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**Request for Proposal 23-74658**

**Addendum #3**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

**Indiana Office of Technology (IOT)**

**Solicitation For:**

**IN.gov Web Portal**

**Response Due Date:**

**August 25, 2023**

Syed Mohammad, Account Manager

smohammad@idoa.in.gov

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

**SUMMARY OF CHANGES**

Additions are in red font, deletions are in ~~strikethrough~~

**Attachment D – Cost Proposal**

**Tab C1 – General Requirements**

**Description – Fixed Annual Fee for “Baseline” Services updated**

Respondents shall provide a fixed annual fee that incorporates all requirements outlined in the RFP and attachments for the ongoing maintenance and support of ~~existing~~ IN.gov Web Portal services, applications, and environments.

**Tab C2 – Baseline Services**

**Description updated**

The Annual Baseline Services Price is the amount of money that the Contractor will bill the State for all the services necessary to maintain the operational aspects of the IN.gov Web Portal. Baseline Services are services and operations designed to support the ongoing operations of the Contractor provided/managed computing environments and solutions inclusive of all minor and major upgrades, third party applications, and personnel.  Respondents must incorporate the costs of any third-party supplies and services in the Baseline Services fees. Legacy applications, the addition of new custom applications, and custom application enhancements are not included within the scope of Baseline Services for this RFP. At IOT's sole discretion, the Successful Respondent may be engaged to develop, modify, enhance, rewrite, and replace legacy and custom applications. Respondents shall provide a fixed annual fee that incorporates all requirements outlined in this RFP and attachments for the ongoing maintenance and support of ~~existing~~ IN.gov Web Portal services, applications and environments. The State assumes the following services listed here (and identified elsewhere in this RFP as part of "Baseline") are to be included in the Baseline Services fixed annual fees. Proposed fees must include Baseline Services for all State Agency Users as outlined in the RFP. Tab C4- Political Subdivisions outlines the Baseline Services that must be included in the Baseline Services fixed annual fee for Political Subdivision users.

Baseline Services shall also incorporate a mutually agreed upon level of the IN.gov Web Portal support elements as outlined below. Any unused quantities shall carry forward into the following fiscal year. All quantities must be utilized prior to contract close. In the event, quantities are unable to be utilized, IOT and the Contractor shall determine a mutually agreed upon refund for all remaining quantities.

**Instructions updated**

Respondents shall provide a Fixed Annual Baseline Services Price in cells C11-F11 that incorporates all requirements outlined in this RFP and attachments for the ongoing maintenance and support of ~~existing~~ IN.gov Web Portal services, applications, and environments.

**Application Support and Maintenance updated**

Support and maintain all applications. Refer to ~~Section~~ Attachment J-~~SOW~~Scope of Work, Section 1.16- Third-Party Applications ~~and Exhibit 1 – Current Application Inventory~~ and Exhibit 6- Current Third-Party Hosting Requirements for details.

**IN.gov Web Portal Support Elements updated**

Respondents shall propose an annual quantity in whole numbers for each IN.gov Web Portal Support Element listed:

The addition of new Third-Party Portal Managed Applications

The addition of domain names

~~The addition of new custom applications~~

~~The addition of custom application enhancements~~

~~The replacement of legacy applications~~

**Tab C3 – Future Work**

**Description updated**

This tab is reserved for pricing information related to the design, development, testing and deployment of new applications, capabilities or significant application or capabilities enhancements not included within Baseline Services but still within the scope of this Contract. The State expects that most work conducted as part of this Contract will be performed as part of Baseline Services. The development or redevelopment of legacy and custom applications is a potential element of future work. State Entity Users may request additional work to be performed under this Contract via a Time and Materials Task Order to fulfill in-scope requirements not offered via Baseline Services. Respondents shall provide a rate card to be utilized for all future work. The Contractor may not propose rates in any Time and Materials Task Order that differ from this rate card as allowed under any contract arising from this RFP. Future work shall be mutually agreed upon by IOT and the Contractor and shall be documented using a Time and Materials Task Order.

