Software Quality Assurance Managed Services

RFP-26-07

Responses to Inquiries

October 30, 2026

1. What was the annual spend under the previous contract for these services?

   Response: Fees for the fiscal year ended June 30, 2025 were reported in INPRS's annual report at $1,754,000.

2. What is the estimated annual budget?

   Response: A public budget is not disclosed.

3. Is the agency open to a hybrid delivery model utilizing a combination of onshore and offshore resources?

   Response: No, offshore resources are not an option.

4. Will the work be performed onsite, remotely, or through a hybrid arrangement?

   Response: A hybrid work arrangement is preferred.

5. Is this contract intended for a single vendor or for multiple vendors?

   Response: The incumbent is a single vendor. Multiple vendor submissions will be considered.

6. Are there any challenges, gaps, or pain points with the current solution or contractor that the agency is looking to address through this procurement?

Response: INPRS is seeking to increase the level of test automation, shift Quality Assurance left to the development team, and propose AI solutions to increase efficiencies. Ideally, manual testers are capable of creating and executing automated tests. Resources should have the ability to multi-task between different projects and sustainment requests.

7. Is there a projected contract award date and anticipated start date?

   Response: The awarded vendor(s) will be contacted following the Finalist Presentation milestone with target contract signature by Jan 15th, 2027. Transition activities will begin immediately upon contract signature with vendor taking responsibility of QA Managed Service by Feb 15, 2027.

8. Section 2.3.4 states that the account manager, technical leadership, test manager, and customer-facing personnel are expected onsite Monday through Friday. Section 3.1 states that INPRS currently follows a three-day onsite and two-day remote hybrid schedule and encourages service providers to match it. Please confirm the required onsite schedule for each of these roles during transition and steady-state operations.

   Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week.

9. Section 3.1 references locating offsite staff within the United States, and Appendix F provides staffing categories only for onsite, offsite Indiana, and offsite other U.S. locations. Please confirm whether all personnel performing services must be physically located in the United States, or whether non-customer-facing offshore resources may perform defined portions of the work under an approved delivery model.

   Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week. Vendor should consider the ability of resources to work on-site for three days per week.

10. Please also identify any data-access, environment-access, or work-location restrictions that apply.

    Response: All data access will be granted for Quality Assurance work. QA resources have access to the System Integration (SIT) and User Acceptance (UAT) environments. Resources must reside in the United States when performing remote work.

11. Please provide the current SQA team size by role, seniority, work location, and approximate allocation, including the current onsite management structure. Is there a minimum expected staffing level for transition or steady-state operations beyond the service levels and scope described in the RFP?

    Response: Current Managed Services resources include: 1 Manager, 3 automation engineers, 4 senior QA analysts, 4 QA analysts. All resources are fully dedicated to INPRS as a client.

12. The schedule targets contract execution on January 15, 2027 and assumption of responsibility on February 15, 2027. Please confirm whether the transition period is expected to begin only after contract execution and whether February 15 is the required completion date for full operational responsibility.

    Response: The awarded vendor(s) will be contacted following the Finalist Presentation milestone with target contract signature by Jan 15th, 2027. Transition activities will begin immediately upon contract signature with vendor taking responsibility of QA Managed Service by Feb 15, 2027.

13. Section 3.2 states that INPRS may release certain incumbent resources from non-compete restrictions and that the incumbent will provide transition training. Please identify the roles or approximate number of incumbent resources that may be available for employment by the successor, the expected knowledge-transfer duration, and the transition artifacts that will be provided.

    Response: Current Managed Services resources include: 1 Manager, 3 automation engineers, 4 senior QA analysts, 4 QA analysts. All resources are fully dedicated to INPRS as a client.

14. Please identify the current Micro Focus UFT version, license ownership, license quantities, execution infrastructure, repositories, and integrations. Please also describe the current Selenium framework, source repositories, CI/CD integrations, and whether the successor will receive the existing automation assets and execution history during transition.

    Response: Incumbent vendor owns the Micro Focus UFT licenses. INPRS expects the awarded vendor to also own the licenses. INPRS maintains the source repositories, and CI/CD tools (Jenkins, GitLab).

15. For the current automated-script inventory, please provide the approximate percentage of scripts that are active and maintained, the typical execution

frequency and duration, recent pass rates, known maintenance backlog, and any planned application or tool changes that would affect reuse.

Response: The RFP contains current automation script inventory. All scripts are active and maintained. Automation scripts are run monthly as a regression test for systems with changes that month and integrations to associated systems.

16. For the defect-detection service levels in Section 3.6.1, please clarify the denominator, severity threshold, exclusions, and attribution rules used to calculate the requirements that 100 percent of defects be found before production and 99 percent before UAT. Please also clarify how defects introduced outside the service provider's testing scope will be treated for service-credit purposes.

