**RFI 24-76234**

**ATTACHMENT A**

**RESPONSE TEMPLATE**

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| **INSTRUCTIONS** |
| * Please supply requested information ***in the blue-shaded areas*** and indicate any attachments that have been included. * Document all attachments with which section and question they pertain to. |

**BACKGROUND AND EXPERIENCE**

* Qualifications related to implementation of similar systems especially in other states.

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**COMPANY STRUCTURE**

* Legal form of the respondent’s business organization, types of business ventures in which the organization is involved, and a chart of the organization.

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**THE SOLUTION**

* Description of the solution to satisfy the requirements established in the RFI.

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**APPROACH AND DELIVERABLES**

* Summarize your proposed approach to meet needs addressed and tasks to implement. Describe specific deliverables included in your proposed solution. Describe how your organizational capabilities, experience, resources, and approach can be leveraged to ensure a successful outcome.

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**PROGRAM AREA BUSINESS REQUIREMENTS**

* Description of any issues or concerns you have with the program area descriptions provided in links in the RFI and available on IDEM’s public web site that are problematic or will be a challenge to implement.
* Describe additional information you would like the state to consider including in the potential RFP.

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**FUNCTIONAL REQUIREMENTS**

* Description of your ability to satisfy the listed functional requirements.
* Describe additional information you would like the state to consider including in the potential RFP.
* Fully explain any issues or concerns.

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**TECHNICAL REQUIREMENTS**

* Description of your ability to satisfy the provided technical requirements and adhere to provided technical standards. Fully explain any issues or concerns.

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**SECURITY**

* Describe your security policy and disaster recovery or business continuity plans and explain how they conform to the State’s security policy ([Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/)).

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**PROJECT MANAGEMENT**

* Specify your approach to project management, how your methodology incorporates the items listed above, and how your approach impacts the cost, risk, and timeliness of the solution delivery.
* Provide the expected project team Intended to get a view of potential state resources needed based on a proposed solution.
* How will your company define, review, confirm, validate, elaborate, understand, and clarify requirements?
* Fully explain any risks, issues, or concerns.

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**ORGANIZATIONAL CHANGE MANAGEMENT**

* Provide your approach to organizational change management as part of the implementation.
* Is organizational change management delivered through the vendor organization or do you typically leverage partners or sub-contractors?
* Fully explain any issues or concerns.

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**TRAINING**

* Describe your approach to confirming that IDEM is properly trained to leverage the capabilities of the new systems including specific tools and techniques.
* Fully explain any issues or concerns.

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**TESTING**

* Describe your approach to testing and any tools or techniques that you leverage.
* Include an overview of the state’s responsibilities around testing and any additional activities leveraged to assist in increasing end user confidence in preparation for deployment.
* Fully explain any issues or concerns.

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**IMPLEMENTATION COST**

* Estimated costs to create environment as described in this RFI, which lists the one-time and recurring costs for the proposed solution.

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**MAINTENANCE & SUPPORT**

* Provide an overview of support models and service level agreements available to your customer base.
* Estimated costs related to maintenance and support for the proposed solution. If multiple support models are available, provide details of each.
* Explain your approach and cost related to ongoing enhancements to your core product and future release strategy.
* Describe your product roadmap including, but not limited to, vision, direction, and strategic direction.
* Describe any alternative support models available (hosting, cloud, Software as a Service) including potential impact to cost, timing, and risk.

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**PROJECT TIMELINE**

* Summarize your proposed project schedule and timeline for implementing the solution and conducting training on the solution consistent with goals as described in this RFI.

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**COMMON IMPLEMENTATION ISSUES AND OBSTACLES**

* Provide a description of the most common implementation issues and obstacles you have encountered and an explanation of how they were resolved or eliminated.

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**OTHER**

* Please provide any additional non-functional areas that you believe IDEM should consider as part of a vendor and solution evaluation.

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**REFERENCES**

* The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFI. Any state government for whom the Respondent has provided these products and services should be included; also to be included should be clients with locations near Indianapolis, as site visits may be arranged. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

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| **Reference One** | **Enter your response below.** |
| Legal Name of Company or Governmental Entity |  |
| Industry of Company |  |
| Mailing Address |  |
| Telephone Number |  |
| Contact Name |  |
| Title |  |
| Telephone/Fax Number |  |
| E-mail Address |  |
| Time period in which services were provided |  |
| Please describe the service provided to this reference |  |

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| **Reference Two** | **Enter your response below.** |
| Legal Name of Company or Governmental Entity |  |
| Industry of Company |  |
| Mailing Address |  |
| Telephone Number |  |
| Contact Name |  |
| Title |  |
| Telephone/Fax Number |  |
| E-mail Address |  |
| Time period in which services were provided |  |
| Please describe the service provided to this reference |  |

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| --- | --- |
| **Reference Three** | **Enter your response below.** |
| Legal Name of Company or Governmental Entity |  |
| Industry of Company |  |
| Mailing Address |  |
| Telephone Number |  |
| Contact Name |  |
| Title |  |
| Telephone/Fax Number |  |
| E-mail Address |  |
| Time period in which services were provided |  |
| Please describe the service provided to this reference |  |