

# Attachment A – Proposal Forms

Proposer is to complete each of the Tabs 1 – 12 herein, and Attachment B (Tab 13), and submit per the instructions provided in the RFP. Any Exhibits provided by the Proposer are to be inserted at the end of each applicable tab. Proposers are permitted to make changes to the footers, and necessary formatting changes to tables, to optimize the presentation of information.

Proposer is instructed to organize Proposal in a tabbed format, and to insert the completed tab forms (Attachment A) in the corresponding tabs as a part of their Proposal response. In addition to the information captured through the questions and tables in Attachment A, Proposer is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section. Any such information may be provided in Proposers preferred formatting/branding.

Proposal Tab No.	Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organization
Tab 5	Project Schedule
Tab 6	System and Application Architecture
Tab 7	Software Hosting
Tab 8	Testing and Quality Assurance Plan
Tab 9	Training Plan
Tab 10	References
Tab 11	Sample Contracts, Warranty, and Escrow
Tab 12	Exceptions to Project Scope and Contract Terms
Tab 13	Functional and Technical Requirements Response (Attachment B)
Supplements	Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked "Supplements" tab of the proposal.

# Tab 1 – Company Introduction and Relevant Experience

## I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Respondent certifies that it complies with:

1. The laws of the State of Alabama and is licensed or qualified to conduct business in the State of Alabama
2. All applicable local, state, and federal laws, codes, and regulations
3. All terms, conditions, and requirements set forth in this RFP
4. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest
5. The following Non-Collusion Affirmations
  - I affirm that I am the Respondent, a partner of the Respondent, or an officer or employee of the Respondent’s corporation with authority to sign on the Respondent’s behalf.
  - I also affirm that the attached has been compiled independently and without collusion or agreement or understanding with any other Vendor designed to limit competition.
  - I hereby affirm that the contents of this Proposal have not been communicated by the Respondent or its agent to any person not an employee or agent of MCHD.

If the Respondent fails to comply with the provisions stated in this paragraph, MCHD reserves the right to reject the Proposal, terminate the contract, or consider the Respondent in default.

**Table 1-01: Transmittal Certification and Primary Contact Information**

Field	Response
Name of the Respondent Representative	
Title	
Name of Company	
Address	
Telephone Number	
Email Address	
Signature of Authorized Officer of the Firm	
<i>A signature provides MCHD with the Respondent’s acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.</i>	

## II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Respondent, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s) that address the following:

- a. A statement naming the Respondent (legal name and if corporation, whether corporation has corporate seal) and stating the type of entity for the Respondent and any joint Respondent or subcontractor (e.g., corporation, limited liability company, partnership, sole proprietor, etc.)
- b. A statement of acknowledging that all addenda to this Request for Proposal have been reviewed by the Respondent; and
- c. A statement disclosing whether or not the proposal contains confidential information, trade secrets or other proprietary data the Respondent does not want to be subject to public inspection.

### III. COMPANY BACKGROUND AND HISTORY

- i. Proposer to provide a comprehensive history statement of the firm, including any mergers, assignments, or other corporate changes during the past 10 years.
- ii. Proposer shall complete the Company Background and History Table as provided below.

If a partnership with a third-party company is part of the Proposal, the Company Background and History table shall be provided for each entity. It is expected that all points shall be addressed for each company involved in the Proposal, prime or third party. Proposer to copy the table as needed for each Partner/Third-Party Firm proposed and fill out for each.

**Table 1-02: Company Background and History**

Metric	Response
Name of Proposer:	
<i>(Copy form and Complete if applicable for each)</i> <b>Name of Partner/Third-Party Firm:</b>	
Total number of employees	
Type and number of employees committed to the product and support being proposed	
Office locations (City and State)	
Total years in business	
Total years offering the proposed software system	
Total number of active clients	Private: Government:

Metric	Response
Total number of Alabama Government clients with breakout	City/Town: County:
Total number of completed implementations of the proposed product and version	
Total number of active government clients using the proposed product version	
Largest active government installation, including population	
Smallest active government installation, including population	
Other products offered by the company	

#### IV. RELEVANT EXPERIENCE

- i. Please describe your relevant experience working with public sector health departments and agencies/entities.
- ii. Identify two recent project implementations that are most comparable to MCHD’s proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; etc.
- iii. What sets the product(s) and services that your firm proposes apart from competitors’ products and services? Why should MCHD select your firm to partner with?
- iv. Please describe implementation barriers or challenges that have been experienced working on implementations fully remotely during COVID-19. What proactive steps are planned in this proposed project to mitigate against similar challenges?