    Response: Any defect that is not part of tested / approved requirements and any pre-existing production defects are excluded from this calculation.

17. Please provide historical volumes for emergency or off-cycle deployments, monthly releases, large testing projects, and data fixes for the most recent twelve months. Please confirm any after-hours, weekend, or on-call coverage expectations beyond the stated 24-hour emergency-deployment testing target.

    Response: Any defect that is not part of tested / approved requirements and any pre-existing production defects are excluded from this calculation.

18. Section 2.3.3 requests at least three similar client references. When a respondent proposes an integrated prime/subcontractor team, may relevant experience and references from disclosed subcontractors or partners be included and considered in the evaluation? If so, must the prime still provide three direct references of its own?

    Response: Yes, providing the proposal clearly indicates the experience and client references are for the subcontractor. References may be a mix of prime and subcontractor references.

19. Section 2.3.4 requests two years of financial statements and the most recent financial statement audit report. For a privately held respondent that does not commission an annual independent audit, will INPRS accept reviewed or compiled financial statements, tax returns, bank references, or another specified alternative?

    Response: Reviewed or compiled financial statements would be acceptable.

20. Appendix A.2 states that the contract is for a Contract Lifecycle Management system, although this solicitation is for Software Quality Assurance Managed

Services. Please confirm that this language is an inadvertent carryover and that the final contract will describe the RFP 26-07 SQA managed-services scope.

Response: Thank you for pointing this out. The third paragraph of the sample Contract for Services in Appendix A.2 should read "…to provide Software Quality Assurance Managed Services.

21. Because Section 1.8 requires proposal submission by email, please confirm the procurement mailbox's maximum accepted message and attachment size and identify the approved alternative submission method if a complete proposal exceeds that limit.

    Response: INPRS's email size limitation (including attachments) is about 20MB per email. If necessary, proposals can be sent using multiple emails. Zip files can also be used to compress files. If you run into an email size limitation, please contact procurements@inprs.in.gov to make arrangements to submit via an alternative method.

22. Will INPRS consider a delivery model in which the test manager and testers work remotely within US time zones, with on-site presence in Indianapolis for scheduled events (kickoff, UAT milestones, go-live) rather than full-time on-site staffing?

    Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week. Vendor should consider the ability of resources to work on-site for three days per week.

23. If on-site staffing is required, which named roles must be on-site, and for what share of working days?

    Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week. Vendor should consider the ability of resources to work on-site for three days per week.

24. May a respondent satisfy the experience requirements through the qualifications of its proposed key personnel where the firm's own contract history is shorter than the experience stated?

    Response: In your proposal, please describe the qualifications and experience of key personnel and INPRS will determine if requirements are satisfied.

25. Can INPRS share the approximate number of applications or releases in scope per year and the current test-automation tooling, so respondents can size the managed service accurately?

    Response: Refer to RFP for details.

26. Please provide the incumbent SQA team's current FTE count and role mix, including onsite/offsite allocation and approximate effort across releases, data fixes, and large projects, to support comparable staffing and pricing assumptions.

    Response: Current Managed Services resources include: 1 Manager, 3 automation engineers, 4 senior QA analysts, 4 QA analysts. All resources are fully dedicated to INPRS as a client.

27. What knowledge-transfer duration, incumbent availability, and access to existing test scripts, repositories, defect history, and documentation will be provided before the February 15, 2027 service takeover?

    Response: The incumbent has agreed to provide phase-in / phase-out services for successor vendor for a period not to exceed 6 months. A continuity of services plan will be developed by the incumbent. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan. The plan will be approved by INPRS. All test scripts and defect history reside in Service Now.

28. Given the onsite expectation for account management, technical leadership, test management, and customer-facing personnel, will INPRS accept a specific hybrid schedule for these roles under Section 3.1, and if so, what minimum onsite coverage is required?

    Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week. Vendor should consider the ability of resources to work on-site for three days per week.

29. What testing support hours and response expectations apply to emergency/off-cycle deployments, including evenings, weekends, and holidays?

    Response: INPRS does not expect testing support hours for evenings, weekends, or holidays.

30. Are the Appendix C volumes (100 data fixes per month, one monthly release, and 150 large-project testing hours per month) concurrent planning baselines? Please

provide available actual monthly and peak volumes for the past 12 months, including typical release-testing effort.

Response: INPRS anticipates fewer than 20 emergency or off-cycle deployments per year. INPRS runs 3-6 larger testing projects per year. INPRS has both standard data fixes (no testing, risk based) and large data fixes (custom SQL coding). The large data fixes number approximately 12 per year.

