



CAI Indiana MSP QPA #58993

Statement of Requirements for

Information Technology Project Services

Agency: Indiana Commission for Higher Education

Project Name: Custom Application Maintenance, Support, and Enhancement Services

Date: Tuesday, September 24, 2024 @ 2:00 PM ET

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Solicitation Schedule

| Activity | Date |
|--|--|
| Issue Request for Information Technology (IT) Project Services | Wednesday, July 24, 2024 |
| Deadline for IT Project Vendors to Submit Written Questions, via Q&A Template, to CAI.SOIN.Projects@cai.io by 2:00pm EDT | Monday, August 5, 2024 @ 2:00 PM ET |
| Answers to Written Questions | Friday, August 16, 2024 |
| Intent to Respond Due* | Friday, August 23, 2024 @ 2:00 PM ET |
| Proposals Due in VectorVMS by 2:00pm EDT | Tuesday, September 24, 2024 @ 2:00 PM ET |
| References Due | Friday, September 27, 2024 @ 2:00 PM ET |
| Evaluation of Proposals | Friday, September 27, 2024 - Tuesday, November 26, 2024 |
| Best and Final Offers | Tuesday, November 12, 2024 @ 2:00 PM ET |
| Services Awarded | Tuesday, November 26, 2024 |
| Services Start | Upon fully executed work order and issuance of purchase order |

The above timeline is only an illustration of the Request for ITCS process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the ITCS process in general, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the Evaluation Team's findings.

During the procurement process, IT Vendors are to have no contact with the Agency. Such action may disqualify Respondent from further consideration for an award or contract resulting from this process.

**Attachment D: Intent to Respond forms should be submitted via email to Robert Cohen (RCohen@IDOA.IN.Gov) by 2:00 PM ET on Friday, August 23, 2024.*

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Conflict of Interest

Any person, firm or entity that is actively assisting with and/or participating in the project identified in this solicitation document is prohibited from submitting a proposal to this specific IT Statement of Requirements. For the purposes of this solicitation, a “person” means a State officer, employee, special State appointee, or any individual or entity working with or advising the State.

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Project Background

PROJECT OVERVIEW

1. Scope of Work (SoW)

- a. Refer to Attachment A.

2. Summary of Attachments

| Attachment | Name |
|--------------|------------------------|
| Attachment A | Scope of Work |
| Attachment B | Cost Proposal Template |
| Attachment C | Purchasing Profile |
| Attachment D | Q&A |
| Attachment E | Intent to Respond |
| Attachment F | Reference Check Form |
| Attachment G | Appendix |

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Evaluation Process and Criteria

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the ITCS in a cost-effective manner. This solicitation is an exception to the standard requirement that services procured through the MSP be limited to no more than 1-year contract duration and \$1,000,000 total contract cost.

Summary of Evaluation Criteria:

| Criteria | Points |
|--|-----------------------------|
| 1. Adherence to Mandatory Requirements | Pass / Fail |
| 2. Management Assessment / Quality (MAQ) | 65 available points |
| 3. Cost (Cost Proposal) | 30 available points |
| 4. Buy Indiana | 5 available points |
| Total | 100 available points |

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 95 points. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking may be used to create a "short list". Any proposal not making a "short list" will not be considered for any further evaluation.

Note: Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second "short list".

Step 3

If the State conducts additional rounds of discussions and a best and final offer (BAFO) round which lead to changes in either the MAQ or Cost sections for the listed Respondents, their scores will be recomputed.

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

Step 4

The response receiving the highest combined Total score, as outlined in the table above, will receive the award.

The below describes the different evaluation criteria.

Adherence to Requirements [Pass / Fail]

Respondents passing this category move to Step 2 and the proposal is evaluated for Management Assessment/Quality and Price.

Management Assessment / Quality [65 available points]

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of this Request for Information Technology Consulting Services (ITCS).

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Cost [30 available points]

Cost scores will be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 30 points. The normalization formula is as follows:

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 30$$

Buy Indiana [5 available points]

Respondents qualifying as an Indiana Company will receive 5 points in this category.

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA and wishes to be certified as a Buy Indiana entity, go to

<https://www.in.gov/idoa/2467.htm>.

Respondents that have not previously registered with IDOA must go to <https://www.in.gov/idoa/2467.htm> and follow the steps outlined in the paragraph above to certify your business' status. The Respondent's Buy Indiana status must be finalized when the solicitation response is submitted.

Respondent must clearly indicate which preference(s) they intend to claim (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5). Be sure to allow sufficient time to complete this process, at least twenty (20) business days.

Defining an Indiana Business:

"Indiana business" refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.
- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

Substantial Capital Investment:

Any company that can demonstrate a minimum capital investment in Indiana of \$5 million or more in plant and/or equipment or annual lease payments in Indiana of \$2.5 million or more shall qualify as an Indiana business under I.C.5-22-15-20.5 (b)(4).

Substantial Indiana Economic Impact:

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under I.C. 5-22-15-20.5 (b)(5).

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Supplier Response

All items listed below are mandatory. Supply the requested information in the blue-shaded areas and indicate any attachments that have been included. If they are not included, the proposal may be failed and not further considered.

Proposals must be submitted as a single PDF. **When claiming confidential information, if applicable, the State should receive two PDF documents.** See the following section for further detail.

CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after award, the entire Request for Projects Services file may be viewed and copied by any member of the public, including news agencies and competitors.

