**Exhibit C**



**State of Vermont Bidder Response Form**

**Request for Proposal Name:**

**eProcurement Solution and Implementation Services**

**Vendor Instructions:**

Provide the information requested in this form and submit it to the State of Vermont as part of your Request for Proposal (RFP) response. All answers must be provided within the form unless otherwise specified.

**Important: This form must be completed and submitted in response to this RFP for your proposal to be considered valid. The submission must also include the eight (8) additional artifacts requested within this form (denoted by underlined green font).**

## See the RFP for full instructions for submitting a bid. **Bids must be received by the due date and at the location specified on the cover page of the RFP.**

Direct any questions you have concerning this form or the RFP to:

**Stephen Fazekas,** Technology Procurement Administrator

State of Vermont

Office of Purchasing & Contracting

109 State Street

Montpelier VT 05609-3001

E-mail Address: **SOV.ThePathForward@vermont.gov**

## **Part 1: VENDOR PROFILE**

1. Complete the table below.

|  |  |
| --- | --- |
| **Item** | **Detail** |
| Company Name:  | [insert the name that you do business under] |
| Physical Address: | [if more than one office – put the address of your head office] |
| Postal Address: | [e.g. P.O Box address] |
| Business Website: | [url address] |
| Type of Entity (Legal Status): | [sole trader/partnership/limited liability company or specify other]  |
| Primary Contact: | [name of the person responsible for communicating with the Buyer] |
| Title: | [job title or position] |
| Email Address: | [email] |
| Phone Number: | [landline] |
| Fax Number: | [fax] |

1. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients. Identify any parent corporation and/or subsidiaries.

1. Is your organization currently or has it previously provided solutions and/or services to any agency or entity of the Vermont State government? If so, name the State entity, the solution and/or services provided, and the dates.
2. Provide a list of current engagements your organization has for the Proposed Solution in the U.S. with estimated completion dates. Also, provide an agency/entity point of contact person along with email and phone number.
3. **Provide a Financial Statement\* for your company and** **label it Attachment #1**. A confidentiality statement may be included if this financial information is considered non-public information. This requirement can be filled by:
	* A current Dun and Bradstreet Report that includes a financial analysis of the firm;
	* An Annual Report if it contains (at a minimum) a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm; or
	* Tax returns and financial statements including income statements and balance sheets for the most recent 3 years, and any available credit reports.

*\*Some types of procurements may require bidders to provide additional or specific financial information. Any such additional requirements will be clearly identified and explained within the RFP, and may include supplemental forms in addition to this Bidder Response Form.*

1. Disclose any judgments, pending or expected litigation, or other real potential financial reversals, which might materially affect the viability or stability of your company or indicate below that no such condition is known to exist.

1. Provide a list of three references similar in size and industry (preferably another governmental entity). References shall be clients who have implemented your Solution within the past 48 months.

|  |  |
| --- | --- |
| **Reference 1** | **Detail** |
| Reference Company Name:  | [insert the name that you do business under] |
| Company Address: | [address] |
| Type of Industry: | [industry type: e.g., government, telecommunications, etc.] |
| Contact Name: | [if applicable] |
| Contact Phone Number: | [phone] |
| Contact Email Address: | [email] |
| Description of system(s) implemented: | [description] |
| Date of Implementation: | [date] |
| **Reference 2** | **Detail** |
| Reference Company Name:  | [insert the name that you do business under] |
| Company Address: | [address] |
| Type of Industry: | [industry type: e.g., government, telecommunications, etc.] |
| Contact Name: | [if applicable] |
| Contact Phone Number: | [phone] |
| Contact Email Address: | [email] |
| Description of system(s) implemented: | [description] |
| Date of Implementation: | [date] |

|  |  |
| --- | --- |
| **Reference 3** | **Detail** |
| Reference Company Name:  | [insert the name that you do business under] |
| Company Address: | [address] |
| Type of Industry: | [industry type: e.g., government, telecommunications, etc.] |
| Contact Name: | [if applicable] |
| Contact Phone Number: | [phone] |
| Contact Email Address: | [email] |
| Description of system(s) implemented: | [description] |
| Date of Implementation: | [date] |