**Attachment F – Technical Proposal**

**Tab 13 – Application Management**

**Requirements updated**

Requirement 13.20 description updated

Contractor must support and maintain, as part of Baseline Services, all ~~existing~~ services and applications developed or supported in the current IN.gov environment, including those developed under Time and Materials. Excluded from this requirement are those applications currently owned by the existing Contractor.

Requirements 13.23, 13.24, & 13.25 removed

**Inquiries updated**

Inquiries 6.00, 7.00, & 9.00 removed

**Tab 15 – Quality Assurance**

**Requirements updated**

Requirement 15.06 description updated

Contractor shall develop and establish quality assurance measures and testing standards for new applications, products, and/or enhancements to ~~existing~~ applications throughout their development/product life cycles (for the IN.gov portal and applications developed by the Contractor).

**Tab 16 – Initial Transition**

**Requirements updated**

Requirement 16.04 description updated:

Contractor shall develop an Initial Transition Plan, subject to State approval, including a detailed schedule and resources (quantity, type, and role) who will be available for all months of the Initial Transition. The Transition Plan shall outline the details listed in Section ~~1.2.15~~1.19 1.a.

**Tab 17 – End of Contract Turnover**

**Requirements updated**

Requirement 17.03 description updated:

Contractor shall develop an End of Contract Turnover Plan, subject to State approval, including a detailed schedule and resources (quantity, type, and role) who will be available for all months of the End of Contract Turnover period. The Turnover Plan shall outline the details listed in Section ~~1.2.16~~1.20 1.a.

Requirement 17.06 description updated:

Contractor shall transfer the information listed in Section ~~1.2.16. 4~~1.20 to the State or a successor contractor(s) on a medium acceptable to the State.

**Attachment I – Minimum Requirements**

**Item #1 updated**

The State requires that the Respondent has experience supporting programs with over ~~300~~ 250 websites, over ~~125 applications~~150 online services, and over 600,000,000 views per year. Provide documentation supporting the requirements in this section and denote the attachments in the “Respondent Answer” section.

**Item #39 updated**

The State requires that the Contractor ~~manage all aspects and provide on-going support of the State’s web content management system, WebCMS.~~provide, manage and maintain a Web Content Management System (WebCMS).

**Attachment J – Scope of Work**

**1.1.1 IN.gov Background updated**

The State desires an all-inclusive pricing structure for all hardware, software, and personnel services required to maintain all ~~existing~~ IN.gov Web Portal services, applications and environments known here to forward as Baseline Services. Unless expressly stated otherwise, Baseline Services shall include all requirements set forth in this Attachment-J Scope of Work. Legacy and custom applications are not included within the scope of Baseline Services for this RFP. At IOT’s sole discretion, the Successful Respondent may be engaged to develop, modify, enhance, rewrite, and replace legacy and custom applications.

**1.2.3 Pricing Structure updated**

The State desires an all-inclusive pricing structure for all hardware, software, and personnel services required to maintain all ~~existing~~ IN.gov Web Portal services, applications and environments known here forward as Baseline Services.

**1.2.3.1 Organization of Service Areas - #1 Baseline Services updated**

Legacy and custom applications are not included within the scope of Baseline Services for this RFP. At IOT’s sole discretion, the Successful Respondent may be engaged to develop, modify, enhance, rewrite, and replace legacy and custom applications. In such instances, the processes outlined in Attachment J – Section 1.2.3.1, #3 Future Work and the Rate Card as proposed in Attachment D – Cost Proposal will be utilized.

[…]

Respondents shall provide a fixed annual fee that incorporates all requirements outlined in this RFP and attachments for the ongoing maintenance and support of ~~existing~~ IN.gov Web Portal services, applications and environments. Where applicable, Baseline Service work shall be documented using a Statement of Work (SOW).