31. For Appendix C pricing, does a "data fix" mean testing a correction performed by INPRS or its development providers, or must the SQA provider also perform the underlying data correction? How is one fix counted?

    Response: INPRS development staff will create the data fix code. The QA team tests the accuracy of the data update.

32. Which existing UFT/Selenium assets, test data, repositories, and QA tool licenses will remain accessible to the successor, and which tool licensing or infrastructure costs must the provider include in its fee?

    Response: The UFT license cost should be covered by the provider.

33. Are any major upgrades, migrations, integrations, or application projects planned during the first contract year that are expected to materially increase testing demand beyond Appendix C assumptions?

    Response: The major projects in scope for the first year are: Member Portal and ERM migration to Salesforce.

34. How will defects be attributed to the SQA provider for the 99% pre-UAT and 100% pre-production detection targets, particularly where defects result from changed requirements, third-party systems, or approved release decisions?

    Response: Any defect that is not part of tested / approved requirements and any pre-existing production defects are excluded from this calculation.

35. Does the proposed 5%/10% defect-related billing reduction apply to the monthly base fee alone or to all monthly charges, and are other service credits anticipated?

    Response: The Monthly base fee.

36. Please clarify which activities and volume allowances must be covered by the fixed monthly base fee versus the separately priced data fixes, monthly/off-cycle releases, and large testing projects in Appendix C.

Response: All costs are expected in the monthly fee. The exception would be once QA vendor provides resource estimates that when compared to the project schedule, INPRS desires a quicker delivery, then QA vendor would provide cost estimate for additional resources.

37. Must the proposal include named resumes for all forecasted personnel, including flexible/shared resources, or are named resumes required only for the proposed core team with role-level staffing forecasts for variable capacity?

    Response: Please include the names and resumes for forecasted personnel.

38. Is the Intent to Bid form a prerequisite for receiving addenda, attending the joint solution session, or submitting a proposal? Can an Intent to Bid be withdrawn?

    Response: The form is not a prerequisite for receiving addenda or submitting a proposal. INPRS uses the Intent to Bid to obtain contact information for sending joint solution session invitations. An Intent to Bid can be withdrawn.

39. Please confirm the date, time and attendee limit for the joint solution session, and whether INPRS will give feedback on proposed tools, staffing size and staffing location.

    Response: The week of November 2nd, INPRS will contact the vendors that have submitted an Intent to Bid to schedule a joint solution session. During the session you can ask any additional questions you have.

40. Section 3.1 lists "3.4.9 Automated Test Execution" as a required service, but the Scope Matrix has no such section, 3.4.9 is also used for Performance, and Performance is labelled 3.9.1. Please confirm the intended numbering and whether Automated Test Execution has its own activities.

    Response: INPRS expects load and/or performance testing to be performed with automated tests. INPRS prefers to have as many manual test cases migrated to automated tests as possible.

41. The RFP refers to both "bi-monthly releases" and monthly releases. Please clarify the release cadence (twice a month or every two months), the number of releases and off-cycle deployments in the last 12 months, and the expected volumes over the term.

    Response: INPRS is currently on a bi-monthly release cycle. Starting in calendar year 2027, we anticipate moving to monthly releases.

42. Please provide the relative weighting of the evaluation criteria, in particular for price, AI capabilities, test automation effectiveness and the innovation roadmap.

    Response: INPRS does not publish weighting of evaluation criteria.

43. Atrium is listed in scope and appears in the ticket history but is not described. What technology and interfaces does it use, and how is it tested today?

    Response: Atrium technology is node.js and Springboot. All Atrium tests are performed manually.

44. Salesforce is listed twice ("Case Management and Portals (CRM)" and "Salesforce (CRM)"). Are these one org? How many orgs and sandboxes exist, which clouds and packages are used (for example Service Cloud, Experience Cloud, Government Cloud, Financial Services Cloud, Einstein, Tableau, AppExchange apps), and which Salesforce release cadence applies?

    Response: INPRS uses Salesforce Public Sector Solutions. This includes both Service Cloud and Experience Cloud running in AWS GovCloud.

45. Experience Cloud is due to go live in October 2026 and MDM in December 2026. Who tests these go-lives, and will their test assets, defect backlogs and open scope transfer to the new provider on February 15, 2027? Are further systems or projects (for example expanded BPM use) expected during the term?

    Response: The quality assurance vendor tests these go-lives. All test scenarios, defects and open backlog items exist in the INPRS Service Now system. We do anticipate further projects in calendar year 2027.

46. The automation inventory lists no scripts for Salesforce CRM, BPM/SOA, MDM, FileNet or Atrium. Is testing for these manual today? How many manual test cases exist per system, and how are Salesforce seasonal releases regression-tested?

