

Attachment C - Bidder Proposal Responses

Bidders are required to respond to all questions listed in this Attachment C. Questions are grouped under four major categories:

1. **Product Overview**
2. **Implementation Services**
3. **Support Services**
4. **Additional Functionality**

Bidder responses to all questions will be “Scored”. Refer to RFP section *titled Proposal Response* which describes how Bidders are to respond to Scored requirements.

This Attachment C form must be used by the Bidder to provide narrative responses unless otherwise noted in the text below. Bidders should provide clear and concise responses.

The Facilities Portfolio Management Tool Project Charter, Exhibit 3, is provided for reference.

Product Overview (Scored)

1. Describe the product(s) and support services proposed to meet the RFP Section 1.2 Objectives and Scope of Work. List the specific module or module(s) of the available product(s) and the version as well as any impending upgrades.

Bidder response:

2. Explain how the solution represents the best available option to be used as the state’s facilities portfolio management tool. Include any unique or innovative features of the product(s).

Bidder response:

3. Is the Bidder an Esri partner? If so, describe the Bidder’s business relationship with Esri?

Bidder response:

4. How does the Bidder's solution interface with the Esri platform? What Esri software product(s) are required for the solution's mapping functionality? What Esri products can the solution leverage?

Bidder response:

5. Describe the solution's data validation features. What techniques does the bidder propose to maintain assure the accuracy and consistency of the data over time? Can the solution track changes and create an audit report? If so, please describe.

Bidder response:

6. Describe the solution's reporting capabilities. Can the solution create standard and ad hoc reports? Can custom reports be created; if so, how?

Bidder Response:

7. Describe the solution's trend analysis capabilities. Can the solution store historic data? If so, how often?

Bidder Response:

8. How does the Bidder's solution restrict user access? Describe available password and authentication processes.

Bidder Response:

9. State how many years of experience the Bidder has managing and staffing projects comparable to the objectives and scope of this RFP. List other state, county, or large municipal governmental entities where similar services have been provided and a summary of those services.

Bidder response:

Implementation Services (Scored)

10. Describe your overall approach to implementation.

Bidder response:

11. Identify and describe the deliverables that will be produced as part of the Bidder's proposal. Include the party or parties responsible for each deliverable; for example, Bidder, third party provider(s), or state.

Bidder response:

12. Provide **as a separate attachment** a high level schedule covering the tasks, milestones, deliverables, task dependencies and resources for delivering Bidder's proposed solution. Identify the roles and responsibilities, including those of non-Bidder resources (e.g., the state, third party providers). State roles are defined in the project charter, Exhibit 3 to the RFP and include the Project Sponsor, Project Manager, Subject Matter Expert, Business Analyst, and Quality Assurance Contractor.

Bidder response:

13. Provide a list of the Bidder's key staff during implementation and their associated resumes. Identify who will be the project's primary point(s) of contact. List where these staff will be geographically located (city, state, country) throughout the implementation of the project and explain how and to what extent they will be accessible to the state. Provide **as a separate attachment** a project organizational chart identifying by name and position the Bidder's key staff (i.e., down to at least the lead level), including third party providers, responsible for project implementation.

Bidder response:

14. Describe the Bidder's overall approach and process for communication, status updates, issue identification, resolution, escalation, tracking, approval by OFM, and reporting.

Bidder response:

15. Describe the Bidder’s approach and process of change control for this project, including steps, roles, responsibilities, and decision points. Describe the Bidder’s time and cost estimating steps and process for providing written changes to the OFM of the cost and duration for every change (including work plan changes).

Bidder response:

16. Describe the Bidder’s process for system configuration. What steps are required? Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process.

Bidder Response:

17. Describe the Bidder’s process for data conversion and migration. What steps need to be completed for data to be successfully loaded into the system from an Excel template? Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process.

Bidder Response:

18. Describe the Bidder’s process for configuring the solution to import data through on demand basis via a standard template. What steps need to be completed for the successful configuration of the import functionality? Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process. What import data validation methods would be used? Can the same validation methods be used for import as for direct data entry? State any limitations.

Bidder Response:

19. Describe the testing methods the Bidder will employ to ensure the successful implementation of the project. Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process.

Bidder Response:

- 20.** Describe the Bidder’s typical User Acceptance Testing (UAT). Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process.

Bidder Response:

- 21.** Describe Bidder’s approach to developing or providing an Operating Procedures Manuals and User Guides and the content of these materials.

Bidder response:

- 22.** Describe Bidder’s services and approach to knowledge transfer and training, include training strategy, training plan(s), content development, identification of user types, and the type of training (e.g. web-based, instructor-led, tutorials, or other). Identify the roles and responsibilities of the Bidder, third parties (if applicable), and the state in this process. Describe the benefits of this approach.

Bidder response:

Support Services (Scored)

- 23.** Describe the relationship between the Bidder and the state after project roll-out and for the length of the contract.

Bidder response:

- 24.** Describe the Bidder’s approach to systems operations and maintenance and confirm that the tasks identified below are included as part of operations and maintenance as identified in Bidder’s *Attachment F - Price Proposal*. Describe any variations.

The Bidder shall perform operations and maintenance throughout the life of the contract to include, at a minimum, the following:

1. Data center operations
2. Updates, patches and repairs to components of the production, test and all other accessible environments, including but not limited to:
 - a. Database systems

- b. Application and other software
 - c. Configurations
3. Correction (including configuration/development, testing, training, and implementation) of any of the following:
- a. Deficiency or problem with the application functionality
 - b. Deficiency or problem with the functionality developed or implemented specifically for the state of Washington if applicable
 - c. Deficiency or problem with the functionality of subsequent system enhancements if applicable

Bidder response:

- 25.** Describe the Bidder's approach for maintaining User Guides and Operating Procedures Manuals during operations.

Bidder response:

- 26.** Describe how training materials will be maintained as part of an ongoing maintenance and/or service agreement.

Bidder response:

- 27.** Describe the Bidder's approach to Business Continuity and Disaster Recovery.

Bidder response:

- 28.** OFM requires advance notification of features included in upcoming releases. Explain how your solution complies. Attach a copy of the latest planned feature list with planned release dates.

Bidder Response:

- 29.** Provide an in-depth description of your incident management, service request management, change management and release management processes including frequency of communicating customer

updates and target resolution times by severity level. Describe the level of access to your knowledge management solution (incidents, bugs, problem resolution, etc.) you give your customers.

Bidder Response:

- 30.** Describe your solution's ability to quickly respond to and track changes resulting from legislative mandates. If configuration is required, what is the business process? What is the typical duration of this process?

Bidder Response:

Additional Functionality (Scored)

- 31.** Does the Bidder's solution provide an Energy Star Portfolio Manager interface? If so, describe the available functionality.

Bidder Response:

- 32.** Does the Bidder's solution provide condition assessment functionality? If so, describe.

Bidder Response:

- 33.** Describe interface capabilities with other data systems.

Bidder Response: