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**RFP 20-026**

**WIC MIS M&O RFP**

**Attachment F - Technical Proposal**

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| **Respondent:** |  | |

**Instructions:**

Request for Proposal (RFP) 20-026 is a solicitation issued by the State of Indiana in which organizations are invited to compete for a contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly address all components of the Scope of Work (SOW), Attachment D. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.

Please review the requirements in Attachment D carefully. Please describe your relevant experience and explain how you propose to perform the work. Respondents are encouraged to submit proposals addressing the State’s goals that go beyond the minimum requirements set forth in Attachment D of this RFP. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.

Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. Technical proposals have specifications as listed in section 2.4 of the RFP main document. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete all fields may impact your proposal’s responsiveness.** Diagrams, certificates, graphics, and other exhibits should be referenced within the relevant answer field and included as legible attachments.

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| **1.** | **Section 1, 2, and 3 – Executive Summary**  Provide an overview/executive summary of your proposal. Please address the following topics by demonstrating both an understanding of the State’s needs and substantiating your organization’s experience and qualifications in each area:   * **Introduction** (Optional) * **Background (Sections 2.1 and 2.2)** – please demonstrate your understanding of the project background, including any familiarity you have with systems or applications similar to those of the INWIC system and its Mobile App. * **Division of Responsibilities (Section 2.3)**– please confirm your commitment to coordinating with IOT and the WIC Program and describe your ability to deliver services according to the level of responsibility outlined in Section 2.3. * **Mandatory Requirements (Section 3)** – clearly indicate and describe how your organization meets the three mandatory requirements listed in Section 3. * **Other** - include any other information that could be pertinent to this project proposal. |
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| **2** | **Section 4.1 – Project Staffing**  The Respondent must address the following, as contemplated in Section 4.1 of Attachment D:   * Provide a proposed organization chart for this project, defining the Respondent’s management and project staff. The Respondent must include a discussion of the proposed lines of authority and how the project management team will be involved in the administration of the services. Internal coordination and communication as well as communication with subcontractors must also be addressed. * Describe how the management structure will ensure adequate oversight and provide executive direction for the project manager. * Include resumes of the proposed Project Manager and other key personnel listed in Section 4.1.1. Please confirm that individuals possess the required skills of the role for which they are being proposed. * Acknowledge that the State has the right to approve or disapprove any Key Personnel proposed by the Respondent, including replacements, as described in the Section 4.1. * Describe how the Respondent will provide a Resource Management Plan, as described in Section 4.1.2, and detail the processes for ensuring that the Respondent provides and maintains the appropriate number and mix of personnel to successfully implement all requirements of the scope of work. * For any subcontractors:   + Describe the role of any subcontractors you will utilize for this Contract, including how/if their role changes during the life of the Contract.   + Indicate your prior experience with each subcontractor.   + Describe their experience and expertise as it relates to supporting the Contract scope.   Please include any other relevant project management information |
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| **3** | **Section 4.2 - Project Initiation**  Explain how you propose to execute Section 4.2 in its entirety, including but not limited to the specific elements highlighted below:   1. Describe the overall approach being proposed to implement this project including methodologies of schedule development, baseline monitoring, and communication. 2. Fully define your organization’s methodology and plans for schedule maintenance, change control, and configuration management. The particular change control and configuration management tool(s) to be employed must be fully described, including the version/release number, as well as the processes proposed. 3. Describe the methodologies for management, follow-up, tracking, and risk management of problems that may arise. 4. Describe any recent projects and results of the methodologies described above. 5. A proposed Project Schedule based on the information in the RFP (Section 4.2.3) 6. A sample Project Status Report 7. If transitioning responsibilities from the incumbent vendor, please include a Transition Plan describing how the Respondent intends to manage the transition in accordance with requirements described in Section 4.2.5 of Attachment D.   Please include any other relevant project initiation information. |
