

Constituent Management Services

Solicitation Number: 5400018876
Contract Period: 11/19/2019 - 11/18/2024
[Contract Terms & Conditions](#)
Page Last Updated 11/21/2019

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Welcome to the State of South Carolina Statewide Term Contract webpage for the **Constituent Management Services, installed base only delivered by Leidos Digital Solutions, Inc. To utilize this contract you must already have an installed CMS by Leidos.**

In 2013, the State of South Carolina (State) issued a Request for Proposal (RFP) in order to establish a state-term contract for an end-to-end Constituent Management System (CMS). The System needed to be a commercial-off-the-shelf (COTS) solution allowing for some minor customization, but not 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.

In 2019, the State created a new 5-year contract for the same products and services (Contract Number: 4400022933).

Below are details explaining how to create a budget estimate, as well as pricing for each project available through this contract.

Leidos Digital Solutions, Inc. (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 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. IQ provides 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 every new project, each Using Governmental Units in the State of South Carolina will need to first estimate the number of users required for the deployment. The system is sold with a “named user” methodology. In order to calculate the license cost and determine the pricing tier, the Using Governmental Unit’s 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 meet lower pricing thresholds. Currently the State has 88 right-to-use 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 met 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. The per user per month calculation below are derived and composed of two components:

1. IQ GovCloud™ Base Per-Account Annual Subscription: Each customer must purchase annually the following CLIN that includes: Annual web server OS licensing, 100GB Primary Tier 1 Encrypted Flash Enhanced Storage (100 GB per account), 100 GB Offsite Encrypted Backup Storage (per account), and Engineering Hours to monitor and maintain hosted account.
2. IQ GovCloud™ - Annual SaaS Subscription for “X” Named Users: Includes Intranet Quorum (IQ) software with ongoing hosting fees on a JAB approved, FISMA Moderate FedRAMP Cloud.

Each new quote will be based on a statement of work (SOW) or defined requirements related to the project. Samples of previous SOWs can be provided as a guideline.

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 25 Users	\$106.71/User per Month	
26 to 49 Users	\$106.71/User per Month	Discounts applied at higher tiers
50 to 74 Users	\$80.61/User per Month	24.46%
75 to 99 Users	\$70.51/User per Month	33.92%
100 to 124 Users	\$67.44/User per Month	36.8%
125 to 149 Users	\$64.01/User per Month	40.01%
150 to 174 Users	\$60.41/User per Month	43.39%
175 to 200 Users	\$58.40/User per Month	45.5%
Pricing above 200 user subscriptions available upon request		
IQ GovCloud Boards (Annual)	\$5,898/Year	
Optional – IQ GovCloud Additional Storage – 100 Gigabyte Increments (Annual)	\$940/Year/100GB	
Optional – IQ GovCloud Archivist (Annual)	\$2,287/Account/Year	

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) Training account. 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)

Professional Services per Hour Rates – Annual Cycle = November 18 to November 17 of the following year

Part Number	Labor Category	2019 Hourly Rate	2020 Hourly Rate	2021 Hourly Rate	2022 Hourly Rate	2023 Hourly Rate
GOV-H-IPM	Project Manager / Supervisor	\$191.71/Hour	\$197.47/Hour	\$203.39/Hour	\$209.49/Hour	\$215.78/Hour
GOV-H-ENG	Engineering Services & Other Integration Support	\$191.71/Hour	\$197.47/Hour	\$203.39/Hour	\$209.49/Hour	\$215.78/Hour

GOV-H-BPA	Business Process Analysis (BPA)	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-SYS	System Configuration	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-ITC	Information Technology Consulting (ITC)	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-WKF	Creation of Workflow Templates	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-QCT	Development, Integration & Quality Control Testing	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-TRN	Training Preparation	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-CON	Data Conversion or Evaluation of Legacy Data	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-DOC	Technical Writing & Custom Technical Project Documentation	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-UTC	User Training Classes – Tier One Users	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-TTC	Technical Training Classes (Admin)	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-OSS	Extended On-site Support	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-RPT	Reports Discovery, Analysis & Creation	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/Hour
GOV-H-HDS	Support Hours (Telephone Help Desk Service)	\$153.36/Hour	\$157.96/Hour	\$162.70/Hour	\$167.58/Hour	\$172.60/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.