**State of Indiana**

**RFP 26-85531**

**OECOSL IT Systems M&O RFP**

**Attachment F — Technical Proposal**

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| **Respondent:** |  |

**Instructions:**

Request for Proposal (RFP) 26-85531 is a solicitation issued 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 employees, and your organization’s score will reflect that evaluation. The proposal evaluation can only be based on the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly address all components of Attachment M - Scope of Work.

Technical proposal specifications are listed in Section 2.4 of the RFP main document. Please review the requirements in Section 2.4 carefully. Respondents are encouraged to submit proposals addressing OECOSL’s goals that go beyond the general requirements set forth in Attachment M of this RFP. 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 should insert their text in the provided boxes below the questions/prompts. Respondents are allowed to reference appendices or exhibits not included in the boxes provided for the responses, so long as those materials are clearly referenced and described in the boxes in the template. The boxes may be expanded to fit a response. Every attempt should be made to preserve the original format of this form. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness. Please limit your response to 75 pages or less, not including any appendices.**

**1.0 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.

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**1.1 AI Use Disclosure**

State whether any Artificial Intelligence (AI) tools were used to draft, review, or generate any portion of this proposal. If AI was used, identify the sections affected, the purpose (e.g., drafting assistance, grammar review, data analysis), the tools/platforms employed, datasets or third‑party content provided to those tools, and the extent of human review/validation to ensure accuracy and compliance.

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**2.0 Introduction, Background, and Overview of Required Services (Attachment M, Sections 1, 2, & 3)**

Describe your company and proposed project staff’s background and experience. Include the following information, at a minimum:

1. A list of organizations or agencies (if any) for which you have delivered IT systems M&O services of a similar size and scope to those sought by this RFP.
   1. Include the client’s name, project description and goals, the methodology and procedures taken for this client, your project role, duration of the role, 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. Include any formal corrective actions that your company has experienced under previous contracts.
2. Describe your experience working with U.S. states, including any experience with health and social service agencies or programs, particularly those related to early education, development, and care of children. If you have not provided IT Systems management for at least one U.S. state, provide a preliminary explanation of your qualifications and proposed approach to adhere to State-specific requirements.
3. 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 OECOSL IT Systems M&O RFP Scope of Work, and not on any assumptions that the State will accept any practices that are not in alignment with this Scope.
4. Describe your understanding of the various OECOSL IT Systems outlined in Scope of Work Section 2.E Overview of OECOSL IT Systems and how they interact.
5. Provide a high level overview of how you will fulfil the duties outlined in Section 3. Overview of Required Services.

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**3.0 General Maintenance and Operations Requirements (Attachment M, Section 4)**

Please address Scope of Work Section 4 in its entirety. As part of your response:

1. Confirm you have reviewed and will comply with the General Maintenance and Operation Requirements outlined in Section 4 of Attachment M. Specifically, please address your company’s approach and plan to coordinate M&O across the different systems in OECOSL’s IT landscape.
2. Describe your company’s overall M&O strategy and process.
   1. Explain your approach to ensuring system tasks are executed without any interruptions or degraded services.
   2. Describe how your company prioritizes changes requested by the State.
3. Explain how you plan to provide System Operations and Hosting as outlined in Section 4.A of Attachment M.
   1. Explain your plan to collaborate with the Indiana Office of Technology (IOT), understanding that IOT will be primarily responsible for hosting systems and maintaining system infrastructure.
4. Explain how you plan to provide Software Maintenance as outlined in Section 4.B of Attachment M.
   1. Explain how you plan to identify, document, diagnose, and resolve system defects.
5. Explain how you plan to provide Interface Management as outlined in Section 4.C of Attachment M.
   1. Explain how you plan to maintain and support all system interfaces, including updates, modifications, version synchronizations, and data mapping changes.
   2. Explain how you plan to identify data anomalies, report them to the State, and assist in investigating and resolving issues.
6. Explain how you plan to provide Database Administration as outlined in Section 4.D of Attachment M.
7. Explain how you plan to provide Testing and Quality Assurance as outlined in Section 4.E of Attachment M.
   1. Explain how you plan to develop and implement a comprehensive testing program for all system changes.
8. Explain how you plan to provide Security and Access Management as outlined in Section 4.F of Attachment M, including how you will meet all FSSA Privacy and Security Policies.
9. Explain your assumptions around the different levels of service required for each system component for monthly maintenance and operations and how you plan to allocate resources across system M&O, including any efficiency opportunities.
10. As this is largely an M&O RFP it is unlikely that new products will be introduced. If they are, confirm the product can integrate with Access Indiana for SSO. Outline any constraints, recommended implementation approach, and timeline. If currently not supported, specify actions and timing required to enable integration.
11. If interfaces are introduced as enhancements, describe how your solution will utilize MuleSoft API Management and GoAnywhere MFT for interfaces and secure file exchanges. If not supported, explain why and propose an IOT‑approved alternative.

