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| StateSeal.JPG | **RFP-20-011 – OECOSL QA System – Attachment F - Technical Proposal** | |
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| **Respondent:** | |  |
| **Instructions:**  Request for Proposal (RFP) 20-011 is a solicitation by the State of Indiana in which organizations are invited to compete for a contract among 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 is based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. 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 H – Scope of Work carefully. Please describe your relevant experience and explain how you propose to perform the work. 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. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form 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 and 2 – Project Overview and Background**  Provide an overview of your solution and how you plan to satisfy the objectives outlined in Section 2.1. Clearly indicate that your proposed system is a cloud-based, easily configurable solution that is either a commercial-off-the-shelf (COTS) product or a pre-built product, which may utilize a commercially available platform. Explain your understanding of the programs outlined in Section 2.2 and how the proposed system would fit into the overall technical environment described in Section 2.3. | |
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| **2** | **Section 3 – Systems Requirements**  Describe how your proposed system meets or exceeds the high-level functional requirements as described in Section 3.1., including how your proposed system meets the following:   * General System Requirements (Section 3.1.1) * Requirements Associated with Review Eligibility Decisions (3.1.2) * Requirements Associated with Conducting Improper Payment Review (3.1.3) * Requirements Associated with Ensuring Compliance with Federal Rule (3.1.4)   Additionally, describe how your system meets or exceeds the high-level technical requirements as described in Section 3.2. | |
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| **3** | **Section 4.1 and 4.2 – Design, Development, and Implementation (DDI) Deliverables: Requirements Validation and Design**  Describe how you propose to fulfill all of the responsibilities listed in these sections of the Scope of Work, including but not limited to:   * How you will ensure all requirements are captured and validated before design and development begins, as described in Section 4.1. * How you will design your proposed system to meet the objectives and goals outlined in the Scope of Work, including how you propose to develop the overall system Architecture Design suite as described in Section 4.2. Provide any example deliverables, where applicable.   Clearly identify your one (1) proposed solution on one (1) platform and explain why this solution is the best solution to satisfy the needs of the State, as outlined in the Scope of Work. | |
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| **4** | **Section 4.3 and 4.4 – DDI Deliverables: Development and Data Conversion and Migration**  Describe how you propose to fulfill all of the responsibilities listed in these sections of the Scope of Work, including but not limited to:   * Your methodology in developing your proposed system (e.g., agile, waterfall, etc.) and how you will ensure that all requirements are met in Section 4.3. Clearly indicate your proposed key steps in the development process. Provide examples of system documentation that you have used in the past for similar systems, if applicable. * How you propose to convert and migrate the data from the current system to your proposed system. Provide a draft Data Conversion and Migration Plan. |
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| **5** | **Section 4.5 and 4.6 – DDI Deliverables: Testing and Implementation**  Describe how you propose to fulfill all of the responsibilities listed in these sections of the Scope of Work, including but not limited to:   * How you will test your proposed system to ensure that it is operating as planned, including avoiding any defects and resolving identified defects (if any). Provide a draft Master Test Plan, as described in Section 4.5. * How you will implement your proposed system to satisfy the requirements in Section 4.6. Outline any challenges you foresee with the implementation of your proposed system and how you propose to position yourself to avoid them in this project. |
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| **6** | **Section 5 – Project Management**  Explain how you propose to manage the project to ensure that the system is designed, developed, and implemented well and according to the schedule outlined in your Project Management Plan, as described in Section 5.2. Provide a draft Project Management Plan, including the following required sections:   * Project Schedule * Transition * Communication Management * Schedule Management Plan * Resource Management * Scope Change Management * Configuration Management * Issue Management * Risk Management * Quality Management   Explain how you will meet the deliverable development, review, and approval process outlined in Section 5.1, as well as the process of managing all documents related to the project as outlined in Section 5.2. Additionally, explain how you will satisfy the requirements for Project Status Reporting, Change Management, and Non-Billable Changes, as described in Section 5.4, 5.5, and 5.6 respectively. Where applicable, provide examples from previous projects of any of the above-mentioned elements. | |
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| **7** | **Section 6 – Training**  Describe how your proposed training plan meets or exceeds the requirements in Section 6. Provide an example training plan, which includes all the elements described in Section 6.1. | |
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| **8** | **Section 7 – Systems Maintenance and Operations (M&O)**  Explain how you propose to maintain and operate the systems according to the requirements in Section 7. Describe in detail how you propose to meet or exceed the requirements for the following:   * General Systems Support (Section 7.1)   + Indicate how often you would make routine maintenance changes * Infrastructure Management (Section 7.2) * Application Monitoring (Section 7.3) * Incident Management (Section 7.4)   + Explain your process for escalating and resolving incidents * Access Management (Section 7.5) * Training (Section 7.6) * Enhancements (Section 7.7)   + Explain how you will ensure that no more than 500 hours a year are utilized for Enhancements | |
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| **9** | **Section 8, 9 – End of Contract Turnover and Warranty**  Acknowledge and agree to the requirements listed Section 8, End of Contract Turnover and Section 9, Warranty. | |
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| **10** | **Section 10 – Project Staffing**  Describe how you would propose to staff this project, including how you will meet the requirements described in Section 10. Additionally, provide a draft Project Staffing Plan, including:   * Key staff and all other proposed staff, including FTEs * Staff qualifications * Ongoing training requirements * Plan for new or reassigned staff   Additionally, identify whether each staff member/position is provided by the prime contractor or a subcontractor (including the name of the subcontractor, if applicable). At a minimum, provide resumes for all key staff, meeting all the requirements listed in Section 10. | |
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| **11** | **Section 11 and 12 – Payments and Performance Measurements**  Acknowledge and agree to the payment structures for the DDI Deliverables, Change Requests, M&O, Enhancements, Licensing, Hardware, and Hosting as described in Section 11. Additionally, acknowledge and agree to the Performance Measurements as stated in Section 12, citing past relevant experience as applicable. Explain how you will meet or exceed all listed performance measures in Section 12.1 and 12.2 and your plan detailing what measures you will take to avoid corrective action throughout the life of this Contract. Provide a list of any corrective actions and/or payment withholds that you have been subject to in the last five years. | |
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