#### V. USE OF SUBCONTRACTORS/PARTNERS

- v. The Proposer shall identify any of the required Services that are proposed to be subcontracted, if any. This table is to be copied and filled out for each proposed subcontractor.

**Table 1-03: Subcontractor Questions**

Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	
<b>This below portion of the table is to be copied and filled out for each proposed subcontractor.</b>	
Name of subcontractor and address	
Summary of Service and estimated percentage of Work the subcontractor will be providing.	
Reasons for subcontracting	
Experience	
Detailed subcontractor responsibilities	
Previous history of projects using the named subcontractor	
Any additional relevant information	

MCHD reserves the right to request a copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to MCHD for all Services contracted by the Proposer and the subcontractor under this RFP.

MCHD reserves the right to request additional information regarding the subcontractor(s) as it relates to references, history of the firm, and other relative information that has been required of the Proposer to submit in this RFP.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of MCHD.

- vi. By signature (electronically or via ink) below on the Certification of Subcontractors/Partners, the Proposer and the Subcontractor/Partner certify that the Proposer has received the permission of the third-party to include the scope of software and services under the cover of the submitted proposal.

**Table 1-04: Certification of Subcontractors/Partners**

Entity	Company Name	Representative Name	Title	Telephone Number	Email Address
Proposer	_____	_____	_____	_____	_____
Partner/Third-party software provider	_____	_____	_____	_____	_____

Partner/Third-party software provider	_____	_____	_____	_____	_____
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Respondents are instructed to return a copy of this Certification table signed by an authorized firm agent as part of proposal responses.

**VI. ACKNOWLEDGEMENT OF ADDENDUMS:**

**Addenda:** Proposer shall acknowledge below the receipt of any addendum posted to MCHD website.

<b>ADDENDUM NO.</b>	<b>DATE ISSUED</b>
_____	_____
_____	_____
_____	_____
_____	_____

## Tab 2 – Software Solution

### I. SUMMARY DESCRIPTION OF SOFTWARE FUNCTIONALITY

Proposer to provide a summary description of the software capabilities contained in the RFP, in narrative format. The purpose of this summary is so that MCHD has a high-level understanding of the proposed solution, including any partnerships or third-party products proposed. The narrative should be written for an audience of the end-user community.

Marketing materials should not be submitted on the proposed functionality.

### II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Proposer to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

### III. PROPOSED SOFTWARE MODULES TABLE

Proposer to complete the table below. Proposed modules that are required to satisfy the requirements associated with the functional areas identified below cannot be proposed as complementary or optional.

**Table 2-01: Proposed Functional Areas/Modules**

Proposed Software Information	
Product Component/Suite <i>(Name and Version of the Proposed Software Solution)</i>	
Time on Market	Release Date of Most Current Version
Next Major Release Date	Next Minor Release Date
Licensing	
Describe how the software is licensed (e.g. named user, concurrent users, enterprise/site, power user) and the options available for licensing:	

Proposed Software Information			
Describe how licensing is structured. Does your approach use a perpetual license, or is an annual subscription for access to the software used?			
How many licenses have been proposed?			
How are new users added to the system? Are there incremental costs per user?			
What software modules (if applicable) have been proposed in-scope?			
What software modules, if any, have been proposed as optional or complementary to the scope of this proposal?			
Deployment Model			
Deployment Models Proposed to MCHD <i>(Corresponding Attachment C1 Cost Worksheets shall be completed for each separate deployment model proposed)</i>	MCHD-Hosted (Perpetual License/Subscription)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### IV. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

- i. Proposer to fill out the below table for each of the Partnership/Third-Party software product proposed.

