**RFP 24-74659 – Vaccination, Immunization, Scheduling, Inventory, Testing and Claims (VISIT) System: Technical Proposal**

**Respondent:**

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**Instructions:**

Request for Proposal (RFP) 24-74659 is a solicitation by the State of Indiana in which organizations are invited to compete for 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 team members and your organization’s score will be reflective of that evaluation. Please review the requirements outlined in Attachment L – Scope of Work carefully. 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.

Respondents must organize their proposal in the exact order of questions provided in this document followed by their answers. While text boxes have been provided below, the Respondent may respond in the format of their choosing provided their response maintains the order proposed in this template. **A completed Technical Proposal is a requirement for proposal submission. Technical Proposals should not exceed 100 pages, excluding attachments. Failure to complete and submit this form may impact your proposal’s responsiveness.**

**1.** **Minimum Requirements (RFP Section 1.4)**

For each minimum requirement listed in section 1.4 of Attachment L, please clearly explain how you meet the requirement.

**2. Executive Summary**  
Provide a brief executive summary of your proposed approach to deliver the scope of work. Be certain to include a description of any subcontractors with whom you are partnering to fulfill the scope of the Contract and what roles these subcontractors will have during the life of the Contract.

**3. Background and Experience**   
Describe your company and proposed project staff’s background and experience. Include the following information, at a minimum:

1. A list of organizations for which you have delivered system solution(s) and services similar in size and scope.
   1. Include the client’s name, project description and goals, the solution used (clearly stating if it is the solution you are proposing for VISIT), the functionality included (e.g., vaccine management, billing/claims, inventorying), who hosted the solution, your project role, duration of the role, whether the solution has been implemented, and project results.
   2. Describe any problems and failures that you encountered in delivering your services, how these were resolved, and what were the lessons learned.
2. Your M&O experience for similar systems, especially with respect to your proposed solution. Include the following information, at a minimum: infrastructure management, application monitoring, incident management, access management, helpdesk, business continuity, and disaster recovery.
3. Your role and experience with OCM activities for similar projects, especially with respect to your proposed solution.
4. Any formal corrective actions that your company has experienced under previous contracts.

**4. Proposed Solution**

1. Describe the solution you plan to use to meet the VISIT requirements as described in Attachment L, sections 3, 4, and Attachment O, including but not limited to the specific elements highlighted below:
   1. Whether you are proposing to use a commercial-off-the-shelf solution, or a transfer solution from another client, with specific details about the proposed solution.
   2. If you are proposing a solution with system components from different sources, vendors, or projects, please describe how your solution will integrate the component pieces and the type and functionality of each.
   3. A roadmap for the proposed solution.
2. Hosting
   1. Your contractor-hosted model. Explain the hosting solution and the location.
   2. Location of the proposed data centers and who will own the data centers (will you be subcontracting, if so, to who).
   3. Any remote operations for the data centers you propose to employ.
   4. Details of proposed redundancy.
   5. If the servers that are proposed in this response are shared among multiple customers, or if the servers proposed are for a sole customer.
   6. Your proposed load balancing for your customers, within each datacenter as well as between primary and secondary data centers (if applicable).
   7. Details about public and private subnets in the proposed infrastructure design.
   8. Explain how the State (e.g., the IDOH Data and Analytics team) can have direct access to their raw VISIT data to connect to and extract data through an API or other interface for reporting and other needs.
3. Provide a high-level architectural diagram(s) and associated details of hardware/infrastructure required for your proposed solution, including backup and disaster recovery.
4. Describe your proposed method to meet, as well as any experience you have had with, the security requirements as detailed in section 4.2 of Attachment L. Include, but do not limit to:
   1. Security (pertaining to personnel and technical) that will be used to ensure the State’s data and patient health information is not accessed or shared in an unauthorized manner.
   2. Who will have access to State data.
   3. Encryption standards that will be employed.
   4. How the Contractor will perform and ensure that the VISIT system passes application security and vulnerability tests
   5. Confirm that any data provided by or for the State remains State property and may not be marketed or sold by the respondent without express written State consent.
5. Explain any capacity limitations for your proposed solution (e.g., a maximum number of vaccine appointments).
6. Explain how your proposed solution conforms to the State’s Assistive Technology Standard and architectural standards, and/or a proposed timeline and plan to migrate to a form that does meet State standards in an agreeable timeline.
7. Clearinghouses
   1. Explain what clearinghouses your solution can integrate with and what has your solution successfully integrated with.
   2. If your organization provides clearinghouse services either through your own organization or through a partner, please provide details on these services and be clear which organization provides the service. Include how many clients you/your partner currently serve as a clearinghouse, the average volumes processed through the clearinghouse per client, and how long have you/your partner has/have provided clearinghouse services. Provide costs for the clearinghouse services in Table 4 of the Other tab in Attachment D - Cost Proposal. The State may choose to include in the contract the clearinghouse services for VISIT’s billing.
8. Complete Attachment O to demonstrate the fit/gap of your proposed solution. If there are requirements that your solution cannot meet prior to go-live, explain the alternative solution and provide an estimated timeline for the requirement to be rolled out. Confirm you shall modify or configure your solution to meet all functional and technical requirements prior to the Statewide Implementation, or the Pilot Implementation, if you are proposing a Pilot.
9. Explain how your solution will integrate with interface partners (e.g., API) and if you have experience integrating your solution with the non-IDOH specific interface partners and platforms (e.g., Mulesoft) listed in Attachment L Section 4.3.
10. IOT Data Exchange and IOT Security recommends that secure data transfer efforts should be focused on utilizing MuleSoft / GoAnywhere (option dependent upon complexity of file transfer) or OneDrive for IDOH to facilitate secure file transfer needs. Elaborate on how your company’s solution will accommodate the utilization of the identified technologies. If the proposed solution does not support these technologies, explain in detail why and outline the proposed alternative.
11. Describe any non-mandatory functionality, among or beyond those listed in Sections 3 and 4 of Attachment L and Attachment O, which your solution can provide at no additional cost to the State, and which may be beneficial to helping IDOH achieve its programmatic goals.
12. In addition to the patient facing functionality (e.g., self-scheduling), registration, vaccine administration, and provider administration features, what other functionality will be available on mobile devices?
13. Additional Terms and Conditions related to Cloud-based systems the State expects to execute with the successful Respondent(s) are provided in Attachments B1, B2, and B3. Depending on your proposed System, you could be required to agree to one or more of the following sets of Additional Terms and Conditions:
    * Attachment B1 – IOT Additional Terms and Conditions - Infrastructure as a Service Engagements (IaaS)
    * Attachment B2 – IOT Additional Terms and Conditions - Platform as a Service Engagements (PaaS)
    * Attachment B3 – IOT Additional Terms and Conditions - Software as a Service Engagements (SaaS)

