**Indiana Department of Health**

**Instructions:** Request for Proposal (RFP) 26-84315 is a solicitation by the State of Indiana in which organizations are invited to compete for a 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. Failure to complete and submit this form may impact your proposal’s responsiveness.** **Technical Proposals should not exceed 125 pages, excluding attachments.**

1. **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. Also describe what makes your team the best fit for this project and include an outline of expected outcomes and benefits.

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1. **Minimum Requirements**

Clearly explain how you meet the minimum requirements listed in Section 1.4.1 of the RFP. The State of Indiana reserves the right to remove from consideration any Respondent that does not meet the Minimum Requirements. For each relevant project experience referenced, provide the following:

1. The entity served
2. The scope of your services provided
3. Whether you were the Prime Contractor or a subcontractor? If you were a subcontractor, explain if you served primarily in a staff augmentation role or if you had a substantial role leading and executing delivery of a portion of the scope of work. If the latter, for what services did you lead and execute the delivery?
4. Contract start/end date
5. Number of end users
6. The size of your team on the project
7. Was the project completed on time and on budget? If not, please explain
8. Any complications with the project
9. Which of the proposed staff in your RFP response for IDOH’s WIC MIS scope of work have worked on these projects and in what role

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1. **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 provided M&O services for a public health/healthcare/human services system of comparable size and complexity to the scope of this RFP, especially for other state WIC MIS solutions.
   1. Include the client’s name, project description, the M&O services you provided, who hosted the solution, duration of your role, what services you are providing today and project results.
   2. Describe any problems and failures that you encountered in delivering your services, how these were resolved, and what the lessons learned were.
2. Provide a clear description of your experience maintaining ongoing compliance with FNS WIC requirements and how you supported other clients in maintaining compliance.
3. Explain any formal corrective actions that your company has experienced under previous contracts.
   1. Disclose any publicly reported formal corrective actions, security breaches, and lawsuits that your company has experienced under previous contracts in the last 10 years. For each lawsuit, include the court and the court issued case number.
   2. Disclose any non-publicly reported formal corrective actions, security breaches, and lawsuits that your company has experienced under previous contracts in the last 10 years. For each lawsuit, include the court and the court issued case number.
4. Based on your experience, detail any best practices with respect to the scope of this RFP that you would like to share for the State’s consideration. Note: your proposal should be based on the requirements outlined for the scope in this RFP, and not on any assumptions that the State will accept any practices that are not in alignment with the scope.

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1. **Compliance and Security Requirements**

Explain how you propose to execute Section 4 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. State and Federal Requirements (Section 4.1 Attachment L)
   1. Describe your experience meeting the Regulations and Requirements listed in Table 10 of Attachment L and how you will ensure continuous alignment throughout the duration of the Contract. Specifically highlight your experience ensuring alignment with USDA’s FNS regulations, including NIST 800-53: Security Framework Alignment for Federal Programs
   2. Describe how you will stay up-to-date on applicable federal and State WIC policies, practices, and standards.
   3. Describe your organization’s ability to plan and execute any updates to the WIC Universal MIS-EBT Interface (WUMEI) Specification.
   4. Describe how you will coordinate with the Indiana Office of Technology (IOT) to ensure the INWIC Systems have appropriate security, including by participating in security reviews and updates.
   5. Describe how you will ensure the WIC Systems conform to accessibility requirements and the Assistive Technology Standard, within the State’s [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/), [State Assistive Technology policy](https://www.in.gov/core/accessibility.html), and the State’s architectural standards, including any relevant timelines.
2. Confirm your commitment to granting USDA access to all Contractor and subcontractor system design, development, implementation, operations, and cost records as necessary.
3. Include your organization’s security policy, as applicable; note any application and infrastructure intrusion detection programs or mechanisms utilized to prevent service attacks.
4. Describe the steps that you will take to address Secure Code Deployment.

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1. **Project Kick-Off and Transition**

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. What are your goals for the kick off meetings? What are key pieces of information you will provide to IDOH and request from IDOH?
2. Provide a preliminary Transition Plan describing how you intend to manage the transition and its required deliverables with minimal disruption to all identified stakeholders. Describe any experience interfacing with incumbent contractors to transfer an existing system and related responsibilities. Note any planned dates and the criteria you will employ to ensure a successful and smooth transition.
3. Explain if you intend to transition incumbent staff to your team, and if so, describe your plan for doing so and any relevant experience with such a process.
4. Explain how you will ensure there is no gap in service.
5. Describe assumptions you have about the incumbent and State’s roles and responsibilities in the Initial Transition Period.

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1. **Maintenance and Operations**

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. Some aspects of ongoing maintenance are a shared responsibility with IOT (see Table 11 of Attachment L). Describe your approach to coordinating ongoing maintenance and system security activities with IOT.
2. Ongoing Maintenance
   1. Describe your approach to daily system monitoring activities, including any proposed tools for troubleshooting, security incident management, and tracking system performance.
   2. Describe your approach to the in-depth system analysis.
   3. Describe your release management approach.
   4. Describe your experience with the implementation of system adjustments needed to comply with newly updated federal and State policies with other clients.
3. Describe your approach to, and staffing for, incident management. How will you ensure you are able to meet incident resolution and incident report timelines? Specifically describe escalation paths and how they will ensure alignment with resolution timelines.
4. Help Desk Support
   1. Provide a description of your proposed help desk operations for both the INWIC Application Help Desk and Hardware Help Desk, including the logistics of answering incoming calls and responding to voicemail messages and emails. Include descriptions of your proposed enabling technology for Help Desk operations, including a remote access tool and automated call distribution system or equivalent system for tracking calls.
   2. Describe how you intend to meet ticket resolution times outlined in Section 6.6 of Attachment L. What is your process and tools for capturing, determining, and addressing issues?
   3. Do you have a process or tools to train staff on frequently received inquiries to gain efficiencies?
   4. Describe how you will ensure there are adequate live resources available to respond to changes in call volume, especially as new enhancements rollouts may increase volumes temporarily.
   5. The User Notification help desk tool is not in scope but the State encourages Respondents to propose such tools for consideration (see Section 6.13 of Attachment L for tool requirements).
      1. Detail whether your proposed Help Desk Support includes a User Notification tool, and if so, describe how the tool meets the requirements described in the Scope of Work, including whether it is currently in use for another client.
      2. If utilized, would this User Notification tool be provided at no additional cost? If not, please note any additional costs in your Cost Proposal Narrative.
5. Describe your proposed approach to meeting the disaster recovery and business continuity requirements and responsibilities.
6. For each of the INWIC Systems technologies and tools cited, the State may consider alternatives throughout the term of the agreement due to factors such as version support ending for certain products, more cost-effective solutions becoming available, or more readily federal-compliant technologies. Confirm your willingness and ability to transition to State-approved alternatives throughout the term of the Contract.

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1. **Hardware and Hardware Services**

Explain how you propose to execute Section 7 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Detail your approach to maintaining low costs for the State with regard to hardware procurement and logistics. Specify whether you have negotiated competitive pricing on hardware and/or shipping with any third party vendors in your prior projects and what agreements are available for you to leverage for this contract.
2. Describe your proposed depot location(s), where WIC-owned hardware will be configured, and your security procedures, tools, and related training for staff.
3. Describe your proposed inventory system.
4. Hardware and software support for WIC Clinics
   1. Defective Equipment - Describe your proposed process for data sanitization and hardware destruction, including the use of any third party services, and how your process may differ for a large batch of replacement hardware as opposed to one-off replacement needs.
   2. Historical Data - Based on historical hardware and software help desk data in Section 2.2 of Attachment L and your understanding of the RFP scope of work, how would you accommodate large purchases/refreshes while meeting performance metrics?

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1. **SDLC Approach**

Explain how you propose to execute Section 8 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Describe your proposed Hybrid Agile Systems Development Life Cycle (SDLC) approach, including:
   1. Describe how you intend to provide ongoing updates to the State on the status of SDLC phases.
   2. Specify your approach to sprint cycles and the proposed length of each sprint.
2. Describe how you will validate and update requirements for an Enhancement. Identify and describe the tool(s) used to capture, track, and manage requirements throughout the project.
3. Coding
   1. Describe your company’s coding strategy and standards used to develop applications.
   2. Describe secure coding methods used.
   3. Describe whether your company has peer review for coding changes.
   4. Describe your company’s application and code versioning strategy and processes. How will code and/or configuration be “promoted”?
   5. Describe the process that will ensure the most recent version of the application and/or code will be placed in escrow and made available to the State if needed.
4. Describe your approach to factoring user interface (UI) and user experience (UX) considerations into design work.
5. Describe your approach to testing responsibilities, including:
   1. Your approach to executing the Testing activities. Include how and the level of automated testing that will be conducted, including the proposed tool(s) for automated testing.
   2. Your experience working with a client testing team or a third-party testing team, and in what capacity.
   3. How are updates to testing materials integrated into the release management process?
6. Defect management
   1. Describe your approach to defect management, including your proposed defect management system/tool and how you will provide the State with transparency, communication, and clarity regarding open defects.
   2. Explain how you will ensure your ability to meet the associated performance standards and resolution timelines described in Section 14 of Attachment L.