– Not applicable, no Partnership/Third-Party software proposed

**Table 2-03: Partnership and/or Third-Party Product Identification**

Name of Partnership/Third-Party Software Firm	Name of Software Product	Name of existing Clients using Proposer’s system and the Partnership/Third-Party Software	Number of years Client has been using the two products together

- ii. For each product proposed as a Partnership/Third-Party product, detail the options available to MCHD as it relates to contracting relationship between MCHD and the Partnership/Third Party.



- iii. Proposer to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.
- iv. Proposer to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.
- v. Proposer to submit references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2.

Confirmed, Exhibit attached.
- vi. Proposer shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

## V. General

- i. Proposer shall clearly indicate the deployment model(s) proposed from among the two categories presented in a-c below. If more than one product is proposed, please clearly identify the deployment model for each product proposed:
  - a. Proposer hosted (hosted and managed by the Proposer, perpetual licenses)
  - b. Software as a Service (SaaS or subscription-based models)
  - c. Proposer hosted (hosted and managed by the Proposer, perpetual licenses)
- ii. Proposer shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, Proposer shall explain the identify management solution that is provided.
- iii. If applicable to the proposed deployment model, describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g., As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would MCHD AD be able to push, and the SaaS applications able to receive, user profiles and groups?

- iv. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?
  
- v. Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?
  
- vi. Proposer shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API's, middleware, web services, etc.
  
- vii. What strategic decisions or direction is your firm taking or making related to the product being proposed today?

## Tab 3 – Project Approach and Implementation Methodology

### I. PROJECT APPROACH

Proposer to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

- i. Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?
- ii. With what frequency will Proposer's Project Team staff be on-site at MCHD during implementation, if at all? Will staff be on-site for full or partial weeks? Has this approach been tailored based on social-distancing practices or has the proposed approach been standard for other implementations?
- iii. Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between MCHD and Proposer project teams? What technical skills are required of MCHD staff for this work?
- iv. Describe in detail the approach to configuration and set-up activities. Will the Proposer team complete the majority of the configuration based upon information gathered from MCHD subject matter experts, or will MCHD be expected to perform much of the configuration?
- v. Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current MCHD technical environment, staffing, project management approach, and MCHD resources available during implementation and support phases.
- vi. Proposer to detail their approach to providing status reports throughout the course of the Project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to MCHD.

## II. GO-LIVE AND ONGOING SUPPORT

Proposer to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Proposer shall use Attachment C1, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

- i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)?
- ii. Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?
- iii. How often are releases provided, and what is the process to test each release?
- iv. Would MCHD be able to test releases in a test environment prior to pushing updates to a live environment?
- v. Does the system have the ability to roll back updates should challenges or bugs be encountered?
- vi. Describe how often major and minor software updates are provided, as well as the level of MCHD resources required for a major update and the level of resources required for a minor update.
- vii. Please describe the major/minor upgrade process that is required if the solution requires a client-based installation.
- viii. Is product support offered by Proposer, through the software developer/provider, or sub-contracted?
- ix. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs

associated with implementing upgrades, etc.? Proposer to describe the frequency of upgrades and any price ranges for anticipated upgrades.

- x. What is the role of MCHD in providing ongoing support and maintenance of the system proposed? How many FTE are typically required to support the system on the client-side, and what tasks are entailed?

