

Vaccine Management Information System (VMIS)
Market Exercise
Attachment C – Response Questions

Instructions:

Please provide a written response for each of the below questions, taking care to identify the question number which corresponds to your answer.

To conserve space, you are not required to repeat the question in your response (which, pursuant to the Submission Instructions in Section 2 of the Market Exercise, is limited to 15 pages at size 12 font).

Your answers to these questions may be provided in Word or PDF format.

Questions:

1. Minimum Requirements

For each minimum requirement listed below, please clearly explain how the Respondent meets the requirement. The minimum requirements are:

- a. Have in production or are currently implementing a vaccine management information system or analogous platform for at least one county, state, or federal government client.
- b. Have provided maintenance and operations (M&O) services for a similarly complex system for at least one (1) client within the last five (5) years.

For each project referenced in your response, please be clear about the client, your role on the project, whether you were the prime contractor or subcontractor, and time period the relevant work took place.

2. Proposed Solution

- a. Describe your experience with the proposed solution platform.
- b. Describe the technology stack.
- c. Explain the workflow management system and business rules software. Describe their capabilities, flexibility, and ease of use.
- d. Describe the data analytics, reporting, and dashboards functionality in your solution
- e. Please confirm that your solution meets all applicable privacy and security standards outlined in the Market Exercise.
- f. Please confirm that your solution is able to interface/integrate with the Federal and State systems listed in Section 4.E of the Market Exercise document.
- g. Describe your solution's ability to generate an HL7 message so that there is active electronic communication capacity with EHRS and billing platforms.
- h. Describe what the State would continue to own in the event the Contract with the Contractor was terminated or expired (*i.e.* is the proposed system software-as-a-service, is the State granted a permanent license, *etc.*).
- i. Describe your disaster recovery capabilities, including your proposed recovery time (see Market Exercise Section 8).

- j. Describe how the VMIS you propose could be used for purposes beyond the COVID-19 vaccine.
- 3. Solution Experience.** Please include information on any existing clients for whom you have implemented (or in process) any modules of your solution set and include which modules for each client. Feel free to reference your response to Question 1 if relevant information can be found there.
- 4. Project Approach.**
- a. Describe your proposed SDLC process and expectations of State staff and resources. Include your proposed requirements gathering and testing approach. Confirm your ability to provide the SDLC services required for this contract as described in the Market Exercise section 5.
 - b. Include a proposed Project Schedule that covers the entire contract term.
 - c. Propose a set of ten (10) deliverables that the State can use to track your progress during the DDI activities. Potential examples include: Requirements Traceability Matrix, Business Use Case(s), Business Rules Documentation, System Security Plan, Master Test Plan, Test Scripts, UAT Completion, Implementation Plan, and Completed Training. One of the ten (10) deliverables must be Completed Implementation.
 - d. Confirm your understanding and agreement to (or provide an alternative to) the requirements as described in Market Exercise Section 6 (M&O), Section 7 (Project Management) approach, Section 8 (Business Continuity and Disaster Recovery), Section 10 (Turnover).
- 5. Help Desk.** Describe your proposed help desk offering for your VMIS solution. Please include:
- a. Level of coverage
 - b. Resources – number, type, location
 - c. Service levels for calls, resolution times
 - d. Help desk software tools
 - e. Any assumptions about State tools and resources
- 6. Training.**
- a. Confirm your ability to meet the Training requirements outlined in Market Exercise Section 9, or propose an alternative approach.
 - b. Describe your plan to deliver Superuser training, train-the-Trainer training, and end user training as required in the scope of work.
 - c. What classroom materials, job aides and leave behind materials will be provide?
- 7. Staffing**
- a. Confirm your ability to meet the Staffing requirements outlined in Market Exercise Section 10.
 - b. Describe your staffing plan to fulfill the responsibilities of the contract. Delineate the resources (number, type) you plan to use for DDI, M&O, and Training. If you plan to use any subcontractor staff, please identify both the subcontractor organization and which roles will be filled by the subcontractor(s).

- c. Include resumes for each proposed staff member who is in a vital position (*e.g.*, Project Manager, Technical Lead).

8. References. Provide contact information for two (2) references for a scope of work that is the same or similar to the scope that IDOH is requesting. Include the organization, contact (including name, title, phone, email) the project scope, and the contact's role on the project. It is highly desirable that (1) the contact person be specifically familiar with the Respondent's work on the project and (2) the references are government clients.

9. Company Information.

- a. Description of your company
- b. Legal name
- c. Address
- d. Contact (including title, phone, email)
- e. Federal Tax Identification Number (FTIN)
- f. Number of employees (company)
- g. Years of experience
- h. Revenues (\$MM, previous year)
- i. Revenues (\$MM, 2 years prior)