[…]

Respondents shall include in their RFP Attachment D – Cost P~~p~~roposal fixed annual figures for the following:

1. The addition of new Third-Party Portal Managed Applications
2. The addition of domain names
3. ~~The addition of new custom applications~~
4. ~~The addition of custom application enhancements~~
5. ~~The replacement of Legacy applications~~

**1.2.3.1 Organization of Service Areas - #3 Future Work updated**

The design, development, testing, and deployment of new applications, including legacy applications, capabilities, or significant application or capabilities enhancements are not included within Baseline Services. ~~but still~~ ~~within the scope of this Contract~~

**1.3.1 Required Operating Environment & Infrastructure Technology updated**

The Contractor must manage their cloud environment within a carved-out space in the State tenant. The State shall bill the Contractor for their usage of the State’s tenant. Invoicing details related to billing for tenant usage shall be finalized with the awarded vendor prior to Contract finalization. However, in line with the State’s efforts to seek technological innovation in the IN.gov program, the Respondent may also propose an alternative cloud hosting solution along with their State tenant-hosted proposal. The Respondent must explain as part of this proposal why their alternative proposal would be more advantageous to the State. This opportunity does not guarantee that a Respondent’s alternative cloud hosting proposal will be accepted, and as such, pricing and proposal elements cannot be contingent upon acceptance.

**1.7 Training updated**

Additional training requirements related to the transition of services can be found in Sections 1.19 and 1.20~~1.25~~ of this Scope of Work.

**1.13.2 Operational Requirements updated**

The Contractor shall ~~manage all aspects and provide on-going support of the State's WebCMS, which is currently Squiz Matrix Web Site Management.~~provide, manage and maintain a Web Content Management System (WebCMS). Currently, the State’s WebCMS is Squiz Matrix Web Site Management.

**1.15 Applications updated**

~~RFP Exhibit 1 – Current Application Inventory contains a listing of all current applications.~~

**1.15.5 Application Development Project Initiation updated**

Application Development shall include the following activities:

1. Development Estimation
2. Application Design
3. Application Coding
4. ~~Legacy Application Integration~~ Removed
5. Cross-boundary Application Development
6. Cross browser compatibility
7. ~~Existing~~ Application Maintenance
8. Unit Testing
9. Load Testing
10. Change Orders
11. Adherence to applicable Standards (State, PHI, PII, Section 508, SOX and PCI DSS)
12. Requirements gathering and implementation

**1.15.7 Maintenance of ~~Existing~~ Applications updated**

All ~~existing~~ services and applications, whether developed as part of Baseline Services or as a Time & Materials Task Order, must be supported and maintained by the Contractor as part of the Baseline Services. Contractor shall build, execute, and maintain plans to successfully and efficiently execute application maintenance procedures. This does not include application enhancements or change orders. ~~The Contractor shall support the State in identifying consolidation opportunities for legacy applications.~~

**1.15.7.1 Legacy Application Replacement updated**

~~The Contractor shall work to redevelop and rewrite all legacy applications as part of IOT's strategy of reinvestment into the IN.gov program. All legacy applications shall be maintained by the Contractor until which time they are redeveloped. Contractor must be able to support existing applications which are written in various versions of JAVA and .NET. Legacy application definition shall be mutually agreed upon by IOT and the Contractor. The Contractor and IOT will identify mutually agreed upon application(s) to be replaced, which shall be identified by a SOW. The SOW will define the work to be done and set forth an anticipated timeline. The Contractor shall track work under this SOW in the same manner as it tracks other Baseline Services.~~ At IOT’s sole discretion and in accordance with the contracted Future Work Rate Card, the Contractor may be tasked with the redevelopment and rewriting of legacy applications associated with the IN.gov program as part of a Future Work order. The Contractor and IOT will identify mutually agreed upon application(s) to be replaced, which shall be identified by a SOW. The SOW will define the work to be done and set forth an anticipated timeline. The Contractor shall track any work under this SOW in the same manner as it tracks other Future Work projects.