### III. PROJECT MANAGEMENT PROCESS

Proposer to provide their overall approach for managing MCHD's Project, including the following areas:

- i. **Scope Management:** approach for managing the Project Scope and the process used to request changes to Project Scope. It is MCHD's desire to use the proposed software system "as is" and, as such, any changes (e.g., customizations or modifications to the software) must be reviewed and approved by MCHD's Implementation Project Team.
- ii. **Schedule Management:** approach for managing MCHD's Project Schedule and the process used to submit requested changes to the schedule.
- iii. **Risk Management:** their approach for documenting Project risks, providing recommendations for mitigating the risk, and how this will be communicated to MCHD's Implementation Project Team.
- iv. **Quality Management:** approach/policies to assure that all written deliverables have received appropriate reviews for quality before being submitted to MCHD.
- v. **Communication Management:** approach that will be used to provide MCHD with a detailed communication plan
- vi. **Organizational Change Management:** process, tools, and techniques they will use to manage the people side of change.
- vii. **System Interface Plan:** approach and process that will be used to perform MCHD desired interfaces.
- viii. **Resource Management Plan:** approach to resource management and managing resource allocation for MCHD and vendor teams.

### IV. IMPLEMENTATION PLAN

Proposer to provide their overall objectives and approach to MCHD's implementation. Discuss timing as being chronological, in parallel, etc., for all of the modules proposed.

Proposer shall submit a Sample Implementation Plan as an Exhibit to Tab 3. Exhibit submitted  
Yes                      No

## V. RESOURCE HOURS

Proposer shall include the anticipated resource hour's levels for the MCHD Implementation Project Team based on typical project role by completing the tables below. Any comments related to the anticipated hours, any phase-specific involvement, or other assumptions should be noted in the Additional Vendor Comments column.

**Table 3-03: Anticipated Hours by Project Role**

Anticipated Hours by Project Role			
Project Role (e.g. Project Sponsor, Project Manager, Training Lead)	Estimated hours per month per person in this role (ranges are acceptable)	Estimated number of individuals required for role	Additional Vendor Comments

Proposer to provide their overall estimated split/division of the work effort as shared between MCHD and the vendor teams (example: MCHD owns 20% of the work effort, and the Vendor owns 80% of the work effort) along with any narrative to support this estimate.

**Table 3-04: Anticipated Work Effort Division**

Anticipated Work Effort Division		
	MCHD Project Team	Vendor Project Team
Estimated number of individuals required for Project Team (including project manager, subject matter experts, etc.)		
Approximate Percentage of Work Effort Owned		
General Comments		

## Tab 4 – Key Proposed Personnel and Team Organization

### I. ORGANIZATIONAL CHART

- i. Proposer to submit as an Exhibit, labeled as I: Organizational Chart and insert in Tab 4. The Organizational Chart is to include subcontractors and reporting structure of the entire team.

### II. PROJECT TEAM RESUMES (PROPOSER)

- i. As an Exhibit to Tab 4, resumes shall be provided for the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer).
  - Resumes to include listing of past software implementation projects and certifications held for each team member.
  - MCHD anticipates that any staff assigned to the Project will remain assigned to the Project, unless MCHD deems the services to not meet expectations at which point the Contractor and MCHD will work together to remedy such non-conforming services.
- ii. Summary of Project Team: Proposer shall complete the table on the following page listing a summary of the Project Team Members, including any subcontractors.

**Table 4-01: Proposer Project Team Members**

Proposer Project Team Members							
Name	Title	Role on Proposed Project Team (e.g., Project Manager)	Years of Relevant Experience	Years with firm	Number of implementations completed within past five years	Identify Scope of Services/Tasks this individual will be working on for MCHD	Relevant certifications (PMP, etc.)

## Tab 5 – Project Schedule

### I. PROJECT SCHEDULE

i. Proposer shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- MCHD requests that the sample Project Schedule be in a Gantt chart format
- MCHD anticipates beginning implementation in the second quarter of calendar year 2022.
- Proposer to submit as an Exhibit, a Project Schedule and insert in Tab 5

**Exhibit submitted    Yes                      No**

### II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

i. Proposer to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of MCHD.

ii. Proposer to submit their payment schedule, tied to the listed deliverables and milestones for review by MCHD. This schedule shall be consistent with the terms provided in Attachment C2 of the RFP (Cost Narrative) and should not include the dollar amounts for payments, but rather the events that would trigger payments.

iii. Proposer to submit as an Exhibit, labeled as II. Project Deliverables, Milestones, and Payment Applications and insert in Tab 5

**Exhibit submitted    Yes                      No**

### III. PROJECT SCHEDULE QUESTIONS

**Table 5-01: Project Schedule Questions**

1. Based on current obligations, what is the earliest you can begin implementation after contract signing?	
2. What activities would the Proposer expect to occur within the first 60 days of contract signing?	



