



**Office of the New York State  
Attorney General  
Letitia James**

**Request For Information  
RFI #24-006  
Cloud Based E-Procurement Solution**

<b>Request for Information Number:</b> 24-006	<b>RFI Issued:</b> 9/6/2024
<b>RFI Description:</b> Cloud Based E-Procurement Solution	<b>Contract Period: Not Applicable</b> TBD
<b>Due Dates and Times (ET):</b> Issuance of Request for Information: 9/6/2024 Submission of Questions: 9/13/2024 OAG Issuance of Answers: 9/17/2024 RFI Responses Due Date: 9/27/2024	<b>Regions of Service:</b>  Provided in New York State (Albany Capital Region).
<i>In compliance with Procurement Lobbying Law, contacting anyone other than designated herein may result in rejection of responses.</i> <b>Primary Designated Contact:</b> Bonnie Rosenthal Contract Management Specialist I Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol, Albany, New York 12224-0341 Telephone: (518) 776-2129 E-Mail: <a href="mailto:purchase@ag.ny.gov">purchase@ag.ny.gov</a>	<i>In the event the Primary designated contact is not available:</i> <b>Alternate Designated Contact:</b> <a href="#">Christopher Reksc</a> Contract Management Specialist 2 Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol, Albany, New York 12224-0341 Telephone: (518) 776-2138 E-Mail: <a href="mailto:purchase@ag.ny.gov">purchase@ag.ny.gov</a>

Questions regarding this announcement shall be directed to the person on the cover page via email only and shall adhere to the above deadline. Verbal questions will NOT be accepted. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes, and it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the OAG to contract for any service whatsoever. Further, the OAG is not seeking proposals and will not accept unsolicited submissions. Vendors are advised that OAG will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the New York State Contract Reporter website and the OAG website. It is the responsibility of the potential responders to monitor these sites for additional information about this requirement. The OAG encourages responders to register with the New York State Contract Reporter (NYSCR) at <https://www.nyscr.ny.gov/agency/index.cfm> to receive notifications about this Solicitation. Navigate to the "I want to find contracts to bid on" page to register for your free account. To receive e-mail notifications regarding updates to the content or status of a particular ad, you must "bookmark the ad" on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and then select the "send me notification updates" option listed to the right of the ad. Any updates to the RFI documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive email notifications regarding updates, including email notifications regarding the questions and answers, documents, and updates to Solicitation documents.

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## 1. Agency Background

As head of the Department of Law, the Attorney General is both the "People's Lawyer" and the State's chief legal officer. As the "People's Lawyer," the Attorney General serves as the guardian of the legal rights of the citizens of New York, its organizations, and its natural resources. In fulfilling the duties of the State's chief legal counsel, the Attorney General advises the Executive branch of State government and defends actions and proceedings on behalf of the State.

The Office of the Attorney General (OAG) serves all New Yorkers in numerous matters affecting their daily lives. The Attorney General's Office is charged with the statutory and common law powers to protect consumers and investors, charitable donors, the public health and environment, civil rights, and the rights of wage-earners and businesses across the State.

The Attorney General's authority also includes the activities and investigations of the State Organized Crime Task Force and Medicaid Fraud Control Unit. While the Attorney General acts independently of the Governor, the Governor or a state agency may request the Attorney General to undertake specific criminal investigations and prosecutions.

The legal functions of the Department of Law are divided primarily into five major divisions: Appeals and Opinions, State Counsel, Criminal Justice, Economic Justice, and Social Justice.

Over 1,800 employees, including over 700 attorneys and forensic accountants, legal assistants, scientists, investigators, and support staff, serve in the Office of the Attorney General in many locations across New York State.

## 2. Purpose of this Request for Information (RFI)

The OAG is issuing this Request for Information (RFI) to better understand the current industry best practices and vendor capabilities in the Cloud Based E-Procurement Solution. Therefore, the OAG seeks vendor responses on your experiences and successes with similar projects for other government clients. Specifically, the OAG is seeking information from vendors on hardware and software, recommended architecture, and potential services that meet our organization's desired future environment (Section 4) and provide us with a roadmap for licensing, implementation and deployment and ongoing maintenance and support. The OAG is willing to consider self-managed or co-managed solutions that include a potential roadmap to Secure Access Service Edge (SASE). The information received from this RFI may be used to issue a Request for Proposal (RFP) or a Request for Quote (RFQ) to procure a Cloud Based E-Procurement solution, including implementation services. This issuance does not constitute a commitment to issue a bid, award a contract, or pay any costs incurred in preparation for a response to this request. The State expects a formal Restricted Period to be announced in the Contract Reporter upon determining that procurement(s) will result from this RFI.

