**RFP # ASA-21-66603**

**FINGERPRINTING SERVICES**

**CLARIFICATION AND ADDITIONAL INFORMATION**

**Instructions:**

Please supply ***all*** requested information ***in the yellow-shaded areas*** and identify any exhibits or attachments that have been included. Label all exhibits and attachments and which section and question they pertain to.

**Resource Hours**

* Please include the estimated resource levels for the Contractor Project Team and the State Project Team during implementation and period of time post go-live by completing the table below.

| **Instructions:** Please provide the number of hours the Respondent expects to commit to the project, and the number of hours estimated for State resources. Ranges of hours are acceptable. These amounts should be based on the functionality the State desires, included in the Technical Proposal (Attachment F). | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Assumptions:** Any assumptions related to the number of the Respondent Project Team and the State Project Team staff, roles of staff, and duration of involvement used in the development of the resource hour estimates **should be included here:** | | | | | | | | | |
| **Team** | **Requirements / Process Mapping** | **Development & Configuration** | **Testing** | **Training** | **Data Conversion** | **OCM & Comms.** | **Go-Live Preparation & Execution** | **Production Stabilization** | **Total** |
| Respondent Project Team | 1480 to 1800 | 2510 to 3070 | 470 to 580 | 450 to 550 | 120 to 150 | 280 to 340 | 830 to 1010 | 540 to 670 | 6680 to 8160 |
| State Project Team | 74 to 90 | 126 to 154 | 24 to 29 | 23 to 28 | 6 to 8 | 14 to 17 | 42 to 51 | 27 to 34 | 334 to 408 |
| **Total Hours by Project Phase:** | **1554 to 1890** | **2636 to 3224** | **494 to 609** | **473 to 578** | **126 to 158** | **294 to 357** | **872 to 1061** | **567 to 704** | **7014 to 8568** |

**Table 1: Contractor Project Team and State Project Team Resource Hours**

* Please include the anticipated resource hour’s levels for the State Project Team based on typical Project role by completing the table below. Any comments related to the anticipated hours or phase-specific involvement, or any assumptions, should be noted in the Additional Respondent Comments column.

**Table 2: Anticipated Hours by Project Role**

| **Project Role**  (e.g. Project Sponsor, Project Manager, Conversion Lead, etc.) | **Estimated Hours Per Month (Ranges Are Acceptable)** | **Estimated Number of Individuals Required for Role** | **Additional Respondent Comments** |
| --- | --- | --- | --- |
| Program Management | 80 - 160 | 3+ |  |
| Delivery Management | 80 - 160 | 3+ |  |
| Engineering Delivery | 80 - 360 | 5+ |  |
| Deployment Management | 80 - 160 | 5+ |  |
| Facilities and Partner Team | 80 - 160 | 5+ |  |
| Call Center Management | 40 - 80 | 2 | \*does not include actual call center staffing counts |
| Field Services Team | 80 - 160 | 5+ |  |
| Finance Team | 40 - 80 | 2 |  |
| Training Team | 80 - 160 | 5+ |  |

* Provide the overall estimated split/division of the work effort as shared between the State and the Contractor Project Teams (e.g., the State owns 20% of the work effort, and the Contractor owns 80% of the work effort), along with any narrative to support this estimate.

Comments:

IDEMIA USA expects State involvement to mostly be in the form of project support with various stakeholders as well as a review and approval participant to ensure customer expectations are being met throughout the implementation. Regular weekly, bi-weekly, and/or monthly meetings will be utilized as part of the communication plan to share updates and other implementation related items. State resources are expected to participate in those regular meetings and conference calls. Considering IDEMIA USA’s status as the current vendor, we expect minimal work effort dependencies on the State and therefore offer the lowest risk and lowest impact implementation available to the State of Indiana.

**Table 3: Anticipated Work Effort Division**

|  |  |  |
| --- | --- | --- |
|  | **State Project Team** | **Contractor Project Team** |
| **Estimated Number of Individuals Required for Project Team** | **2+** | **30+** |
| **Percentage of Work Effort Owned** | **Not more than 5%** | **95 – 99%** |

## 2.4.4.1 Resource Management Plan

* Please describe the resource management plan, and how Contractor and State resources will be managed throughout the project. Provide context based on the estimated number of hours indicated in Tables 1 and 2.

Comments:

IDEMIA USA will publish and maintain an Implementation Plan and Milestone Calendar with the State of Indiana for this project delivery, including identifying those tasks that require State resources. During the project Kick-Off, these milestones will be discussed and agreed upon to ensure commitment to project goals as well as resource needs. Regular meetings and calls will be held between the State of Indiana Contract Manager and the IDEMIA Program Manager along with the Project team to monitor progress and any potential roadblocks or resource gaps for corrective actions. The project hours referenced in Tables 1 and 2 are estimated based on actual projects of similar size and scope, with over 10 UEP Delivery projects coordinated in the past 3 years alone.