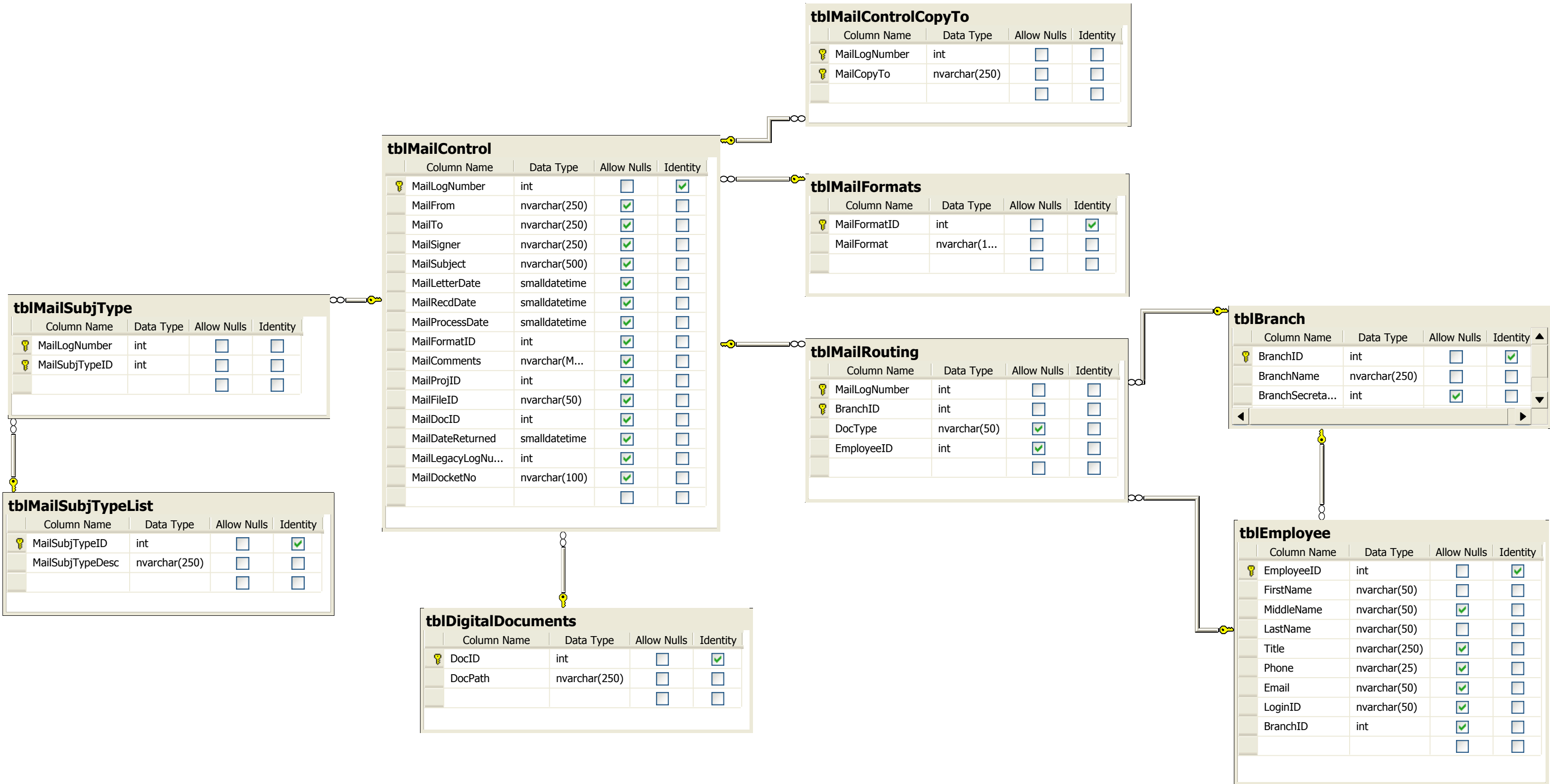
# Communications



# Water Use and Water Charging

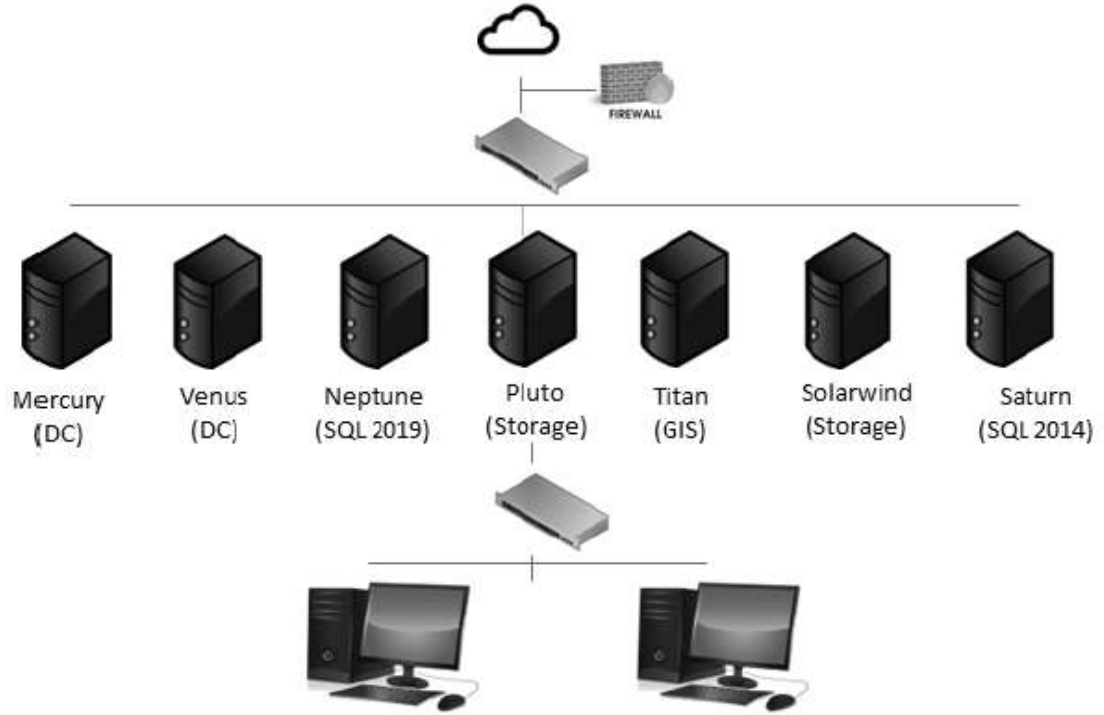


# Mail Control



## Appendix B: DRBC Network Schema

### DRBC Network Infrastructure





## Appendix C: DRBC Existing Reports

**NOTE:** This does not reflect a comprehensive list of reports – although it does include many which are frequently used.

1. Notice of Application Received Hearing Notice
2. Notice of Action
3. Pending Docket report for web Pending Docket Details
4. One Process/One permit report for web Interested Parties List
5. Docket with Annual Fee Report
6. Expiring Docket Report
7. Docket follow-up submittal Report
8. Water Audit Report
9. Annual Effluent Monitoring Report
10. Docket allocation Report
11. Ecological Flows Report
12. Fees Paid Report
13. Mail Control Slip
14. Daily Mail Received Report