    Response: INPRS does not have automated tests for Salesforce, BPM, MDM, Filenet, or Atrium.

47. The 102 MuleSoft endpoints (2,103 validations) are listed with the Selenium scripts. What tool executes these API tests today, and are the assets reusable by the new provider?

    Response: The Mulesoft test scripts are comprised of Selenium scripts running a Postman API. These are reusable.

48. How many test environments exist per application, how often are they refreshed, who provisions them, and what availability applies? What CI/CD toolchain (build, security scanning, deployment) must test automation integrate with?

    Response: INPRS test environments are fully integrated with all applications. They consist of DEV, SIT, UAT, and Production. Environments are refreshed based on project needs. Jenkins is the CI/CD tool.

49. Please provide, for the last 12 months: releases, test cases executed by type, defects by phase and severity, UAT and production escapes, and hours spent on SIT, regression, data fixes and large projects.

    Response: Approximately 1,000 test cases executed in the last 12 months. Defects vary by project. However, Mulesoft, Salesforce CRM, and ERM were the 3 highest defect systems by count. This tracks to the number of tickets for the year for these systems. Defects counts are influenced by the amount of new functionality introduced.

50. For the 100 monthly data fixes (1 to 16 hours each): where are they raised, what access to Oracle 19c is expected, and what turnaround applies? Are the volumes expected values or caps?

    Response: INPRS anticipates having both standard data fixes (no testing, risk based) and large data fixes (custom SQL coding). The large data fixes number approximately 12 per year.

51. Are the 150 monthly hours for large testing projects an average, a minimum or a cap? Please give examples of recent large projects and the planned pipeline over the next 36 months.

    Response: The 150 hours per month is a per person estimate. The number of testers needed is variable depending on project phase. Larger time commitments are needed during test planning and test execution. Resource capacity is balanced across project and sustainment work.

52. What performance testing tool and frequency are used today, and what load profile (users, transactions, employer reporting peaks) is expected?

    Response: LoadRunner is the most recent performance test tool used at INPRS. Load demands are determined on a per project basis.

53. Who owns the existing UFT licenses, Selenium frameworks, scripts, test cases and defect history, and where are they stored (INPRS-owned Jira/ServiceNow or the incumbent's repositories)? Will they be handed over to the new provider?

    Response: The incumbent vendor owns the UFT licenses and Selenium framework. INPRS owns Service Now. INPRS anticipates the use of Jira to be phased out toward Service Now.

54. Is INPRS open to consolidating on a single automation and test-management platform in place of UFT and Selenium? Are there constraints on SaaS or cloud-hosted tools (hosting location, SOC 2, StateRAMP or similar, network connectivity from provider environments)? Please clarify whether provided software needs to be FedRAMP compliant?

    Response: INPRS is open to consolidating on a single automation platform. We do expect that requirements, stories, releases and test scripts, and defects would reside in Service Now. We are open to integrating with Service Now where feasible.

55. Does INPRS prefer provider-owned licenses included in the base fee with data export at contract end, or INPRS-owned licenses procured through the provider? What export formats are expected at exit?

    Response: INPRS prefers the vendor include the UFT licenses in their cost proposal as a separate line item.

56. Which Jira edition and ServiceNow modules are in use, and may provider tools integrate through APIs and service accounts?

    Response: INPRS is moving away from Jira toward Service Now. The Service Now version used is Australia.

57. Does INPRS have a policy on generative or agentic AI use with INPRS requirements, screens or data (permitted tools, hosting, data retention, human approval)?

    Response: INPRS and the State of Indiana have policies on the use of AI tools. Each must approve the AI tool in advance of being used. INPRS will work with vendor to get AI tools approved via this process.

58. The Scope Matrix asks to anonymize PII "where possible" and also to use real production data "when possible". What is INPRS's test data policy (masking, synthetic data, production copies), and is a masking tool already in place?

Response: INPRS is using production data in non-production environments. The desire is to move to masked/synthetic data. The challenge INPRS faces is getting masked or synthetic data to be consistently applied across all integrated applications within an environment.

59. Will testers need access to data containing SSNs or other protected identifiers? What access model (VPN, VDI, device) applies to offsite staff, and what security training is required?

    Response: QA testers will have access to protected identifiers like SSN or Pension ID. Remote staff will use INPRS laptops running a VPN solution to connect to the Indiana State network. All contractors must attend State supplied virtual training courses.

60. Are there specific evidence formats required for audits (for example by the State Board of Accounts) beyond screen prints and executed scripts?

