CAI Indiana MSP QPA #58993

Statement of Requirements
For IT Consulting Services

Agency:
Project Name:
Date:
## Solicitation Schedule

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Request for IT Consulting Services</td>
<td></td>
</tr>
<tr>
<td>Deadline for Vendors to Submit Written Questions, via Q&amp;A Template, to <a href="mailto:CAI_SOINProjects@cai.io">CAI_SOINProjects@cai.io</a> by 2:00pm EDT</td>
<td></td>
</tr>
<tr>
<td>Agency Answers to Written Questions</td>
<td></td>
</tr>
<tr>
<td>Proposals Due in VectorVMS by 2:00pm EDT</td>
<td></td>
</tr>
<tr>
<td>Evaluation of Proposals</td>
<td></td>
</tr>
<tr>
<td>Best and Final Offers</td>
<td></td>
</tr>
<tr>
<td>Services Awarded</td>
<td></td>
</tr>
<tr>
<td>Services Start</td>
<td>Upon fully-executed work order and issuance of purchase order</td>
</tr>
</tbody>
</table>

The above timeline is only an illustration of the Request for ITCS process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the ITCS process in general, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the Evaluation Team’s findings.

During the procurement process, Vendors are to have no contact with the Agency. Such action may disqualify Respondent from further consideration for an award or contract resulting from this process.
PROJECT OVERVIEW

1. Project Identification
   a. Project Purpose and Objective

   b. Background

2. Acronyms/Definitions

3. Scope of Work & Deliverables
   a. Services Required
   
   b. Deliverables
   
   c. In Scope
   
   d. Out of Scope
   
   e. Environment

4. Pricing Model
   
   ☐ Fixed Price, Deliverable-based – Invoices submitted based on successful completion of deliverables indicated by approval of deliverables in VectorVMS.
   
   ☐ Fixed Price, Monthly Fee – Invoices submitted monthly, based upon a fixed monthly fee

   ☐ Time and Material, Hourly Billing – Invoices submitted monthly, based upon hours worked and approved in VectorVMS

5. Travel Expenses
   
   ☐ No travel will be required

   ☐ Travel must be included in the total price of the solution

   ☐ Travel should be invoiced separately (with prior approval). Supplier should provide estimate of total travel expenses in their response.
Statement of Requirements (SOR)
Request for IT Consulting Services (ITCS)

Evaluation Process and Criteria

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the ITCS in a cost-effective manner.

### Summary of Evaluation Criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Adherence to Mandatory Requirements</td>
<td>Pass / Fail</td>
</tr>
<tr>
<td>2. Management Assessment/Quality (MAQ)</td>
<td>60 available points</td>
</tr>
<tr>
<td>3. Cost (Cost Proposal)</td>
<td>35 available points</td>
</tr>
<tr>
<td>4. Buy Indiana</td>
<td>5 available points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100 available points</strong></td>
</tr>
</tbody>
</table>

All proposals will be evaluated using the following approach.

**Step 1**
In this step proposals will be evaluated against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

**Step 2**
The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 95 points. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking may be used to create a “short list”. Any proposal not making a “short list” will not be considered for any further evaluation.

*Note: Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.*

**Step 3**
If the State conducts additional rounds of discussions and a best and final offer (BAFO) round which lead to changes in either the MAQ or Cost sections for the listed Respondents, their scores will be recomputed.

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

**Step 4**
The response receiving the highest combined Total score, as outlined in the table above, will receive the award.

The below describes the different evaluation criteria.

**Adherence to Requirements [Pass/Fail]**
Respondents passing this category move to Step 2 and the proposal is evaluated for Management Assessment/Quality and Price.

**Management Assessment/Quality [60 available points]**
Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of this Request for ITCS.

**Cost [35 available points]**
Cost scores will be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 35 points. The normalization formula is as follows:

\[
\text{Respondent's Cost Score} = \frac{\text{Lowest Cost Proposal}}{\text{Total Cost of Proposal}} \times 35
\]

**Buy Indiana [5 available points]**

Respondents qualifying as an Indiana Company will receive 5 points in this category.

It is the Respondent’s responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA and wishes to be certified as a Buy Indiana entity, go to https://www.in.gov/idoa/2467.htm.

Respondents that have not previously registered with IDOA must go to https://www.in.gov/idoa/2467.htm and follow the steps outlined in the paragraph above to certify your business’ status. The Respondent’s Buy Indiana status must be finalized when the solicitation response is submitted.

Respondent must clearly indicate which preference(s) they intend to claim (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5). Be sure to allow sufficient time to complete this process, at least twenty (20) business days.

**Defining an Indiana Business:**

“Indiana business” refers to any of the following:

1. A business whose principal place of business is located in Indiana.
2. A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
3. A business that employs Indiana residents as a majority of its employees.
4. A business that makes significant capital investments in Indiana.
5. A business that has a substantial positive economic impact on Indiana.

**Substantial Capital Investment:**

Any company that can demonstrate a minimum capital investment in Indiana of $5 million or more in plant and/or equipment or annual lease payments in Indiana of $2.5 million or more shall qualify as an Indiana business under I.C. 5-22-15-20.5 (b)(4).