Decisions on the Cloud Based E-Procurement solution will be made based on information gathered in response to the RFI process, fiscal considerations, and ensuring we are meeting the organization's needs.

## 3. Current Environment

The OAG does not currently have one system that fully captures the end-to-end procurement processes from intake to award. The OAG uses a combination of email, PDFs, Access databases, spreadsheets, etc., leading up to the processing of contracts and purchase orders in the Statewide Financial System (SFS). DocuSign is also being utilized for contract management. The SFS and DocuSign will continue to be utilized regardless of the solution proposed. The OAG would like to consolidate and streamline the internal and external workflow to create an improved end user and customer experience.

## 4. Desired Future Environment

The solution will provide a customizable streamlined internal and external workflow with the following capabilities:

- a) Manages workflow from intake to award and post award.
- b) Streamlines processes.
- c) Facilitates development of solicitation docs, especially complex IT requests.
- d) Allows for vendor interaction related to bid submission and invoicing.
- e) Tracks, monitors and prompts tasks and milestones.
- f) Provides visibility to stakeholders.
- g) Expands reporting capabilities, including dashboard summaries.

## 5. RFI Questions and RFI Response Submission

### 5.1 RFI Questions/Inquiries and/or Clarifications

All questions/inquiries and clarifications concerning this RFI shall be addressed to the Office of the Attorney General (OAG) designated contact. **All questions should be submitted by email to [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov) with the subject line: “RFI #24-006 Q&A – [Insert Vendor Name].”** Cite the RFI section and paragraph number the question relates to. Questions/inquiries and requests for clarification are only accepted via email.

Official answers to questions will be provided via an addendum posted to the OAG website: (<https://ag.ny.gov/budget-and-fiscal-management-bureau-procurement>) and the NYS Contract Reporter: (<https://www.nyscr.ny.gov/agency/index.cfm>).

The deadline for submitting questions will be as stated on the cover page of this document.

### 5.2 RFI Response Format and Content

Responses should be no longer than twenty-five (25) pages in either Microsoft Word or Adobe Acrobat formats. **Responses must be submitted via email to [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov) with the subject line “RFI #24-006 Response [insert name of firm or organization]”** All materials shall be attached, clearly labeled, and sent via email in a manner to allow for ease of separation in reviewing responses. The OAG is interested in responses from vendors who currently provide “off-the-self” customizable Cloud Based E-Procurement solution.

The OAG will not acknowledge receiving recommendations delivered by mail, fax, or in person.

The following information should be included for a complete response:

#### 5.2.1 Company Information

Introduce your organization, if applicable include information on parent companies, years in business, annual sales volume, number of employees, geographic locations, etc. Provide contact name(s) and contact information for questions the OAG may have regarding your company’s response to this RFI.

#### 5.2.2 Technical Information

Response to the RFI should include the following:

- a) Brief summary of the scope of products and services that your company provides.
- b) Description of the Cloud Based E-Procurement solution offered.
- c) Provide the principal customers that currently use the Cloud Based E-Procurement solution.
- d) Provide the primary points of contact for government customers.
- e) Description of how your product facilitates remote review management, reporting,

communication, collaboration, timekeeping, cloud solutions connectivity and data security.

- f) Independent reliability statistics over the past 24 months
- g) Please list any NYS contracts

### 5.2.3 Pricing Information

Describe how your company prices your products and services. Include information on pricing based on hourly fees, technology set up fees, recurring fees, non-recurring fees, taxes, additional charges, etc. Identify which products/services are currently available on existing New York State contracts (provide contract number where applicable).

### 5.2.4 Additional Information

Vendors are encouraged to submit additional information (i.e., brochures and print flyers) regarding your products, services, and business solutions are welcome.

## 6. Demonstrations/Presentations

OAG representatives may request that vendors provide a presentation and demonstration of their solution for further clarification of their response or to define their potential capability further to meet the OAG requirements. However, the OAG may move forward with a solicitation without demonstrations or presentations.

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