3. How long does the typical implementation of the product being proposed take for an organization of similar size to MCHD?

## IV. PROJECTED GO-LIVE DATES

Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach. MCHD anticipates beginning implementation in the second quarter of calendar year 2022.

**Table 5-02: Projected Go-Live Dates**

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I			
II			
III			

## Tab 6 – System and Application Architecture

### I. GENERAL OVERVIEW

Proposer to provide a description of the proposed system and application architecture for the proposed application.

### II. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

**Table 6-01: System and Application Architecture Questions**

1. What is the source language(s) of the product?	
2. How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?	
3. List all browsers that are certified for use with the application and describe any required browser add-ons, function enablement, etc.	
4. The underlying architecture of the application design is important to MCHD. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.	
5. Please describe how data privacy and security compliance is supported within your proposed software solution.	
6. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application.	
7. List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist MCHD in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation.	
8. Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications.	

## Tab 7 – Software Hosting

### I. GENERAL OVERVIEW

Proposer to provide a description of the proposed system deployment model if a SaaS or vendor-hosted model has been proposed for the application.

### II. SOFTWARE HOSTING QUESTIONS

Proposer to respond to the following questions regarding their software hosting platform proposed for MCHD.

**Table 7-01: Software Hosting Questions**

Question	Response
1. Where are the data center and storage facilities?	
2. How are hosted software applications deployed for use by numerous customers?	
3. What availability and response time do you guarantee?	
4. How many instances of unplanned outages have any of your customers experienced within the past five years?	
5. What has been the duration and scope of such unplanned outages?	
6. What are the standard relief schedules for unplanned system downtime/outages?	
7. Do you have third party vulnerability assessments and scanning done on your hosted instances?	
8. Have you had a cybersecurity intrusion event? How has that impacted your clients?	
9. Do you have a formal process in place of notifying your clients in the event of a cybersecurity breach?	
10. In how many instances has your firm had to pay client relief for unplanned outages?	
11. What is your process for notification of standard maintenance and downtime?	

Question	Response
12. What data security and system redundancy capabilities are available at Proposer's data center and storage facilities?	
13. How many years has your company provided SaaS solutions?	
14. What is the total number of active clients currently utilizing the proposed software as a SaaS deployment provided by your company?	
15. Provide relevant documentation related to any recent certifications pertaining to the Proposer's hosting technical and operation capabilities or that of their subcontracted provider for these services.	
16. Provide detailed information on the way(s) in which MCHD will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off MCHD network, as well as any additional hardware/software that may be required for accessing the software.	
17. Please describe the anticipated cost savings or cost avoidance (e.g. reduced hardware needs, maintaining failover sites) that may be realized through selecting a SaaS deployment model. Specific figures from past projects that can be substantiated may be included.	
18. Will data be encrypted at rest, and in transit? Please explain any applicable protocols.	

## Tab 8 – Testing & Quality Assurance Plan

### I. APPROACH

Describe your standard approach to testing and quality assurance.

### II. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for MCHD's Project. Proposer to submit as an Exhibit, labeled as II. Sample Plan and insert in Tab 9.

**Exhibit submitted**    **Yes**                      **No**

### III. PLAN DETAILS

Awarded Proposer will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is MCHD's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Proposer will also provide assistance during each testing phase involving MCHD's users. The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT. Proposer to confirm their proposal includes providing the services identified in this Section (Item III Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

### IV. LEVELS OF SUPPORT

What levels of support will be provided by the Proposer during MCHD's testing phases (e.g., parallel and UAT)? Will Proposer resources be onsite during certain testing phases? Are varying service levels offered for testing support?