Please indicate in your response which of these sets of Additional Terms and Conditions you believe applies to your proposed System. Review these Additional Terms and Conditions and indicate acceptance and / or any redlined edits, via Track Changes. It is the State’s strong desire to not deviate from the Additional Terms and Conditions that are provided in these attachments and as such the State reserves the right to reject all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.

1. Review and respond to the questions included in Attachment M, Cloud Questionnaire.
2. Review the State’s [Information Security Framework](https://www.in.gov/iot_credential/information-security-framework/) and either confirm that your company conforms to the policy or provide explanation to the areas for which your company does not conform. A link to the instructions for accessing the Information Security Framework can be found here: <https://www.in.gov/information-security-framework/>.

**5. Design, Development, and Implementation (Attachment L, Section 5)**

Explain how you propose to execute Section 5 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Your proposed Project Schedule to meet the timelines in Section 1.2 of Attachment L (Statewide Training and Data Upload Begins by October 1, 2023; Statewide Implementation completed by November 1, 2023).
2. Your general Systems Development Life Cycle (SDLC) approach for the DDI activities. The State is open to an agile or hybrid agile SDLC process to implement VISIT as well as to implement any fixes and enhancements.
3. The coding strategies/standards you will employ, including the process that will be used to ensure the most recent version of the application/code will be placed in escrow and made available to the State if needed.
4. How you will validate the requirements
5. How you will factor user interface (UI) and user experience (UX) considerations into the DDI work.
6. Your approach to executing the Data Conversion and Migration activities. Explain if you are proposing a phased approach or a one-time exercise, and what data you believe needs to be converted and migrated for a service continuity at go-live. Responses should include, but not be limited to, experience with data migration, an overall data migration plan, and testing plans for migrated data. Include details of any proposed automation that will be employed as part of the data migration and/or conversion activities.
7. Testing
   1. Your approach to executing the Testing activities. Include how much automated testing will be conducted, and the proposed tools for automated testing.
   2. Provide a detailed approach on how you would confirm all data was migrated and how you would assure the accuracy of the records and data elements within those records.
   3. Describe if you have experience working with a client testing team or a third-party testing team contracted by the partner, and in what capacity.
   4. Provide draft security testing, performance testing, and data migration testing plans
8. Your approach to the provider and LHD data upload (starting no later than October 1, 2023). Include details of whether the sites will enter the data into the system, transmit the data to the Respondent for upload, or some other means. Explain if you have successfully used your proposed approach with another client and the scale of that effort. Provide the timing for the activities related to data upload. The State prefers the data upload activity to begin sooner in order to maximize the amount of time to upload the data into the system.
9. The State is not requiring a Pilot Implementation. However, if you are including a Pilot Implementation as part of your proposed approach, please include a project schedule that adheres to the timelines in Section 1 of the Scope of Work. Please include details as to the methodology, number of sites, whether you have used a pilot with similar implementations, and the value the Pilot will offer the State.
10. Describe for each DDI activity what State resources are expected, for what tasks, and over what period of time.
11. Describe the risks you see in this timeline and how you plan to mitigate these risks.