    Response: No. Evidence of a successfully executed test script is all that is required. (or failed and retested successfully)

61. The sample contract references HIPAA. Will testing involve protected health information (for example medical benefits or the medical-authority portal), and would a business associate agreement be required?

    Response: Testing would use anonymized data whenever possible. If protected health information (for example medical benefits or the medical-authority portal) is used in testing, a business associate agreement be required.

62. The RFP encourages off-site staff "within the United States" and Appendix F lists only U.S. locations. May any work (automation development, execution, off-hours coverage) be performed from outside the United States, and under what conditions?

    Response: No work may be performed outside the United States.

63. The account manager, technical leadership and test manager must be onsite Monday to Friday matching INPRS work hours, while INPRS works a hybrid schedule. Which roles must be physically present each day, which may follow the hybrid pattern, and which INPRS office is the base?

    Response: All vendor resources should be available to work 3 days per week on-site.

64. Which incumbent roles may be released from non-compete clauses, how many, and on what timeline? Can proposers speak with them before award?

    Response: Proposers cannot speak with incumbent resources before award. If a respondent is selected as a finalist, they can address any questions regarding incumbent resources to INPRS IT staff during the finalist presentation. Please see Question #13 for more information.

65. Resumes of actual staff are required with the proposal, but services start in February 2027. May proposers submit named key personnel plus role profiles for the remainder, to be confirmed after award, and what is INPRS's screening timeline?

    Response: Proposers may submit resumes of named key personnel plus role profiles for the remainder, to be confirmed after award. INPRS is not clear what is meant by "INPRS's screening timeline".

66. Do the background-check requirements (credit, E-Verify, diploma/GED) apply to all staff or only to those with unsupervised physical access? What turnaround is expected?

    Response: We would prefer that a vendor's personnel have background checks if they are providing services. At a minimum, those who are onsite must have a background check. Prior to commencing services, the vendor should provide INPRS with the results of the background checks.

67. For the 100% overall and 99% initial defect-detection targets: which severities count, how is root cause attributed (requirement gap, environment, data, late change, INPRS-approved exclusion), who adjudicates, and are defects in changes not provided for testing excluded?

    Response: To be determined during contract negotiations.

68. Are the 5% and 10% billing reductions applied to the monthly base fee or the total invoice? Is there a cap on total at-risk fees, an earn-back mechanism, and are credits the exclusive remedy for SLR misses?

    Response: To be determined during contract negotiations.

69. The SLRs measure SIT/UAT completion, yet INPRS authors and executes UAT scripts. Which UAT activities do the SLRs measure, and are delays caused by INPRS (late builds, environments, data, UAT availability) excluded?

    Response: The vendor responsibility during UAT is to assist INPRS business staff as needed, data setup, and recreation of UAT defects in the SIT environment.

70. For off-cycle deployments: how are "emergency deployments" defined, how frequent are they, what hours of coverage apply, and when does the 24-hour clock start?

    Response: Emergency deployments are defined as the next business day. Testing is performed during normal working hours.

71. Appendix C shows Years 1 to 5, while the term is three years plus two one-year renewals and Appendix E places transition inside the three years. Please confirm that Years 4 and 5 are renewal-year prices and that "no inflation adjustments" applies to the renewals.

    Response: Fees must remain fixed and guaranteed for the initial three-year term. If INPRS decides to renew for years 4 and 5, the annual fees will be the same as year 1 to 3 fees.

72. What annual productivity reduction does INPRS expect, and does it apply to the base fee only or also to unit rates?

    Response: To be determined during contract negotiations.

73. Are the volume assumptions (1 release, 100 data fixes and 150 large-project hours a month) fixed? What adjustment applies if actual volumes deviate beyond an agreed band?

    Response: To be determined during contract negotiations.

74. Please confirm how service credits interact with indemnification and damages, and whether credits reduce or are in addition to other remedies.

    Response: To be determined during contract negotiations.

75. On termination for convenience, what notice and transition-out assistance apply, and how are unamortized transition and tooling investments treated?

    Response: To be determined during contract negotiations.

76. Is professional liability or cyber coverage required in addition to the general, auto and workers' compensation coverage stated, and may limits be met through umbrella policies?

    Response: Required insurance coverage is limited to the coverage specified in the sample Contract for Services. As for umbrella policies, that would depend on

the coverage in the policy. We do not expect problems if you carry coverage that is reasonable and customary to do business of this nature.

77. Please confirm the cutover date (February 15, 2027 is Presidents' Day), the duration and format of incumbent transition training, whether a parallel or shadow period before cutover is possible, and incumbent SME availability after cutover.

    Response: The incumbent has agreed to provide phase-in / phase-out services for successor vendor for a period not to exceed 6 months. A continuity of services plan will be developed by the incumbent. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan. The plan will be approved by INPRS.