## **Part 2: Vendor Proposal/Solution**

1. Provide a description of the technology solution you are proposing. (reference RFP Section 6.1)
2. Provide the following descriptions of the capabilities of the technology solution you are proposing.
	1. Overall Solution description:
	2. Need to Pay Workstream, as described in RFP Section 6.1.1
	3. Catalog Capabilities Workstream, as described in RFP Section 6.1.2
	4. Vendor Enablement/Management Workstream, as described in RFP Section 6.1.3
	5. Sourcing/Bid Management Workstream, as described in RFP Section 6.1.4
	6. Contract Management Workstream, as described in RFP Section 6.1.5
	7. Spend/Data Analytics & Reporting Workstream, as described in RFP Section 6.1.6
3. If proprietary or third-party software are included in the proposed Solution, provide a description of the following for each:
	1. How the software fits within the Solution including details on the hosting and support of each software:
	2. Standard features and functions of each software:
	3. The software licensing requirements for each software:
	4. The standard performance levels for each software:
		* Hours of system availability:
		* System response time:
		* Maximum number of concurrent users:
		* Other relevant performance level information:
4. Give a brief description of the evolution of the system/software solution you are proposing. Include the date of the first installed site and major developments which have occurred (e.g. new versions, new modules, specific features).
5. List the total number of installations in the last 3 years by the year of installation.
6. List the current engagements you have in the United States to implement the Proposed solution including the client name, project start date and estimated completion date.
7. Provide the total number of current customers and associated users for the proposed system and indicate what version they are using.
8. Have you implemented the proposed solution for other government entities? If so, tell us who, when, and how that implementation went?
9. What is your standard release schedule for upgrades and/or new releases of the proposed solution/software?
10. **Provide Road Maps that outline the company’s short term expected upgrade timeframe for each module of the proposed solution/software and the overall long term goals for the proposed solution/software and label it Attachment #2.**
11. **Provide a PowerPoint (minimum of 1 slide and maximum of 10 slides) that provides an Executive level summary of your proposal to the State. Label it Attachment #3.**
12. Does your proposed solution include any warranties? If so, describe them and provide the warranty periods.
13. Describe any infrastructure, equipment, network or hardware *required* to implement and/or run the solution.
14. What is your recommended way to host this solution?
15. Describe how your solution can be interfaced/integrated to other applications and if you offer a standard-based technology to enable integrations. Discussion should include general capabilities and also specifically address proposed interfaces/integrations necessary to meet RFP Section 6.2.9 and each sub-section.
16. Respond to the following questions about the solution being proposed:

|  |
| --- |
| **Vendor Response/Explanation** |
| **Question** | **Yes or No** |  |
| 1. Does the solution use Service Oriented Architecture for integration as described in RFP Section 6.2.5?
 |  |  |
| 1. Does the solution use a Rules Engine for business rules?
 |  |  |
| 1. Does the solution use any Master Data Management?
 |  |  |
| 1. Does the solution use any Enterprise Content Management software?
 |  |  |
| 1. Does the solution use any Business Intelligence software?
 |  |  |
| 1. Does the solution use any Database software?
 |  |  |
| 1. Does the solution use any Business Process Management software?
 |  |  |
| 1. What browser software do you support and what versions? Responses must address, at a minimum, how you will insure support for all popular, modern Web browsers as required in RFP Section 6.2.2.
 |  |  |
| 1. List all integration APIs available with the solution.
 |  |  |

## **Part 3: Functional Requirements**

Exhibit E, Functional Requirements Traceability Matrix (RTM), lists the State’s detailed Functional Requirements. Bidders are to complete and submit Exhibit E as their response to Part 3 of the Bidder Response Form. Response instructions are included in Exhibit E to guide Bidders and are included here as reference information.

**Exhibit E RTM response instructions:**

|  |
| --- |
| **Instructions for completing the Requirements Traceability Matrix (RTM)** |
| This workbook contains the detailed Functional Requirements associated with this RFP and are provided in addition to the requirements identified in the RFP and Bidder Response Form.The workbook is organized with separate Tabs (Worksheets) for each eProcurement Workstream (reference RFP Section 6.1) and other functional topics. |
|
| **Tabs/Worksheets in this Workbook** |
| 1. Instructions2. General3. Need to Pay | 4. Catalog Capability5. Vendor Enablement & Mgmt.6. Sourcing & Bid Mgmt. | 7. Contract Mgmt.8. Services Procurement9. Data Analytics & Reporting  |
| **General Instructions** |
| 1. Bidders must provide a response for every requirement on each Tab in the RTM. |
| 2. Bidders must provide details in every Response Column listed below. |
| 3. Response Columns: |
| **Proposed Solution Component** (*Column D*)**:** provide the specific name of the software/system and component that will be used to meet the requirement. |
| **Vendor Approach/Comment** (*Column E*)**:** describe how the identified tools/solution will meet the requirement. Include benefits or limitations. Also include details that clarify the **Availability** and **Level of Complexity**. |
| **Availability** (*Column F*)**:** identify the current availability of the functionality/capability proposed using the appropriate code or codes described in Table 1 below. |
| **Level of Complexity** (*Column G*)**:** indicate the work effort that will be required to implement or provide the proposed functionality/capability using the level of effort codes described in Table 2 below. |
|  |  |  |  |  |  |
|  | **Table 1: Availability Codes** (*Column F*) |  |  |
|  | ***Instructions:***  Enter appropriate codes (*one or more*) to reflect current availability of proposed functionality/capability***Valid values:*** **A**, **D**, **C**, **INT**, **TP**, **BP**, **N** as defined below |  |  |
|  | **Availability Codes** | **Description** |  |  |
|  |  **A** - Out of the Box | Available in the core (“out-of-the-box”) solution |  |  |
|  |  **D** - Configuration Item | Currently under development or entails moderate to significant configuration or complexity is moderate to very high. Bidders must indicate anticipated date of availability in Column E. |  |  |
|  |  **C** - Customization/Extension | Not available in the core solution, but will be provided as customization or extension. Bidders must indicate anticipated date of availability in Column E.  |  |  |
|  |  **INT** - Integration/Interface | Requires an integration/interface to meet the requirement. Bidders must provide full description in Column E. |  |  |
|  |  **TP** - Third Party/Other | Requires Third Party/Other Solution Component(s). Bidders must provide details of the Component(s) in Column E. |  |  |
|  |  **BP** - Business Process | Requires additional or a change in State business processes to fully meet requirement. Bidders must provide details in Column E. |  |  |
|  |  **N** - Not Available | No functionality available to meet the requirement. |  |  |
|  |  |  |  |  |  |
|  | **Table 2: Level of Complexity Codes** |  |  |
|  | ***Instructions:*** Enter appropriate code to reflect Level of Complexity required to implement or provide the proposed  functionality/capability **Valid values:** **L**, **M**, **H**, or **E** as defined below |  |  |
|  | **Level of Complexity** | **Description** |  |  |
|  |  **L** - Low | Accomplish the requirement with less than 40 hours |  |  |
|  |  **M** - Medium | Accomplish the requirement within 41- 180 hours |  |  |
|  |  **H** - High | Accomplish the requirement within 181- 500 hours |  |  |
|  |  **E** - Extreme | Accomplish the requirement with over 500 hours |  |  |
|  | ***Bidder Note:*** *Multiple FTEs are permitted to perform responsibilities to complete the State’s requirements, all hours in the above table represent total estimated work effort of the Contractor, regardless of actual Contractor staffing model.*  |  |  |

## **Part 4: NON-FUNCTIONAL Requirements**

**4.1** Describe the specific characteristics of the Solution design and functionality that provide a simple, direct and effective user experience as described in RFP Section 6.2.1.

The tables in the next three sections below list the State’s Technical Non-Functional Requirements. Indicate if your proposed solution complies in the “Comply” column.

**Yes** = the solution complies with the stated requirement.

**No** = the solution does not comply with the stated requirement.

**N/A** = Not applicable to this offering.

For each requirement, Bidders must describe in the “Vendor Description of Compliance” column:

- if Yes; how the requirement is met, or

- if No; how the proposal intends to address the requirement, or

- if N/A; why is the requirement not applicable.