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| **4** | **Section 4.3 – Deliverable Submission and Acceptance**  Please demonstrate your understanding of, and agreement to follow, the Deliverable submission and acceptance process outlined in Section 4.3. The Respondent must agree that the deliverables and documentation will be updated and kept current throughout the life of the project. |
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| **5** | **Section 5 and 5.1 – Ongoing Maintenance**  Please describe your approach to, and experience in, providing maintenance and operations services. Describe your ability to coordinate implementation, release, and regularly scheduled maintenance of updates, patches, and repairs. At a minimum, you must outline how you intend to coordinate and conduct each of the following:   * System Monitoring (Section 5.1.1) * Database Management (Section 5.1.2)   Please include any other relevant M&O information. |
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| **6** | **Section 5.2 – Technical Support**  Please fully demonstrate your understanding of and ability to perform all the activities required by Section 5.2 of Attachment D throughout the Contract Term. Specifically describe your approach to handling the following responsibilities:   * **Issues Management** (Section 5.2.1) – specifically confirm your agreement to meet issue resolution and incident report timelines according to the applicable severity levels; and * **Technical Consultation** (Section 5.2.2). |
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| **7** | **Section 5.3 and 5.4 – Software Upgrades and System Documentation**  Please fully address how you will meet the State’s expectations and agree to comply with the State’s requirements in Section 5.3 and 5.4 of Attachment D. Respondents must specifically describe how they intend to identify upgrades and features for their annual presentation to the State.  Describe your document management approach and confirm your ability to meet documentation requirements as outlined in Section 5.4. Please describe any tools you propose using to establish a project library and outline how you will ensure the State has access to the project library at no additional cost to the State (e.g. through purchasing licenses). You may provide sample Release Notes or other relevant attachments. |
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| **8** | **Section 5.5 – Coordination with State Contractors**  Please describe your ability to ensure the INWIC system will continue to meet interface and file transmission needs, even with future system modifications, as outlined in Section 5.5 of Attachment D. Respondents must specifically address how they will coordinate with the EBT vendor to ensure seamless interfacing between systems. |
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| **9** | **Section 6 – Compliance**  Please confirm your understanding of, and commitment to adhere to, the entirety of standards listed in Section 6 of Attachment D. Specifically address each of the following topics from Section 6’s subsections:   * **Section 6.1** - describe your organization’s ability to plan and execute any updates to the WIC Universal MIS-EBT Interface (WUMEI) Specification. * **Section 6.2** – describe how you will coordinate with IOT to ensure the INWIC system has appropriate security, including through participation in security reviews and updates. * **Section 6.3** – commit to meeting federal and State requirements. Please include a description of how you intend to stay up-to-date on applicable WIC EBT policies, practices, and standards (Section 6.3.1). |
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| **10** | **Section 7 – Transferrable Software Package**  Confirm acceptance of the requirements in Section 7 of Attachment D. Include an explanation of how the requested transferrable software package will be provided for another WIC agency and any best practices learned from previous experience. |
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| **11** | **Section 8 – Help Desk**  Explain how you propose to meet the requirements of Section 8 in its entirety. Please describe in detail how you intend to provide Help Desk services for each category below. Where applicable, reference any relevant best practices and prior experience that would apply to your Help Desk service delivery.   * **Toll-free Line** (Section 8.1) **–** provide a description of your intended help desk operations, including the logistics of answering incoming calls and responding to voicemail messages. * **Email Account** (Section 8.2) – describe how you will set up, monitor, and respond to messages sent to a dedicated email account within the timeframe listed in the scope of work. * **Help Desk Ticket Tiers** (Section 8.3) – describe how you intend to meet ticket resolution times outlined in Section 8.3. What is your process for capturing, determining, and addressing common issues? * **Help Desk Staff Training and Resource Access** (Section 8.4) – describe your proposed frequency of initial and ongoing training for Help Desk staff, as well as any resources available to staff to help them resolve tickets in a timely manner. * **Help Desk Tools** (Section 8.5) - please include descriptions of all your proposed enabling technology for Help Desk operations, including any IVR, phone system, and content management system. What tools will you use to capture and track tickets and report on the performance metrics? * **Hardware Support** (Section 8.6) – please confirm your understanding of and approach to providing the services within Hardware Support Website (8.6.1), Replacement Equipment (8.6.2), Hardware Configuration and Set-up (8.6.3), Defective Equipment (8.6.4), and Hard Ware Support Plan (8.6.5). * **Historical Data** (Section 8.7) – Based on historical data and your understanding of the RFP scope, how will you ensure there are adequate live resources available to respond to changes in call volume, especially as new enhancements are implemented?   Please additionally confirm your understanding of the Out of Scope Responsibilities for Help Desk operations as described in Section 8.8. |
