



## CONFIDENTIAL CONTENTS INDEX

In order to prepare as complete of a response as possible and provide the IFA and Joint Board with a clear understanding of ETC’s response, we have included information that is proprietary and confidential and, as such, exempt from public disclosure. The information contained herein is ETC’s proprietary information which is of a confidential nature and whose disclosure would cause substantial irreparable harm to ETC. This information may not be disclosed pursuant to the Public Records Act and IC 5-14-3.

In accordance with RFP Section 5.1.5 Confidentiality this information is clearly marked throughout the proposal with the words PROPRIETARY AND CONFIDENTIAL on each applicable page. In documents where only a portion of the content is proprietary and confidential (rather than the document in its entirety), each applicable section is also highlighted with a red bar in the right margin, as evidenced by the example shown in this paragraph and identified in [Table 1](#).

Table 1. Confidential Contents Index

Section Reference	Section Description	Page #s	Justification
Part I			
A	Executive Summary	A-1-5, 9, 10	Sections identified include sources, technology, methods, processes, key personnel, and trade secrets
A.2	Organizational Charts	A-6-8	Key personnel
B.3	Evidence of Authorization	B-11	Partnership/trade secret information
B.7	Form F. Conflict of Interest Disclosure	B-12	Partnership/trade secret information
B.8	Form H. Certification Regarding Equal Employment Opportunity	B-12	Partnership/trade secret information
B.9	Form I. Use of Contract Funds for Lobbying Certification	B-13	Partnership/trade secret information
B.14	Legal Information	B-15	Partnership/trade secret information
C.2	Electronic Transaction Consultants, LLC – Proposer	C-1	Sensitive financial information
C.3	TTEC Government Solutions, LLC – Major Participant / Subcontractor	C-2	Partnership/trade secret information
C.4	WSP USA Services Inc. – Major Participant / Subcontractor	C-3	Partnership/trade secret information
Part II			
D.1	Technical Requirements Conformance Matrix (Form K)	D-2	Sections identified include sources, technology, methods, processes, and trade secrets

Section Reference	Section Description	Page #s	Justification
D.2.1	Approach to Project Plan and Implementation (K-1)	D-3-12	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.2	Approach to Data Migration (K-2)	D-13-20	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.3	Approach to System and Project Requirements (K-3)	D-2-40	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.4	Approach to Operations and Maintenance (K-4)	D-41-50	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.5	Approach to BOS and CSC Transition (K-5)	D-51-60	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.6	Approach to CSC Workforce Management (K-6)	D-61-66	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.7	Approach to Key Performance Indicators (K-7)	D-67-74	Sections identified include sources, technology, methods, processes, and trade secrets
D.2.8	Approach to Technology and Telephony (K-8)	D-75-84	Sections identified include sources, technology, methods, processes, and trade secrets
D.3	Value Adds (Form Q)	D-85-86	Sections identified include sources, technology, methods, processes, and trade secrets
E	Preliminary Project Schedule	D-87-90	Sections identified include sources, technology, methods, processes, and trade secrets
E.2	Proposed Preliminary Project Schedule	F-91	Entire plan is trade secret, containing specific tasks and methods
F.1	Proposer, Major Participants, Other Contractor Information	F-94	Completed forms contain confidential information

Section Reference	Section Description	Page #s	Justification
F.1.1	Identification of Proposer and Equity Members, Form B-1	F-94	Completed forms contain confidential information
F.1.2	Information About Proposer Organization, Form B-2	F-94	Completed forms contain confidential information
F.1.3	Information About Major Participants and Identified Contractors, Form B-3	F-94	Completed forms contain confidential information
F.2	Qualifications Information	F-96-99	Sections identified include sources, technology, methods, processes, and trade secrets
F.2.1	Project References: Back Office Systems	F-100-105	Sections identified include sources, technology, methods, processes, and trade secrets
F.3.1	Key Personnel References	F-106-11	Key personnel confidential information
F.3.2	Key Personnel Resumes	F-111	All resumes contain key personnel confidential information
F.4	Form E. Personnel Work Assignment Form and Commitment of Availability (Form E)	F-113	All Form E submittals contain key personnel confidential information