## Tab 9 – Training Plan

### I. PROPOSED TRAINING APPROACH/STRATEGY

Proposer to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

### II. TRAINING PLAN AND RESOURCE HOURS

Proposer to provide a chart detailing the proposed training plan and resource hours allocated for MCHD's project. A *sample format of the chart* is detailed below. Cost Worksheet provided in Attachment C1 to coincide with the hours and resources proposed.

**Table 9-01: Training Plan Legend**

Legend	
User Types	Core Project Team, End Users, Technology Users, Other (please describe)
Training Model	Train-the-Trainer, Proposer-Provided Training, Other (please describe)
Class Format	On-Site Classroom, Webinar/Video Conference, Web Training Service, Other (please describe)

**Table 9-02: Training Plan**

Training topic/course	Type of users to attend	General summary of number of sessions offered of this course	Maximum class size	Format for the class	Training data that will be used for this topic/course (live, sandbox, etc.)

Proposer to submit as an Exhibit a Sample Training Plan, and insert in Tab 9.

**Exhibit submitted**    **Yes**                      **No**

### III. KNOWLEDGE TRANSFER

Proposer to detail the knowledge transfer strategy proposed to prepare MCHD staff to maintain the system after it is placed into production.

### IV. SYSTEM DOCUMENTATION

Proposer to provide a detailed description of system documentation and resources that will be included as part of the implementation by the Proposer including, but not limited to, detailed system user manuals, “Quick Reference” guides, online support, help desk support, user group community resources, videos, and others as available. Proposer to itemize optional items on the Attachment C1 Cost Worksheets. Proposer to check off all that are available and included as part of the RFP response.

**Table 9-03: System Documentation**

Type of Documentation	Included in Scope of Proposal to MCHD Yes/No	Description/Explanation/Optional
Quick Reference Guides		
Online Support		
Help Desk Support		
User Group Community Resources		
Annual User Conferences		
Videos		
Custom User Guides/Manuals		
Other:		

## Tab 10 – References

### I. INSTRUCTIONS FOR REFERENCES

Proposer is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. **Failure to submit references may result in the Proposal not being considered for evaluation.**

MCHD may request a more detailed list, including other governmental agencies. MCHD reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with MCHD.

Proposer to identify six entities that are most similar to the size and requirements of MCHD that have gone live with the proposed software. MCHD has preference for government references, but will allow private sector references. **Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.**

**PROPOSER IS RESPONSIBLE FOR VERIFYING THAT ALL CONTACTS AND PHONE NUMBERS ARE UP TO DATE AND ACCURATE.**

### II. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Proposers to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. Entities are requested to be similar in size and system functionality requirements to MCHD, and there is a preference for references that are using the same software as proposed and (as applicable) using the same system integrator..

- References Numbered 1 – 5:
  - *Entity had a go-live date within the past five years*
- Reference Numbered 6:
  - *Entity had a go-live date five or more years in the past*

In the event the Proposer cannot provide the required six references, the Proposer may substitute other organizations to ensure six total references are provided, with understanding that this may be considered in the evaluation of the Proposer. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.



**Table 10-01 Reference Table**

Reference Table
Reference Number: _____
Governmental Entity Name: _____ What is the approximate staff count of the Entity? _____ What is the approximate population served by the Entity? _____
Detailed narrative description of work completed for this reference (e.g. upgrade process, new implementation for a client transitioning from a different legacy system): _____
<p><b><u>Contact Information</u></b></p> <p>Address: _____ City, State, Zip: _____            Reference Contact Name: _____ Title: _____            Phone No.: _____ Email Address: _____            Start Date of Project: _____ Go-Live Date : _____</p> <p><b><u>Project Information</u></b></p> <p>Vendor Project Manager/Lead for this Client: _____            Name and Version of software system installed: _____            Legacy software system replaced: _____            Scope of Modules installed: _____            Model used (Hosted, On-Premise, SaaS, etc.): _____            Is this reference still using the software? Yes _____ No _____            Total Project Cost: _____</p>

### III. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit  or Response provided as:

### IV. LITIGATION

Provide a summary of any litigation filed against the Proposer or subcontractors in the past seven years, which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved. *If none, state as such.*

Submitted as Attachment  or Type/Provide Response here: \_\_\_\_\_

## **Tab 11 – Sample Contracts, Warranty, and Escrow**

### **I. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED**

As an Exhibit to Tab 11, Proposer to provide their sample contract that would be used as basis for developing the final agreement with MCHD. A sample contract for each license model proposed shall be provided.