**Substantial Indiana Economic Impact:**

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under I.C. 5-22-15-20.5 (b)(5).
Supplier Response

All items listed below are mandatory. If they are not included, the proposal may be failed and not further considered.

Proposals must be submitted as a single PDF. **When claiming confidential information, if applicable, the State should receive two PDF documents.** See the following section for further detail.

**CONFIDENTIAL INFORMATION**

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after award, the entire Request for Projects Services file may be viewed and copied by any member of the public, including news agencies and competitors.

Respondents claiming a statutory exception to the APRA must indicate so on a separate attachment labeled “**Confidential Documentation Listing**”. That document should include the following information:

- List all documents where claiming a statutory exemption to the APRA
- Specify which statutory exception of APRA that applies for each PDF
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document

When claiming confidential information, respondents should submit two versions of their response: 1) a confidential version (for the State’s review and evaluation) and 2) a redacted version (for public records requests).

The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor.

Prices are NOT confidential information.

Vendor’s statement of work shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its statement of work and to provide an adequate basis for DWD evaluation of the Vendor’s SOW. The SOW from the selected vendor will be incorporated into the final agreement. At a minimum, the following sections and answers to the following questions should be included with the SOW:

**COMPANY INFORMATION**

1. Official registered name (Corporate, D.B.A., Partnership, etc.), address, and main telephone number.
2. Key contact name, title, address (if different from above address), and direct telephone number.
3. The person authorized to contractually bind the organization for any proposal against this SOW.
4. Brief history, including year established and the number of years your company has been offering Information Security Testing.

**GENERAL COMPANY PROFILE**

1. Describe your competitive advantage (what sets you apart or your company strength).
2. Describe your experience related to the type of project and/or services being requested.

**EXECUTIVE SUMMARY (Please limit to two pages)**

This section will present a high-level synopsis of the Vendor’s proposal. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

**References**

Provide three (3) current corporate or governmental references, including company name, contact name, title, address, telephone number, and client relationship synopsis for similar services.
RESPONSE AREA

1. Solution Proposal
   a. Description of deliverables to be provided by Supplier

2. Subcontracting Information (if applicable)

3. Experience, Roles & Responsibilities
   a. Contractor Staff, Roles & Responsibilities
   b. Client Staff, Roles & Responsibilities
   c. Other Roles & Responsibilities
   d. Resumes of Key Personnel assigned to Project
   e. Organizational chart expected for this Project

4. Project Planning and Approach
   a. Describe your overall project approach and project management methodology to be used for this project.
   b. Provide an example of a project schedule that you would use on this project and include approach to managing the schedule and communicating task performance.
   c. If applicable, provide a list of technologies that will be used to satisfy State of Indiana requirements.
   d. Provide an overview of your security approach, including your company’s secure coding practices and principles and how your company tests to confirm both the application code and data are secure.
   e. Testing – Describe the testing appropriate including the level of testing that you will do to ensure the State of Indiana receives a version of the code that is of the highest quality.
   f. Defect Management Approach – Describe the approach you take to capture, process, correct, and release defects found during State of Indiana testing.
   g. Data Conversion Approach – If required, describe how data conversion will be planned and managed.
   h. Training Approach – What types of training will be created for this project and how will it be delivered.
   i. Post Go-Live Support Approach – What level of support and for what duration can be expected after the new system go-live.

5. Project Management – Provide an overview of the following activities to be performed during the project:
   a. Risk / Issue Management and Escalation as needed. Also provide some key risks that you find common for projects with similar scope and goals and include the associated mitigation strategies you’ve used for those risks.
   b. Change Management – Describe how changes will be captured, cost/effort estimated, and approved changes added to the project.
   c. Status Updates. Include a description what meetings the State of Indiana can expect and an example of a status report.

6. Pricing Summary – Provide your proposed pricing for your solution based on the requested Pricing Model
   *Note: Total Project Costs are not to exceed amount submitted/proposed. Price must be ALL INCLUSIVE, including, but not limited to, any and all delivery costs or destination fees. Pricing must also include the MSP fee of .45%.
   For Fixed Price, Payment is calculated as (Vendor Payment + (Vendor Payment * .0045)).
   For Time and Material, Hourly Bill rate is calculated as (Vendor Rate + (Vendor Rate * .0045)).

   a. Fixed Priced, Deliverable Based Payment Schedule

<table>
<thead>
<tr>
<th>#</th>
<th>Milestone Event</th>
<th>Deliverable</th>
<th>Schedule</th>
<th>Payment</th>
<th>Holdback</th>
<th>Net Payment</th>
<th>Interdependent Deliverable(s)</th>
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</table>
### b. Fixed Price, Monthly Fee

<table>
<thead>
<tr>
<th>#</th>
<th>Milestone Event</th>
<th>Schedule</th>
<th>Payment</th>
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<td>TOTAL</td>
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### c. Time and Material, Hourly Billing

<table>
<thead>
<tr>
<th>Resource’s Position Description</th>
<th>Hourly Bill Rate</th>
<th>Project Hours</th>
<th>Total Costs</th>
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<tbody>
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<tr>
<td>Total Project Costs:</td>
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