

TECHNICAL PROPOSAL PACKET
710-24-020

RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:			
Address:			
City:		State:	Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority and Women Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and shall not employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and shall not boycott Israel during the term of a contract awarded as a result of this solicitation. <input type="checkbox"/> Prospective Contractor does not and shall not boycott Israel.			

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the **Prospective Contractor's response to be rejected.**

Authorized Signature: _____ Title: _____
 Printed/Typed Name: _____ Date: _____

PROPOSED SUBCONTRACTORS FORM

• **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S)
TO PROVIDE SERVICES.**

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

**PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE
SUBCONTRACTORS TO PERFORM SERVICES.**

SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____

Use Ink Only.

Printed/Typed Name: _____ **Date:** _____

INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- **Do not** include additional information if not pertinent to the itemized request.

	Maximum RAW Score Available
E.1 Experience	
<p>A. Describe the Prospective Contractor and Subcontractor (if applicable) background, understanding of the relevant domain, and experience in the public sector including the following:</p> <ul style="list-style-type: none"> • Number of years in business • Total number of years providing services as outlined in the RFP • Number of employees • Physical locations in the U.S. • Attachment L – Client History Form 	5 points
<p>B. Describe the Prospective Contractor’s understanding of the services specified in this RFP. Include strategies and areas of focus related to this service. Provide key trends affecting these services and describe how the Prospective Contractor will use these trends to benefit DHS.</p>	5 points
E.2 Project Organization and Staffing	
<p>A. Organization and Staffing Plan - Provide a Staffing Plan and associated organizational chart detailing the total number of personnel, level, roles and responsibilities, and team reporting relationships. Identify all proposed key personnel their roles and responsibilities. The proposed structure should assume twenty-five percent (25%) of onsite work is needed for key personnel and seventy-five percent (75%) remote work. Describe the vendor’s approach for maintaining anticipated twenty-five percent (25%) onsite presence.</p>	5 points
<p>B. Describe the Prospective Contractor’s “shoulder-to-shoulder” approach that includes how knowledge can be transferred from the Contractor to identified DHS resources such as the design, development, and implementation of system enhancements.</p>	5 points
<p>C. Describe the Prospective Contractor’s and subcontractor’s (if applicable) proposed key personnel including the following:</p> <ul style="list-style-type: none"> • Names • Positions • Proposed roles and responsibilities • Focus of Work Effort • % of time for that work effort • Experience in the proposed role • Qualifications for the proposed role • Role in the last three (3) projects • Provide copy of resumes for key personnel 	5 points
<p>D. Provide an overview of the internal staff qualifications and any subcontractor relationships to ensure the internal staff and subcontractors have the skills required to address the scope of this RFP, specifically, implementing enhancements and provisioning staff to support additional as-needed services.</p>	5 points
<p>E. Describe the Prospective Contractor’s internal standards, policies and procedures regarding hiring, professional development, and human resource management,</p>	5 points

including processes for ensuring that the Engagement will not be affected by fluctuations in staffing and other assignments.	
F. Describe the Prospective Contractor's policies and procedures for providing education and training for personnel including initial and ongoing education and training.	5 points
G. Describe the Prospective Contractor's process and methodology for retaining personnel and ensuring that key personnel are consistently engaged, including steps taken to minimize staff turn-over.	5 points
H. Describe the proposed Staff Experience including the following information: Experience Resume Collaboration.	5 points
I. Provide evidence that the Prospective Contractor's proposed team (including subcontractor(s), if proposed) has a proven track record of successfully collaborating in a similar environment to the environment outlined in the RFP. This should include experiences working with a team to improve maintenance and operations efficiency and effectiveness. Describe how the Prospective Contractor (including subcontractor(s)) will ensure that the proposed team will achieve the required team dynamics.	5 points
J. Identify the Prospective Contractor's facility including the physical address that meets the requirements outlined in Section 2.9.2 of the RFP.	5 points
E.3 ISS Requirements Please use Attachment K – ISS Requirements to complete the information below.	
A. Transition Services Complete Tab O1 of Attachment K	5 points
B. ISS Application M&O Scope Complete Tab O2 of Attachment K	5 points
C. Implement Enhancements (Application Development) Complete Tab O3 of Attachment K	5 points
D. Business Intelligence and Reporting Complete Tab O4 of Attachment K	5 points
E. Additional Services Complete Tab O5 of Attachment K	5 points
F. Account Management and Quality Assurance Requirements Complete Tab O6 of Attachment K	5 points
G. M&O Turn-Over Services Complete Tab O7 of Attachment K	5 points
H. Service Level Requirements Complete Tab O8 of Attachment K	5 points
I. Lessons Learned <ul style="list-style-type: none"> Provide two (2) examples of past projects where lessons learned were implemented that demonstrates commitment to continuous improvement and innovation in maintenance and operation practices and strategies for feedback collection and integration into future operations. 	5 points