78. May proposers have read-only access to incumbent documentation, test repositories and environment details before award to complete the transition plan?

    Response: INPRS expects the vendor will include a transition plan in their proposal. After INPRS and the vendor execute the Contract for Services, INPRS will provide the vendor with the incumbent vendor information needed to complete the transition plan.

79. Section 2.3.4 asks respondents to list subcontractors and their responsibilities, and to describe any partner role. Where a respondent is the single contracting party accountable for all performance and also relies on technology partners (for example software vendors whose platforms or licenses are used to deliver the services), should those partners be presented as subcontractors? What documentation does INPRS expect for each (for example a willingness-to-perform statement, form of organization, and E-Verify certification), and do the background-check and insurance requirements apply to partners that do not perform services onsite or access INPRS systems or data?

    Response: The background checks required for subcontractors would be the same as those required for the respondent. Software vendors whose platforms or licenses are used by the respondent to deliver the services would not be considered subcontractors.

80. May vendor-provided test tools be installed in INPRS's environment? If so, will INPRS provide the servers or VMs, or must the vendor supply the infrastructure?

Response: Any on-premise test tools can be supplied to INPRS to run at our data center on our servers. Desktop tools must be approved by Indiana Office of Technology (IOT).

81. Are vendor-hosted (SaaS) tools allowed? If so, what data residency and security certifications are required?

    Response: Yes, vendor hosted (SaaS) tools are permissable. INPRS will want to review security protocols with vendor.

82. What security standards must test tools meet (Indiana IT policies, SSO/MFA, encryption, audit logging)?

    Response: Generally speaking, test tools should comply with single sign on requirements, have MFA and data encryption if sensitive data is housed, and standard audit logging for intrusion detection and other security monitoring.

83. Can test environments use production data containing member PII, or must data be masked or synthetic?

    Response: INPRS is using production data in non-production environments. The desire is to move to masked/synthetic data. The challenge INPRS faces is getting masked or synthetic data to be consistently applied across all integrated applications within an environment.

84. Should tool licenses be held by INPRS or the vendor? Should they be in the base fees or priced separately?

    Response: Held by the vendor and priced separately.

85. At contract end, must tool licenses and test assets transfer to INPRS or a successor vendor?

    Response: To be determined during transition. A planning assumption if for INPRS to license the test assets.

86. Will the current UFT and Selenium scripts be handed over at transition, and when do the current UFT licenses expire?

    Response: UFT and Selenium assets will be part of transition. License expiration is not known.

87. Is INPRS open to a dedicated test management tool integrated with Jira and ServiceNow, or must those stay the system of record?

Response: INPRS would prefer to keep Service Now as the system of record. Jira is legacy. Test management can integrate with Service Now.

88. How many INPRS staff need read-only access to test results and dashboards?
    Response: Planning answer is 25.

89. How many business users take part in UAT per release?
    Response: Five to fifteen depending on number of systems involved.

90. How many releases per year per application, and how long does a typical regression cycle run?
    Response: The tickets per application by month is contained in the RFP. Most automated regression tests are completed within 1 hour.

91. How many test environments are there, and are they available for unattended (overnight) automated runs?
    Response: Two SIT environments and one UAT.

92. What new testing scope is expected during the term (Salesforce employer and member portals, MDM go-live December 2026)?
    Response: ERM refactor to Salesforce and BPM migration are two projects expected during calendar year 2027

93. Which applications need performance testing, and how often?
    Response: The main applications for performance testing are ERM, Employer Portal, and Member Portal (future).

94. What are the expected peak concurrent users or transactions (for example, employer reporting periods)?
    Response: Employer reporting periods occur during their payroll run. This can be weekly, bi-weekly, or monthly.

95. Is there a production-like performance environment, and can load be generated from outside INPRS's network?
    Response: Yes, UAT is of similar size and data volumes to production. Yes, load can be externally generated. Most load tests are to simulate external traffic to INPRS applications.

96. What data migration or conversion projects are expected during the term, and at what volumes?

Response: ERM refactor to Salesforce and BPM migration are two projects expected during calendar year 2027.

97. How often are database fix scripts (data fixes) tested, and in what volume?

Response: Non-standard data fixes that require testing occur once per month and during major project cutover.

98. Are there restrictions on AI features in testing tools, such as sending data to external AI services?

Response: Yes, vendor should propose AI solutions and work with INPRS for approval / adoption.

99. Should proposals assume any major system replacement or modernization during the term?

Response: ERM refactor to Salesforce and BPM migration are two projects expected during calendar year 2027.