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**3.1 AI in Solution & Development**

1. Does the proposed solution utilize any AI? If yes, describe how AI is used; whether AI can be disabled without impacting functionality; who controls enable/disable; limitations if disabled; and plans to introduce or expand AI within four (4) years.
2. Do your developers use AI tools (e.g., code assistants) to augment work? If yes, describe usage, controls, how AI can be disabled without impact, and any plans to introduce/expand use over the next four (4) years

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**4.0 Automated Intake System (AIS) Requirements and Child Care Information System, (CCIS) Requirements (Attachment M, Sections 5 & 6)**

Please address Scope of Work Sections 5 and 6 of Attachment M in their entirety. As part of your response:

1. Describe your approach to fulfilling the Automated Intake System (AIS) Requirements described in Section 5 of Attachment M, including:
   1. How you plan to provide system-specific support for AIS as described in Section 5.B, including how you plan to monitor AIS logs and reports to detect data anomalies or failures in business rule enforcement.
   2. How you plan to provide AIS Interface Support as described in Section 5.C, including how you will implement any changes required by policy or system updates.
   3. How you plan to support provider payment accuracy through AIS-RFS reconciliation activities as described in Section 5.D.
   4. How you plan to maintain AIS functionality used to collect and store tax information as described in Section 5.E.
   5. How you plan to provide AIS administrative and program support as described in Section 5.F, including:
      1. How you will support CCDF financial and program management through AIS budgeting tools.
      2. How you will maintain all documentation associated with AIS functionality.
      3. How you will maintain AIS reporting functionality and provide reports as directed by the State.
   6. How you plan to ensure AIS data accuracy and compliance with CCDF eligibility requirements as described in Section 5.G.
2. Describe your approach to fulfilling the Child Care Information System (CCIS) Requirements described in Section 6 of Attachment M, including:
   1. How you plan to provide system-specific support for CCIS as described in Section 6.B.
   2. How you plan to provide CCIS Interface Support as described in Section 6.C, including how you will implement updates or changes to interfaces as required.
   3. How you plan to support the State in maintaining public provider information through Child Care Finder as described in Section 6.D.
   4. How you plan to adhere to the system-specific reporting requirements outlined in Section 6.E, including creating regular reports in SSRS, Tableau, or other systems as appropriate.
   5. How you plan to adhere to the Professional Development Registry (PDR) requirements outlined in Section 6.F, including how you will integrate with the State’s Learning Management System (LMS).
   6. How you plan to adhere to the Additional CCIS Administrative Requirements outlined in Section 6.G.

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**5.0 Wireless Webforms Requirements and Additional Paths to Quality (PTQ) Requirements (Attachment M, Sections 7 & 8)**

Please address Scope of Work Sections 7 and 8 of Attachment M in their entirety. As part of your response:

1. Explain your approach to fulfilling the Wireless Webforms Requirements detailed in Section 7 of Attachment M, including:
   1. How you plan to maintain and update electronic forms for use in Wireless Webforms according to State specifications as described in Section 7.B.
   2. How you plan to provide comprehensive software maintenance and technical support for all Wireless Webforms components as described in Section 7.C.
2. Explain your approach to fulfilling the Additional Paths to Quality (PTQ) Requirements detailed in Section 8 of Attachment M, including:
   1. How you plan to adhere to the PTQ Progress Reporting requirements outlined in Section 8.A.
   2. How you plan to adhere to the PTQ Technology Requirements outlined in Section 8.B.

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**6.0 Help Desk, Training, and Complaint Management (Attachment M, Section 9)**

Please address Scope of Work Section 9 of Attachment M in its entirety. As part of your response:

1. Explain your approach to fulfilling the Help Desk, Training, and Complain Management requirements detailed in Section 9 of Attachment M, including:
   1. Describe any prior experience providing technical support or operating a help desk for different user groups; if available, provide sample FAQs/common response templates, call scripts, or other relevant materials used in prior engagements to support ticket triage and resolution.
   2. Describe your proposed plan for training OECOSL staff and stakeholders to ensure they are able to use system software effectively and in compliance with State requirements.
   3. Describe your proposed plan for implementing a comprehensive, accurate, efficient, and timely system for logging, tracking, and reporting all complaints received by or referred to the Contractor.

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**7.0 Enhancements (Attachment M, Section 10)**

Please address Scope of Work Section 10 of Attachment M in its entirety. As part of your response:

1. Confirm you have reviewed and will comply with the Enhancements requirements outlined in Section 10 of Attachment M.
2. Describe your experience developing and implementing system enhancements in response to client requests or new federal or State legislation.
3. Describe your proposed enhancement process, including proposal development, enhancement initiation, requirements development, and enhancement design, development, and implementation.