**6. Organizational Change Management (OCM) and Training (Attachment L, Section 6)**

Explain how you propose to execute Section 6 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Your proposed OCM methodology and approach and how it will fulfill the State’s requirements while minimizing the disruption to the organization.
2. Your proposed communication strategy for this project
3. Your proposed training approach to ensure all end users (including Pilot end users if applicable) are trained on time to meet the State’s training requirements.
4. Your proposed training delivery method and proposed model for instructor-led training (if relevant), as well as plans to update training with software updates.

**7. Disaster Recovery and Business Continuity (Attachment L, Section 7)**

Describe your proposed approach to meeting the State’s disaster recovery and business continuity requirements. Clearly affirm your responsibilities, procedures, and capacities relative to Business Continuity and Disaster Recovery, as defined in Attachment L Section 7. Include:

1. Periodic disaster recovery testing, including frequency
2. The location of the disaster recovery site as compared to the primary site.
3. The high-level disaster recovery activities to be used to restore the application, including timelines and ownership of those activities.
4. The maximum application downtime the State can expect once disaster recovery is initiated.

**8. Maintenance and Operations (M&O) (Attachment L, Section 8)**

1. Explain how you propose to execute Attachment L Section 8 in its entirety and describe all proposed tools to support M&O activities. Include a description of your company’s proposed release management strategy and processes, as well expectations around frequency of new versions/patches; provide a release schedule if you are proposing regular releases.
2. Explain your capacity to provide surge support.

**9. Staffing (Attachment L, Section 9)**

1. Describe your overall staffing plan to fulfill the roles and responsibilities outlined in Attachment L Section 9.1. For each position, indicate the number of individuals in those roles and the FTEs (dedication of those individuals to the Contract’s scope of work).
2. Include an organizational chart for the proposed project team, including the role of any subcontractors. Please make clear which are your staff and which are subcontractor staff.
3. Confirm that all proposed staff, regardless of position, will be working from within the US. Confirm that all proposed staff can meet the on-site expectations of their position, as described in Attachment L Section 9.6.
4. Provide resumes for all Vital Positions including clear indication that the individual proposed meets the requirements in Section 9.2 of Attachment L.
5. Subcontractors:
   1. Describe the role of any subcontractors you will utilize for this Contract, including how/if their role changes during the life of the Contract.
   2. Indicate your prior experience with each subcontractor.
   3. Describe their experience and expertise as it relates to supporting the Contract scope.

**10. Enhancements (Attachment L, Section 10)**

1. Confirmation of your agreement with the requirements of the Attachment L Section 10
2. Explain your understanding, experience with, and approach to the enhancement activities described in Attachment L Section 10.

**11. Project Management (Attachment L, Section 11)**

Explain how you propose to execute Attachment L Section 11 in its entirety, including but not limited to the specific elements highlighted below:

1. Confirmation of your agreement with the requirements of the Attachment L Section 11.
2. The Respondent’s Deliverable Management approach, which must comply with the requirements of Attachment L Section 11.4.
3. Your company’s escalation process for any issues that may arise.

**12. Software Warranty (Attachment L, Section 12)**

Confirm your acceptance of the software warranty as described in Attachment L Section 12.

**13. Turnover (Attachment L, Section 13)**

Confirm your acceptance of the requirements in Attachment L Section 13.

**14. Performance Measurement – SLA’s and Withholds (Attachment L, Section 14)**

1. Confirm your agreement with the requirements and performance targets in Attachment L Section 14.
2. For each enumerated service level agreement in Attachment L Section 14.1, explain how the data for the service level will be collected and reported (i.e., data sources and process) and how you propose to meet or exceed the thresholds for compliance.
3. Describe your process for identifying, prioritizing, and communicating problems that may contribute to a failure to comply with performance targets.

**15. Optional Elements**

1. The State is interested in considering providing hosting for the solution.
   1. Describe what the State hosted solution and what would change in your proposed approach (question 4-14 above).
   2. Provide details as to the drivers of cost reduction the State can expect if they were to choose a State-hosted solution. Do not provide any financial details, all financial details should be entered into Tab 8 of Attachment D, Cost Proposal. Provide details as to the effects the State can expect in each of these areas:

* DDI
* M&O
* Licenses / Subscriptions / Environment

1. Provide details as to alternative Helpdesk Services offerings that your organization can offer, in addition to the services listed in Attachment L, Section 8. Do not provide any financial details, all financial details should be entered into Tab 8 of Attachment D, Cost Proposal.