Attached as an Exhibit: \_\_\_\_\_

### **II. SERVICE LEVEL/MAINTENANCE AGREEMENT**

As an Exhibit to Tab 11, Proposer to provide their proposed Maintenance and/or Service Level Agreement that would be used as basis for developing the final agreement with MCHD. A sample is to be submitted for each license model proposed, unless the same Agreement applies to all products proposed.

Attached as an Exhibit:

### **III. THIRD-PARTY LICENSE AGREEMENTS**

As an Exhibit to Tab 11, Proposer to provide any third-party license agreements that would be separate from the Proposers license agreement, i.e., Adobe or other partner/third-party modules proposed.

Attached as an Exhibit:

### **IV. WARRANTY**

A comprehensive warranty in form and content satisfactory to MCHD is sought by MCHD for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Proposer-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Proposer, or subcontractors, in the systems' equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by MCHD. All repairs made under warranty will be at the sole expense of the Proposer (or Manufacturer), including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair. Proposer to provide as an Exhibit to Tab 11 or submit below a detailed explanation of their Warranty provisions. Proposer to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit: \_\_\_\_\_ or detailed as:

## Tab 12 – Exceptions to Project Scope and Contract Terms

MCHD reserves the right to disallow exceptions it finds are not in the best interests of MCHD. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is MCHD's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

*Note: Deviations to the payment and retainage schedule to be provided in the Price Proposal. Deviations to functionally to be provided in Attachment B.*

### I. DEVIATIONS TO SCOPE OF WORK

- i. The Proposer to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to MCHD, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.
  
- ii. Proposer to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

### II. DEVIATIONS TO RFP TERMS AND CONDITIONS AS PROPOSED BY MCHD

As an Exhibit to Tab 12, Proposer to provide any deviations to the language proposed by MCHD in the RFP. Each item to be listed along with the requested alternative language for review by MCHD.

*If no deviations taken, state as such.* Substantive exceptions to MCHD's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken:

## Tab 13 – Functional and Technical Requirements Response

This tab is to include Proposer’s response as detailed in Attachment B – Functional and Technical Requirements/Capabilities, which is an Excel document to be filled out by the Proposer. When providing responses to the requirements in Attachment B – Functional and Technical Requirements/Capabilities, Proposer shall use the response indicators contained in the following table.

- Proposers are instructed to enter only one response indicator in response to each requirement. Responses to an individual requirement that contain more than one indicator (e.g., C/T) will be treated as a response of “N” feature/function not provided.
- If a Proposer is not proposing on certain functionality, a response of “No Bid” shall be provided for all applicable areas. “No Bid” should not be used as a replacement for an “N” response.
- Requirement responses left blank shall be treated as a “N” response.

**Table 13-1: Requirements Response Indicators**

Indicator	Definition	Instruction
<b>S</b>	<b>Standard:</b> Feature/Function is <b>included in the current software release</b> and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the MCHD.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.
<b>F</b>	<b>Future:</b> Feature/Function <b>will be available in a future software release</b> available to the MCHD by October 1, 2022, at which point it will be implemented in accordance with agreed-upon configuration planning with the MCHD.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
<b>C</b>	<b>Customization:</b> Feature/Function is <b>not included</b> in the current software release, and is not planned to be a part of a future software release. However, <b>this feature could be provided with custom modifications</b> . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
<b>T</b>	<b>Third Party:</b> Feature/Function is <b>not</b> included in the current software release, and is <b>not</b> planned to be a part of a future software release. However, this feature could be <b>provided with integration with a third-party system</b> . This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system.
<b>N</b>	<b>No: Feature/Function cannot be provided.</b>	N/A