**4.2 Hosting** (reference RFP Section 6.2.3)

|  |  |  |  |
| --- | --- | --- | --- |
| **ID #** | **Non-Functional Requirement Description** | **Comply** | **Vendor’s Description of Compliance**  |
| H1 | Any technical solution must be hosted in a data center. |  |  |
| H2 | Any hosting provider must provide for back-up and disaster recovery models and plans as needed for the solution.  |  |  |
| H3 | Any hosting provider will abide by ITIL best practices for change requests, incident management, problem management and service desk.  |  |  |

**4.3 Application Solution** (reference RFP Section 6.2.3)

| **ID #** | **Non-Functional Requirement Description** | **Comply** | **Vendor’s Description of Compliance**  |
| --- | --- | --- | --- |
| A1 | Any solutions vendor must provide for the backup/recover, data retention and disaster recovery of a contracted/hosted application solution.  |  |  |
| A2 | Any solutions vendor must provide for application management and design standard of all technology platforms and environments for the application solution (Development, Staging, Productions, DR, etc.)  |  |  |
| A3 | Any solutions vendor must engage the State of Vermont using Service Level Agreements for system and application performance, incident reporting and maintenance.  |  |  |
| A4 | The State owns any data they enter, migrate, or transmit into the solution and the vendor shall allow the State to pull or copy this data at any time free of charge.  |  |  |
| A5 | As a contract deliverable, the vendor shall supply an up-to-date data dictionary that represents all data respective of the solution it will provide.  The data dictionary must contain the following attributes:1. The technology (RDBMS platform) that hosts the data source, i.e. Oracle, SQL Server, MySQL, DB2, etc.
2. The location where the data source is hosted
3. Thorough descriptions of each table in the data source
4. Thorough descriptions of each column within each table in the data source.  In addition to business definitions, column descriptions must include the following detail: schema names; file group names (if applicable); data types; lengths; primary and foreign key constrains; applied formatting; applied calculations; applied aggregations; NULL-ability; default values.
 |  |  |

**4.4 Security** (reference RFP Section 6.2.3)

As a solution vendor, you must have documented and implemented security practices for the following and have a process to audit/monitor for adherence. Indicate “Yes” or “No” in the “Comply” column or “N/A” if the requirement is not applicable to this offering. Use the “Vendor Description of Applicable Security Processes” column to describe how you meet the requirement and the “Audit/Monitor” column to indicate how you monitor for compliance. Bidders must provide responses in each column for every requirement.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID #** | **Non-Functional Requirement Description** | **Comply**  | **Vendor’s Description** **of Applicable Security Processes**  | **Audit/Monitor Process** |
| S1 | Input validation |  |  |  |
| S2 | Output encoding |  |  |  |
| S3 | Authentication and password management |  |  |  |
| S4 | Session management |  |  |  |
| S5 | Access control |  |  |  |
| S6 | Cryptographic practices |  |  |  |
| S7 | Error handling and logging |  |  |  |
| S8 | Data protection from unauthorized use, modification, disclosure or destruction (accidental or intentional). |  |  |  |
| S9 | Communication security |  |  |  |
| S10 | System configuration |  |  |  |
| S11 | Database security |  |  |  |
| S12 | File management |  |  |  |
| S13 | Memory management |  |  |  |
| S14 | Fraud detection |  |  |  |
| S15 | General coding practices |  |  |  |
| S16 | POA&M management |  |  |  |
| S17 | Risk Assessment Practices including but not limited to vulnerability assessment and pen testing |  |  |  |
| S18 | Incident response planning and testing |  |  |  |
| S19 | System Security Plan delivery |  |  |  |

**4.5 Data Compliance** (reference RFP Section 6.2.3)

Vendors and their solutions must adhere to applicable State and Federal standards, policies, and laws based on the type of data that will be stored, accessed, transmitted and/or controlled by the solution. If the “Type of Data” column is checked below, Bidders must respond “Yes” or “No” in the “Comply” column and must provide an explanation on how you comply in the “Vendor’s Description of Compliance” column.