100. Does 'within the United States' include US territories such as Puerto Rico for off-site service provider staff?

Response: INPRS would prefer off-site service provider staff be from the 50 states and District Columbia rather than from US territories.

101. Section 2.3.4 states that the Account Manager, technical leadership, Test Manager and customer-facing personnel are expected onsite Monday-Friday, while Section 3.1 states that INPRS currently operates a three-day onsite/two-day remote hybrid schedule, encourages Service Providers to match it and permits consideration of US-based offsite/mixed delivery models. Please clarify the minimum onsite requirement applicable to these identified roles during transition and steady state.

Response: INPRS prefers a hybrid schedule for Quality Assurance resources. This is comprised of three in-office days and two remote days per work week.

102. Section 3.2 states the incumbent has agreed to provide transition training.

a. What is the format and number of hours?
b. Are there any limitations to the knowledge transfer that the incoming SQA vendor should be aware of?

c. Does INPRS anticipate a stabilization period following assumption of service responsibility before the financial remedies apply? If so, please specify the expected duration and performance expectations during that period.

Response: The incumbent has agreed to provide phase-in / phase-out services for successor vendor for a period not to exceed 6 months. A continuity of services plan will be developed by the incumbent. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan. The plan will be approved by INPRS.

103. In appendix C, the RFP states that there will be 1 monthly release "for all applications". Does this mean that every monthly releases involves each in-scope application?

Response: Yes. All systems have the same monthly release date. Not all systems will have a change for a particular monthly release.

104. Appendix E item 1 says the three-year term is “inclusive of transition,” with two one-year extensions at INPRS’s option, while Appendix C has a Transition column and Years 1 to 5. Can you clarify when does the Year 1 starts and whether Year 4 and 5 prices are binding.

Response: The awarded vendor(s) will be contacted following the Finalist Presentation milestone with target contract signature by Jan 15th, 2027. Transition activities will begin immediately upon contract signature with vendor taking responsibility of QA Managed Service by Feb 15, 2027. Fees must remain fixed and guaranteed for the initial three-year term. If INPRS decides to renew for years 4 and 5, the annual fees will be the same as year 1 to 3 fees.

105. Can INPRS provide a matrix for each in-scope application (part of monthly release) that includes:

- The total number of manual regression test cases by application
- The total number of automated test cases by application
- The total number of UAT test cases, broken down into manual and automated test cases.

Information contained in section 3.3.3 does not lists down all applications as well regression test cases count.

Response: The available information was provided in the RFP.

106. In the section 3.3.3, change ticket table provided, can you clarify whether tickets are emergency releases, enhancements or hotfix? If not can you provide the volume of these three categories by each systems?

Response: Hotfixes and emergency releases are handled the same from a ticketing perspective. Very few emergency releases are performed each year. The remainder is enhancements.

107. Appendix C provides specific pricing-volume assumptions, including 100 data fixes per month and 150 hours per month for large testing projects. Appendix D states that assumptions not identified by the Service Provider will be considered included in the contract price. Please clarify the commercial treatment when actual demand exceeds the Appendix C pricing-volume assumptions, including whether volumes above those assumptions will be compensated using applicable unit/hourly rates or another agreed mechanism.

Response: 100 data fixes per month is a maximum figure. Applicable unit/hourly rates would apply for anything over 100 per month.

108. Section 3.1 states, "Required Services are required for all Services, including the Base Fees, Monthly Releases, and Large Testing Projects. The Optional/Periodic Services may be requested in addition to the Required Services. The capabilities to provide the Optional/Periodic Services should be built into the price for Required Services, so the only fees for the Optional/Periodic Services will be the hourly rates described in Appendix C."

Can you please clarify the first part of the last sentence since that conflicts with the first part of the paragraph.

Response: The only fees for the Optional/Periodic Services will be the hourly rates described in Appendix C.

109. Can you please clarify, what is the actual release cadence per application? The RFP says bi-monthly in section 3.3.3 but one monthly release in Appendix C.

Response: Release cadence is currently bi-monthly. INPRS expects a monthly release cycle beginning in 2027.

110. Section 3.6.1 includes SLR targets of 100%. Will INPRS consider targets below 100%, defined exclusions, or a service-credit threshold based on materiality?

Response: Yes.

111. The RFP requires Root Cause Analysis for defects identified during UAT/Production and links UAT/Production defects to performance measurement and billing reductions. Please clarify the root-cause review and attribution process used to determine whether a defect identified during UAT or Production is attributable to the Service Provider, including how differing views regarding root cause or responsibility will be resolved before an SLR impact or billing reduction is applied.

Response: Root cause could be new requirement, defect not found in SIT or UAT, data issue, or pre-existing production issue.