**1.16.1 Third-Party Applications – General updated**

Third-Party Portal Managed applications are currently required in support of the following IN.gov functionality:

● Calendar & Events Registration (Localist)

● Accessibility and Quality Assurance (SiteImprove)

● Accessibility Screen Reader (BrowseAloud)

● Automated Web Accessibility Tool (Accessibe)

● URL Shortener (Custom App)

● Content Management System (Squiz Matrix)

● Website Search Tool (FunnelBack)

● Website Analytics (Google Analytics GA4)

● Mapping Development Tool for Web Development (Note: the State’s GIS tool will be the primary tool used for mapping) (MapBox)

● FAQ Solution (Zendesk)

● Chat Bot and Live Chat Solution (Zendesk & Azure Cognitive Services with custom development)

● User Testing (UserTesting.com)

● Web-based Org Chart Solution (PingBoard)

● Form and Workflow Builder and Management Solution (Engagement Builder by Tyler Tech)

● Mobile Application Solutions (MyCivic by Tyler Tech)

● Subscription Service for Website Stickers and Icons (iStock)

● Application Style Guide (Custom Developed – Incumbent)

● Standard Application Header (Custom Developed – Incumbent)

● Training for all Third-Party Applications or First-Party Solutions (Custom Developed – Incumbent)

The State is seeking unique, innovative solutions for all Third-Party Portal Managed applications. Current State details have been provided in Exhibit 7 – Third-Party Portal Managed Tools as a data point only. Respondents are encouraged to propose unique, innovative tools that position the IN.gov Web Portal to remain on the cutting edge of technology and provide the best experience to all users.

Respondents shall consider the following with respect to software ownership and maintenance:

1. Where software is existing and licensed by the State, the State will continue to retain ownership until current software contract expiration, at which time it will be the responsibility of the Contractor to provide the required licenses as part of Baseline Services if such software is determined to be the best proposed solution by the Respondent. Maintenance, in accordance with existing agreements, and management of the software shall be the responsibility of the Contractor until the transition of complete Contractor ownership occurs. During the initial implementation phase, the Contractor shall provide a calendar ~~of~~ outlining required license ownership transition. Please see Exhibit 7 – Third-Party Portal Managed Tools for a breakdown of State-owned licenses and current license costs. Respondents are not required to utilize existing software and are encouraged to propose unique solutions that support and advance the IN.gov Web Portal.

**1.16.2 Third-Party Application Hosting updated**

More detailed testing or conversion of ~~existing~~ applications can be performed as part of Baseline Services, as needed.

**1.18 Quality Assurance updated**

For the IN.gov portal and applications developed by the Contractor, the Contractor will:

1. Develop and establish quality assurance measures and testing standards for new applications, products, and/or enhancements to ~~existing~~ applications throughout their development/product lifecycles

**Attachment L – Service Level Agreements**

**SLA #7 description updated**

The Contractor shall uphold their commitments to the baseline included quantities stated in their RFP Cost Proposal for the following support elements as part of Baseline Services:

i. The addition of websites to include state and local government agencies.

ii. The addition of new third-party applications

iii. The addition of domain names

~~iv. The addition of new custom applications~~

~~v. The addition of Custom application enhancements~~

~~vi. The replacement of Legacy applications~~

**Attachment R – Bidders Library**

**Exhibit 1 – Current Application Inventory**

**File removed from Bidders Library**

**Exhibit 7 – Third-Party Portal Managed Tools**

**File created and added to Bidders Library**

**Notice**

The new Round# 3 of Questions will provide Respondents with the opportunity to solely ask questions relating to the changes within Addendum #3. Questions/inquiries not within the scope of Addendum #3 will not be answered or will be answered at the sole discretion of IDOA and as such proposals cannot be contingent upon receipt of responses to those questions/inquiries.