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Data** | **Applicable State & Federal** **Standards, Policies, and Laws**  | **Comply** | **Vendor’s Description** **of Compliance** |
| [x]  Publicly available information | * [NIST 800-171](http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-171.pdf)
 |  |  |
| [x]  Confidential Personally Identifiable Information (PII) | * [State law on Notification of Security Breaches](http://legislature.vermont.gov/statutes/section/09/062/02435)
* [State Law on Social Security Number Protection](http://legislature.vermont.gov/statutes/section/09/062/02440)
* State law on the Protection of Personal Information
* National Institute of Standards & Technology: [NIST SP 800-53](http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf) Revision 4 “Moderate” risk controls
* [Privacy Act of 1974, 5 U.S.C. 552a](https://www.justice.gov/opcl/privacy-act-1974).
 |  |  |
| [x]  Payment Card Information  | * [Payment Card Industry Data Security Standard (PCI DSS)](https://www.pcisecuritystandards.org/document_library) v 3.2
 |  |  |
| [x]  State Financial Data | * Annual SSAE 18 SOC 2 Type 2 audit
 |  |  |
| [x]  Federal Tax Information | * Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: [IRS Pub 1075](http://www.irs.gov/pub/irs-pdf/p1075.pdf)
 |  |  |
| [x]  Personal Health Information  (PHI) | * Health Insurance Portability and Accountability Act of 1996: [HIPAA](http://www.hhs.gov/hipaa/index.html)
* The Health Information Technology for Economic and Clinical Health Act [HITECH](http://www.hipaasurvivalguide.com/hitech-act-text.php)
* Code of Federal Regulations 45 CFR 95.621
 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Data** | **Applicable State & Federal****Standards, Policies, and Laws** | **Comply** | **Vendor’s Description****of Compliance** |
| [ ]  Affordable Care Act  Personally Identifiable  Information (PII) | * Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: [IRS Pub 1075](http://www.irs.gov/pub/irs-pdf/p1075.pdf)
* Minimum Acceptable Risk Standards for Exchanges MARS-E 2.0
 |  |  |
| [ ]  Medicaid Information | * Medicaid Information Technology Architecture [MITA3.0](https://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/mita/medicaid-information-technology-architecture-mita-30.html)
* Code of Federal Regulations 45 CFR 95.621
 |  |  |
| [ ]  Prescription Information | * [State law on the Confidentiality of Prescription Information](http://legislature.vermont.gov/statutes/section/18/091/04631)
 |  |  |
| [ ]  Student Education Data  | * Family Educational Rights and Privacy Act: [FERPA](http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html)
 |  |  |
| [ ]  Personal Information from  Motor Vehicle Records | * Driver’s Privacy Protection Act (“DPPA”) 18 U.S.C. Chapter 123, §§ 2721 – 2725
 |  |  |
| [ ]  Criminal Records | * Criminal Justice Information Security Policy: [CJIS](https://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view)
 |  |  |

4.6 Describe the Solution compliance with the State of Vermont’s adoption Section 508 and W3C Web Accessibility Initiative standards and guidelines as described in RFP Section 6.2.4. Identify any part of the solution that is not currently compliant and planned actions/dates for achieving compliance. Also describe Bidders business practices for insuring continued compliance with future releases and updates of the Solution.

4.7 Identify each technical environment that will be included with the proposed Solution. Bidders must discuss, at a minimum, each of the Environments identified in RFP Section 6.2.6 and clearly indicate whether they are separate Environments or if a single Environment performs in multiple roles to meet the requirements identified in RFP Section 6.2.6.

4.8 Describe the delivered User Account and Administration functionality that will be available to the State with the proposed Solution. Bidders must address each area discussed in RFP Section 6.2.7.

4.9 Describe Solution functionality to track user and Vendor activity as described in RFP Section 6.2.8. Bidders should clearly distinguish between menu enabled/on-screen functionalities and queries/reports.

4.10 Describe how the Solution functionality will replace the existing systems listed in RFP Section 6.2.10. Discussion should include details on the approach/methodology that will be utilized for any data conversion/loading.

4.11 Describe the Solution compatibility with the States’ standard Office Automation products as identified in RFP Section 6.2.11.

4.12 Describe the accessibility and use of the full Solution on mobile devices (reference RFP Section 6.2.12). Also identify any Mobile Applications that will be provided as part of the Solution including the specific mobile devices supported, how users would access/load, any costs/charges the user would incur and indicate whether the user would be required to accept any specific terms/conditions at the time of installing/loading the application (reference RFP Section 6.2.13).

4.13 Describe the approach that would be taken to meet the States’ requirements to support a Transition-Out situation as described in RFP Section 6.2.15.