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1. **Project Management**

Explain how you propose to execute Section 9 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Project Management Plan
   1. Provide a high level proposed project management plan to implement this project and collaborate with the State WIC team, including approaches to communication with the State and other stakeholders.
   2. Describe your configuration management process and tools.
   3. Describe your methodologies for risk and issue management, including identification, tracking, follow-up, and resolution processes and tools. If applicable, please describe:
      1. Some of the key risks and issues your company has faced on projects of similar scope, size, and complexity, including what mitigation / contingencies were put in place for those risks
      2. How your company has used governance to resolve risks and issues
2. Describe your proposed approach to the Change Request Process including how to develop Change Impact Analyses.
3. Describe how you will work with the State to prioritize changes in planning sprints and releases.
4. Describe your experience supporting other clients with funding management, especially with respect to Spend Forward funding.
5. Describe your experience leveraging WIC changes and enhancements work across clients to support cost-sharing and cost savings opportunities for your clients.

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1. **Project Staffing**

Explain how you propose to execute Section 10 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Provide an overall project organizational chart that includes roles / responsibilities on your team as well as any expected roles / responsibilities at the State to help ensure project success. This should mirror the roles outlined in Attachment M - Resource Usage Matrix. The organizational chart should also describe how the project management team and any governing structures will be involved in the administration of the services. Subcontractor resources must be clearly labeled. Note: Please factor in the consideration that State resources have limited capacity due to their workload constraints.
2. Confirm your completion of Attachment M - Resource Usage Matrix. Describe any assumptions related to the number of the Respondent Project Team and the State Team staff, roles of staff, and duration of involvement used in the development of the resource hour estimates.
3. Describe how the management structure will ensure adequate oversight and executive direction for your Project Lead.
4. Describe your proposed staffing plan and the process to replace team members, in the event a team member is not meeting the State’s expectation.
5. Include resumes for the proposed Project Lead and other Vital Positions listed in Section 10.2 of Attachment L.
6. Describe the role of any subcontractors you will utilize for this Contract, including how/if their role changes during the life of the Contract, and indicate the following (as applicable):
   1. Your prior experience with each subcontractor, including how long, and in what capacity your company has been working with them.
   2. The subcontractor’s experience and expertise as it relates to supporting the Contract scope.

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1. **Enhancements**
2. Describe your experience and approach to implementing federally-mandated and other common changes across multiple states, especially for WIC clients.
3. Confirm your understanding and acceptance of items considered billable and non-billable.
4. For each of the five potential enhancements listed in Section 11.2 of Attachment L, describe your experience implementing enhancements of similar scope.
5. Propose your high level approach and timeline to implementing the following potential enhancements for the State:
   1. WUMEI Specification Update
   2. Online Shopping

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1. **Software Warranty**
2. Confirm your acceptance of the software warranty as described in Section 12 of Attachment L.

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1. **Turnover**

Explain how you propose to execute Section 13 of Attachment L in its entirety, including but not limited to the specific elements highlighted below:

1. Describe your approach to coordinating with the new vendor and transferring services with the least disruption to the State and their WIC clients.
   1. Include a proposed Turnover Plan based on the information in the RFP and your experience on similar turnover situations. Include the proposed start and end date for each activity as well as any requirements of the State and successor contractor, turnover meetings, shadowing activities, reverse shadowing activities, and gradual change in ownership for specific M&O tasks and system access.

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1. **Performance Standards**
2. Confirm your understanding and acceptance of the provisions of Section 14 of Attachment L as written.
3. Describe how you intend to meet each monthly and quarterly performance metric and your plan to measure compliance for each performance metric.
4. Confirm your ability to invoice according to withholding requirements outlined in Section 14.3 of Attachment L.

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