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**8.0 General Administrative, Operational, and Reporting Requirements (Attachment M, Section 11)**

Please address Scope of Work Section 11 in its entirety. As part of your response:

1. Describe your plan to fulfill the General Administrative, Operational, and Reporting Requirements outlined in Section 11 of Attachment M, including:
   1. How you will adhere to the Accessibility, Communications, and Meetings requirements outlined in Section 11.A. Confirm the proposed solution and any content produced meet WCAG 2.1 AA and State Assistive Technology standards; describe your accessibility testing tools/processes, defect remediation workflows, and quarterly reporting approach.
   2. How you plan to fulfill the Project Management requirements outlined in Section 11.B. Please provide an example of a comprehensive project work plan your organization has utilized in the past. Describe your Organizational Change Management (OCM) approach, roles, and risk mitigation for OECOSL stakeholders. If using agile or hybrid methodology, describe the tools (Jira, Azure DevOps, etc.) and provide examples of dashboards/visualizations (overall; sprint; defect correction) that stakeholders will receive to track progress and quality.
   3. Describe your plan for adhering to Indiana’s site security requirements outlined in Section 11.C, inclusive of experience meeting state-set site security standards, if applicable. Outline equipment needs (quantity/specifications) if State network access is required; acknowledge Contractor reimbursement of IOT catalog rates for State‑issued devices/access.
   4. Describe your plan for adhering to Indiana’s information security requirements outlined in Section 11.D, inclusive of experience meeting state-set information security standards, if applicable. Provide a full system architecture document (initial + annual updates). Provide incident response process documentation (contact path, escalation criteria, timelines, RCA/lessons‑learned for major incidents). Are all proposed cloud tools/services FedRAMP/GovRAMP authorized? Provide authorization levels/IDs or alternatives and compensating controls if not authorized.
   5. Describe your plan for adhering to the Documentation, Data, and Records Management requirements outlined in Section 11.E, including how you will develop procedures to ensure data is properly and routinely purged, archived, and protected from loss, unauthorized access, or destruction.
   6. Describe your plan for adhering to the Federal Reporting Requirements outlined in Section 11.F, including:
      1. ACF-800 and ACF-801 Reporting
      2. Improper Payments Initiative (ACF-404)
      3. Quality Performance Review (QPR)
   7. Describe your plan for adhering to the Monthly Operations Report requirements outlined in Section 11.G.
   8. Describe your plan for adhering to the Ad Hoc Reporting Requirements outlined in Section 11.H.

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**9.0 Staffing Requirements (Attachment M, Section 12)**

Please address Scope of Work Section 12 of Attachment M in its entirety. As part of your response:

1. Provide your staffing plan to fulfill the services described in this RFP, including the elements of staffing and management required by Section 12 of Attachment M. For each position, indicate the number of individuals in those roles, ensuring alignment with your Cost Proposal submission.
2. Include an organizational chart for the proposed project team, including the role of any subcontractors. Please make clear which roles are filled by your staff and which are filled by subcontractor staff, if applicable.
3. Confirm that all proposed staff, regardless of position, will be working from within the US.
4. Provide resumes (or job descriptions, as applicable) for the following Key Personnel positions, including 1) clear indication that the individual proposed meets the requirements in Section 12.A of Attachment M; and 2) clear descriptions of any prior experience that proposed Key Personnel staff have with relevant programs of a similar size, scope, or nature:
   1. Project Director
   2. Project Manager
   3. AIS Application Manager
   4. CCIS Application Manager
5. Subcontractors:
   1. Describe the role of any subcontractors you will utilize for this Contract, including how/if their role is expected to change during the life of the Contract.
   2. Indicate your prior experience with each subcontractor, if any.
   3. Describe their experience and expertise as it relates to supporting the Contract scope.
6. Confirm you have reviewed and understand the State’s requirements for Staff Vacancies and Replacement described in Section 12.C of Attachment M. Describe how you will ensure these requirements are met throughout the life of the Contract.
7. Commitments & Tools. Confirm you will deposit the most recent version of custom application code and build/deploy scripts in escrow on a regular cadence; describe your escrow process and State access terms.

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**10.0 Transition and Turnover Requirements (Attachment M, Section 13)**

Please address Scope of Work Section 13 in its entirety. As part of your response:

1. Confirm your understanding of, and agreement with, the requirements outlined in Section 13 of Attachment M.
2. Describe your approach and any applicable costs to working with the incumbent vendor (if applicable) and implementing the Incoming Transition expectations detailed in Section 13.A of Attachment M. Please also describe any relevant past experience assuming responsibility for M&O for existing systems. If applicable, describe any transition costs proposed in the “Transition Costs” tab of the Cost Proposal.
3. Describe your approach to working with a future vendor and implementing the Outgoing Transition/Turnover expectations detailed in Section 13.B of Attachment M. Please also describe any relevant past experience in turning over projects to clients or other entities at the end of an engagement.

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**11.0 Billing and Invoicing, Performance Measures, & Corrective Actions (Attachment M, Section 14, 15, & 16)**

Please address Scope of Work Sections 14, 15, and 16 in their entirety. As part of your response:

1. Confirm your understanding of, and agreement with, the billing and invoicing requirements outlined in Section 14 of Attachment M.
2. Confirm your understanding of, and agreement with, the Performance Standards, Corrective Action, and Payment Withhold processes described in Sections 15 and 16 of Attachment M.
3. For each enumerated Performance Measure in Section 15 of Attachment M, explain how the data for described services will be collected and reported (i.e., data sources and processes) and how you propose to meet or exceed the thresholds for compliance.
4. Describe your process for identifying, prioritizing, and communicating problems that may contribute to a failure to comply with performance targets.

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