## **Part 5: Implementation/Project Management Approach**

1. Describe the approach you would recommend for project managing this engagement. Discussion should address all aspects identified in RFP Sections 6.3, 6.3.3 & 6.3.4.
2. Describe your experience in performing Business Process Re-engineering assessments that are comparable to this project and describe your proposed approach to providing the Project Initiation support as described in RFP Section 6.3.2.
3. Describe your proposed approach to the Fit-Gap analysis support as described in RFP Section 6.3.2.
4. Provide a list of the standard project management deliverables that you would normally produce for this type of engagement. Response should, at a minimum, address each deliverable/document listed in RFP Section 6.3.4.
5. **Describe the proposed implementation strategy/approach as described in RFP Section 6.3.1. Also, provide a proposed list of project phases, tasks, major milestones, and an implementation time-line. Label this Attachment #4.**
6. What types of difficulties have other clients experienced with implementation of the proposed solution?
7. Describe the experience and qualifications of the Project Manager you would offer as the resource for this engagement. **Provide a copy of their resume and label it Attachment #5.**  (reference RFP Section 6.3.4)
8. Provide a proposed project team Staffing Plan the following key positions as described in Section 6.3.5 of the RFP. Include the names and a brief description of the qualifications of the individuals identified.
	1. Functional Lead
	2. Technical Lead
	3. Organizational Change Management Lead
	4. Operations Lead
9. Identify the State staffing and support needed for implementation and support of the Solution. Discussion must address all aspects of RFP Section 6.3.6.
10. Describe Solution implementation testing practices as necessary to address RFP Section 6.3.7 unless already addressed elsewhere in this Response Form.
11. Describe Organizational Change Management practices, support and services included in this Proposal. Reference RFP Section 6.3.8 for details required by the State.
12. Identify and describe recommended Performance Measures or “Key Performance Indicators” (KPIs) that the State should consider to measure program success as described in RFP Section 2.

**Part 6: Technical Services**

1. Describe the technical services included in your proposal (e.g., business analysis, workflow analysis, configuration, testing, implementation, etc.).
2. Provide a list of the standard deliverables for the technical services described above.
3. Provide a description of the technical roles/services/tasks the State will be expected to cover as part of this engagement. Discussion must address all aspects of RFP Section 6.3.6. Describe any additional roles/services/tasks that are optional, but would be beneficial for the State to provide.
4. Describe your typical conversion plan to convert data from existing systems to your proposed solution (if applicable).
5. Describe **and attach your typical Implementation Plan (label it Attachment #6)**, which shall include planning for the transition to maintenance and operations. (reference RFP Section 6.3.1)
6. Describe the experience and qualifications of the technical resources proposed for this engagement. **Provide their resume(s) and label them Attachment #7.**
7. Describe the training that is included in your proposal. Response must, at a minimum, address each type of user, training method, training transition to the State and associated training materials identified in RFP Section 6.3.9.
8. Describe all documentation that is included in your proposal. Discussion should address system, administrator, user documentation and also address all other aspects detailed in RFP Section 6.3.12.

**Part 7: Maintenance and Support Services**

1. Provide answers to the questions below regarding your company’s Maintenance and Support Services:

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  On-Site System Stabilization Support** (reference RFP Section 6.3.10.1) |
| Describe the staffing and support they will provide as on-site resources during the 3-month stabilization period as described in RFP Section 6.3.10.1. |  |
| **Service:  Customer Phone, Email & Help Desk Support** (reference RFP Section 6.3.10.2) |
| Describe your Help Desk operations including staffing, tools used, reporting and other details as described in RFP Section 6.3.10.2. |  |
| What is the method for contacting technical support? |  |
| What are the hours of operation for support? |  |
| What is the turnaround time for responses? |  |
| What is the escalation process for support issues? |  |
| Who comprises the support team and what are their qualifications? |  |
| Define your response resolution metrics and how you capture and report them. |  |
| Provide proposed Help Desk Support/Management Plan details as described in RFP Section 6.3.10.2. |  |
| Provide a Responsibility Assignment Matrix (RACI) for Help Desk support during Implementation and post-Implementation. |  |
| Describe the “Self-Service” functions that will be provided to support Solution users. Details must, at a minimum address the areas listed at the end of RFP Section 6.3.10.2. |  |