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| **12** | **Section 9 (Subsections 9.1 through 9.5)– Enhancements**  At a minimum, please fully address how you will meet the State’s expectations and agree to comply with the State’s requirements, including cost/billing requirements, for each of the following sections:   * **Enhancements** (Section 9) – confirm you understanding of the State’s capped Enhancement Pool and describe your proposed system development lifecycle (SDLC) methodology/approach. * **Annual Plan** (Section 9.1) * **System Change Order Process** (Section 9.2) * **Non-Billable and Billable Changes** (Section 9.3 and 9.4) * **Logging/Tracking in-progress changes** (9.5) – please describe your process and tool for logging and tracking the status of pending changes. |
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| **13** | **Section 9.6 – Quality Assurance and Testing**  Please describe your approach to, and experience with, handling system changes and testing. At a minimum, you must outline how you intend to coordinate, conduct, and address the outcomes of each of the following types of testing:   * Unit Testing (Section 9.6.1) * Integration Testing (Section 9.6.2) * System Testing (Section 9.6.3) * Interface Testing (Section 9.6.4) * User Acceptance Testing (Section 9.6.5) * Regression Testing (Section 9.6.7) * Performance/Stress Testing (Section 9.6.8)   Please additionally propose an error logging system for UAT testers to use and confirm your acceptance of the UAT severity levels and correction timelines as described in Section 9.6.6. Confirm and describe your ability to provide Test Result Reports and related services as outlined in Section 9.6.9. |
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| **14** | **Section 9 (Subsections 9.7 through 9.9) – Enhancements (Post-Production)**  Please confirm your acceptance of the requirements in Sections 9.7, 9.8, and 9.9. Clearly describe your approach to training and to the development of training materials. |
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| **15** | **Section 10 – End of Contract**  Please confirm your understanding of, and agreement with, the State’s requirements for transitioning to subsequent vendor(s) at the end of the Contract, as described in Section 10 in Attachment D. Describe your approach to coordinating with the new vendor and transferring services with the least disruption to the State and their clients.  Include a proposed Turnover Plan based on the information in the RFP and your experience on similar turnover situations.  The Respondent may include any other relevant transition-out effort information. |
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| **16** | **Section 11 – Facilities and Supplies**  Please confirm your acceptance of the requirements in Section 11. Please describe the inventory and management controls that will be used for equipment and devices provided to local clinics. Respondents must specifically describe the processes and procedures for the following items:   * Establishment of inventory levels (Section 11.2.1), * Inventory verification (Section 11.2.2), and * Inventory transition (Section 11.2.3). |
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| **17** | **Section 12 – Reports**  Respondents must fully describe their capability and processes to provide the reports in Attachment H (“Report Requirements”) and support “ad hoc” reporting as described in Section 12.2 of Attachment D. |
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| **18** | **Section 13 – Performance Management**  Please confirm your understanding of, and agreement with, the provisions of Section 13 of Attachment D. Please describe your proposed plan to ensure that your organization will work collaboratively with the State to avoid the need for CAPs or payment withholds. You may supplement your response with examples from other States.  Respondents shall include a list of any formal corrective actions initiated against Respondent in other states within the last three (3) years. The list shall include, at a minimum, a description of the action, the underlying root cause, corrective actions taken by the Respondent and outcome. If any financial consequences were assessed, the details shall be included in the outcome description.  Please additionally confirm your ability to invoice according to withholding requirements outlined in Section 13.2 “Performance Withhold” of Attachment D.  The Respondent must confirm its understanding and agree to the complete listing of Performance Measures in Section 13.3 of Attachment D. To this end, please describe how you intend to meet and provide a report or other verifiable proof for each performance standard. |
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