112. Section 3.6.1 provides that 1–5 defects found during UAT/Production result in a 5% reduction in the next month's billing, while more than five result in a 10% reduction. Please confirm the billing basis against which of the 5% or 10% reduction will be calculated, for example total monthly billing, monthly base managed-services fees, or fees associated with the impacted release/service.

Response: To be determined during contract negotiations.

113. Section 3.6 contemplates service-level credits for critical service-level failures, and Section 3.6.1 identifies defect-related billing reductions. Please clarify whether service-level credits, defect-related billing reductions and any other financial remedies associated with service-level performance are subject to an aggregate monthly and/or annual cap and, if so, please specify the applicable cap.

Response: No annual cap is provided.

114. Section 3.6.1 requires 100% of SIT/UAT for emergency deployments within 24 hours, while Appendix C separately requests hourly pricing for monthly/off-cycle releases. Please define what constitutes an "emergency deployment" and an "off-cycle deployment" and clarify the event that starts and ends the 24-hour SLR measurement period.

Response: An emergency deployment is normally performed as a result of a severe outage that negatively impacts essential business services. An off-cycle deployment is performed outside of normal release cycle cadence. For example, a deployment performed during an off-week relative to the monthly release cycle.

115. The Scope Matrix assigns certain activities to the Service Provider, certain activities to INPRS, and others as shared responsibilities. Where achievement of an SLR depends upon an INPRS or third-party activity, please clarify how delays or

failures attributable to those dependencies will be treated in the applicable SLR calculation, including whether measurement clocks will pause when testing cannot proceed because required environments, builds, test data, requirements, approvals, access, client staffing, access, environment, data, or business-tester availability?

Response: Specific delays attributable to INPRS would result in a measurement clock being paused.

116. Section 3.6.1 establishes a 99% Initial Defect Detection Rate before UAT and 100% Overall Defect Detection Rate before Production. To ensure a common understanding of these measures, please clarify: (a) Defect definition/severity: What constitutes a "defect," which severity/priority levels are included, and will all defects be treated equally? For example, would a minor cosmetic issue be treated the same as a critical defect? (b) Defect attribution: Will defects resulting from another vendor, third-party product/service, environmental/configuration issue, production-data condition, or another cause outside the Service Provider's control be included? (c) Requirements/scope: If a defect results from an incomplete, inaccurate, ambiguous or subsequently changed requirement, or an approved scope change, will it be included? (d) Duplicate/common-cause defects: If multiple defect tickets arise from the same underlying root cause, will they count as one defect or separate defects? (e) Calculation formula: Please provide the methodology used to calculate the 99% and 100% measures, including applicable inclusions/exclusions. (f) Measurement period: Will compliance be measured by release, month, quarter, year, or another period?

Response: The root cause analysis attempts to classify whether the observed system behavior is a defect. Root cause could be new requirement, defect not found in SIT or UAT, data issue, or pre-existing production issue. The defect identifies test cases that fail the acceptance criteria for the business requirement / user story.

117. Appendix A.1 identifies certain contract provisions as non-negotiable and states that INPRS will not agree to modifications that limit the Contractor's liability as described in the contract. Please confirm whether INPRS would nevertheless consider a commercially reasonable aggregate limitation of liability applicable to the agreement, while retaining any exclusions required by Indiana law.

Response: Yes, INPRS would nevertheless consider a commercially reasonable aggregate limitation of liability applicable to the agreement, while retaining any exclusions required by Indiana law.

118. Section 25 requires the Contractor to indemnify, defend and hold harmless INPRS from specified third-party claims and suits. Please confirm whether the indemnification obligations under Section 25 are intended to apply solely to third-party claims and suits.

Response: Yes, the indemnification clause in the Contract is to protect INPRS from third-party claims and suits including court costs, attorney's fees, and other expenses caused by any act or omission of the Contractor and/or its subcontractors, if any, in the performance of this Contract.

119. Appendix A.1 states that INPRS will not agree to a modification limiting its ability to recover damages or limiting Contractor liability as described in the contract. Please clarify whether damages recoverable from the Contractor are subject to any exclusions for indirect, consequential, special, exemplary or punitive damages.

Response: Damages recoverable from the Contractor are not subject to any exclusions for indirect, consequential, special, exemplary or punitive damages.

120. Section 3.6 indicates that service-level credits will be expected for failures to meet critical service levels, while Section 3.6. separately identifies billing reductions associated with defect levels. Please clarify whether service-level credits and billing reductions constitute INPRS's exclusive financial remedy for failure to achieve an applicable service level, absent a separate breach of the agreement.

Response: The service-level credits and billing reductions do not constitute INPRS's exclusive financial remedy for failure to achieve an applicable service level, absent a separate breach of the agreement.