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  Incident/Security Breach Notification and Process** |
| Describe your identification and notification process for security breaches. |  |
| **Service:  Data Management** |
| Describe how data is stored, retained and backed-up (including frequency). |  |
| **Service:  Hosting** |
| Describe the hosting service and associated service levels. |  |
| **Service:  Scheduled Maintenance/Downtime** |
| What is the frequency of scheduled maintenance and downtime? |  |
| What is the notification process for scheduled maintenance and downtime? |  |
| Describe how “maintenance” updates are tested with customers prior to installing them in their live environments.  |  |
| **Service:  System Upgrades** |
| Are software upgrades provided as part of the software support contract?  |  |
| Describe your software upgrade process. |  |
| How often are new versions released? |  |
| Is documentation and training provided for system upgrades?  |  |

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  System Upgrades (continued)** |
| Are there additional costs for upgrades and/or new releases? |  |
| Describe how and when the State will have an opportunity to test system upgrades/releases prior to live installation. |  |
| Describe how the State will validate post installation and how changes will be backed out in the event that a problem is encountered. |  |
| **Service:  Bug Fixes and Minor Enhancements** |
| Describe the frequency and process for providing, testing, and installing bug fixes and minor enhancements. |  |
| **Service:  Disaster Recovery** |
| Describe the disaster recovery services included in this proposal for any non-state hosted services. (reference RFP Section 6.2.14) |  |
| What is your standard RPO and RTO? |  |
| Describe the plan your company has in place for its own disaster recovery of any sites that may be involved in support of this proposal. |  |
| **Service: Vendor Catalog Support** |
| Describe services available to manage and maintain the Catalog shopping environment of the Solution as described in RFP Section 6.3.10.3. |  |
| **Questions** | **Vendor Response** |
| **Service: Solution Optimization and Future Releases** |
| Describe the services and practices available to meet the State requirements as described in RFP Section 6.3.10.4) |  |
| **Service: Termination Assistance** |
| Describe the services available to provide the support and requirements described in RFP Section 6.3.10.5. |  |

1. Describe your SLA standards for measuring downtime, uptime and system availability. Include in the discussion your definition, standard service level and last 6 months performance level for each.
2. Describe any other services not mentioned in the above list that are included in your standard Service Level Agreement (SLA) and **include a copy of your SLA with your response to this RFP. Label the SLA Attachment #8.**
3. Describe how adherence to your service levels is measured and what remedies you would provide the State when performance doesn’t meet the standard?
4. Describe how your standard SLA meet or exceed each of the States’ standard SLAs described in RFP Section 6.3.11.
5. Describe your processes for identifying, reporting, managing and resolving system issues including the details on your root cause analysis practices.

**Part 8: Additional value-added features or services**

Describe any additional functionality, products, services or updates that are not contemplated in the Scope of Work or the requirements of the RFP that could be offered to the State as part of the Contract resulting from this RFP. Details should address each aspect of RFP Section 7 and any costs must be presented in the Cost and Financing Proposal Workbook.

## **Part 9: Pricing**

1. Submit pricing for your proposed solution in Exhibit 2 – Cost and Financing Proposal Workbook. Further instructions have been provided in the Workbook.
2. Describe any assumptions you have made in relation to the cost and pricing information.
3. Provide pricing information for any volume discounts that are available based on the number of software licenses purchased or support years purchased.
4. Provide pricing for any Functional Requirements marked as “C” (feature is not available in the core solution, but can be provided with customization).

**Part 9: Terms and Conditions**

In deciding which Respondent/s to shortlist the State will take into consideration each Respondent’s willingness to meet the State’s terms and conditions. Indicate any objections or concerns to our stated terms and conditions in the RFP or any of the exhibits, addendums or attachments including **Attachment C**. Add lines to the table below as needed.

**Important:** Bidder will be bound to all terms and conditions stated in the State’s RFP, exhibits, attachments, and/or addendums except and then only to the extent specifically set forth in the table below, and only if and to the extent expressly agreed and incorporated in writing in a resulting contract. Note that exceptions to contract terms and conditions may cause rejection of the proposal.

|  |  |  |
| --- | --- | --- |
| **Clause Location** | **Concern** | **Proposed Verbiage** |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
|  |  |  |
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**Part 10: Authorized Company Signature**

I am authorized to submit a proposal to the State of Vermont in response to this RFP on behalf of my organization. The information provided as part of my organization’s response is a true and accurate representation of my organization’s ability to meet the State of Vermont’s business needs as expressed in this RFP.

|  |  |
| --- | --- |
| **Signature:** |  |
| **Full name:** |  |
| **Title:** |  |
| **Company:** |  |
| **Date:** |  |