Respondents claiming a statutory exception to the APRA must indicate so on a separate attachment labeled **"Confidential Documentation Listing"**. That document should include the following information:

- List all documents where claiming a statutory exemption to the APRA
- Specify which statutory exception of APRA that applies for each PDF
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document

When claiming confidential information, respondents should submit two versions of their response: 1) a confidential version (for the State's review and evaluation) and 2) a redacted version (for public records requests).

The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor.

Prices are NOT confidential information.

IT Vendor's response shall be submitted in several parts as set forth below. The IT Vendor will confine its submission to those matters sufficient to provide an adequate basis for the SOI evaluation of the IT Vendor. This response will be incorporated by reference into the final statement of work. The following sections and answers to the following questions should be completed in entirety:

COMPANY INFORMATION

1. Official registered name (Corporate, D.B.A., Partnership, etc.), address, and main telephone number.
2. Key contact name, title, address (if different from above address), and direct telephone number.
3. The person authorized to contractually bind the organization for any proposal against this response and subsequent SOW.
4. Brief history, including year established and the number of years your company has been offering IT Project Services.

GENERAL COMPANY PROFILE

1. Describe your competitive advantage (what sets you apart or your company strength).

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2. Describe your experience and expertise on project(s) with similar scope to the project described in Section 1, "Project Overview" above. Explain how you will successfully deliver IT services for this project.

3. Describe whether your company has completed work for a customer in the last two years that required FERPA compliance. If such work has been completed, indicate which staff members from that project will serve on this project with the ICHE.

4. Does your company have any established software partnerships (i.e. Microsoft, Salesforce, etc.)? If so, how do you anticipate you would or would not leverage them in this work?

5. Describe how you meet the minimum qualifications to bid noted in Scope of Work section 1.2 "Minimum Qualifications to Bid/Exclusions." What experience and expertise do you have supporting systems of a similar size, scope, and/or complexity?

EXECUTIVE SUMMARY (Please limit to two pages)

This section will present a high-level synopsis of the IT Vendor's proposal. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed work. Provide the attachment name in the following response area.

REFERENCES

Reference information is captured in Attachment F. Respondents should complete the reference information portion of the Attachment F which includes the name, address, and telephone number of the client and the name, title, and phone number or email of a person who may be contacted for further information if the State elects to do so. The rest of Attachment F should be completed by the reference and emailed by the reference DIRECTLY to the State. The State should receive three (3) Attachment Fs from clients for whom the Respondent has provided products and/or services that are the same, or similar, to those products and/or services requested in this solicitation.

Attachment F should be submitted to mailto:idoareferences@idoa.in.gov.

Attachment F should be submitted by Tuesday, October 1, 2024. Please provide the customer information for each reference.

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IT VENDOR RESPONSE AREA (Please limit to 100 pages excluding attachments)

1. Scope of Services (Scope of Work Section 3)
 - a. For Scope of Work Sections 3.1 “General System Support” and 3.2 “Incident Management,”
 - i. Describe your approach to fulfilling the responsibilities of each component: System Support, Hot Fixes, DevOps and DevSecOps Support, System Downtime Preparation, Release Notes, Access Management, Documentation/Artifact Management, Release Management Support, Training, Integrations, Business and Operations Reporting, Ad Hoc Reporting, and Incident Management.
 - ii. Describe your approach to updating documentation, including ticket and wiki maintenance, in accordance with the Scope of Work, particularly section 3.1 “Incident Management.”
 - iii. Describe your approach to fulfilling communication and reporting requirements in your response, including:
 1. A description of how you plan to deliver timely feedback to the SOI
 2. How you will measure communication effectiveness
 3. An example of a high-level communication plan for this project to include who receives what, when, and how
 4. A description of how you will monitor support activities and how you will adjust support as needed

- b. Describe your approach to tracking work efforts related to the following:
 - i. Onboarding your staff to ICHE systems (environments, tools, accounts, and more)
 - ii. Sprint meetings
 1. One bi-weekly sprint meeting for ScholarTrack and one bi-weekly sprint meeting for CHEDSS on alternating weeks (Detailed information related to InTERS M&S and collaboration between the Contractor and the State will be further provided if and when ICHE exercises their option to include InTERS in the scope of work)
 2. Open to different cadences for sprint meetings
 3. Ad hoc meetings between sprint meetings as requested by ICHE or other stakeholders
 - iii. Hotfixes
 - iv. Approved Enhancements per SoW section 3.3
 - v. Relationship management (such as Quarterly Business Review)
 - vi. Meetings/communications as situations demand with IOT staff (server admins, DBAs, VMWare team, Citrix engineers, data exchange team, and more)

- c. Confirm your understanding of the expectations outlined in Scope of Work Section 3.6.4 “Meetings.”

- d. Per Scope of Work Section 3.6.2 “Project Management Plan,” describe your overall risk/issue management plan and methodology. In your response, include:
 - i. How risks and issues will be identified, prioritized, and communicated throughout the project.

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- ii. Identify and describe 3 to 5 potential key overall project risks given your experience and expertise on projects of similar size, scope, and complexity. Describe how your approach will mitigate those risks to this project.
- iii. Provide an example of when you escalated a risk/issue to a client that resulted in measurable value and tangible results.

- e. What tools will you use as part of overall project delivery to support the development, testing, communications, scheduling, document management, defect management, and training responsibilities established throughout this Scope of Work? Are you willing to use the State's applicable tools (preferred)? Examples of such tools include but are not limited to AppDynamics, Veracode, AzureDevOps (ADO) and Jira.

- f. Per Scope of Work Section 3.6.5 "Management Reporting," describe your status reporting process (format, distribution timeline, distribution methodology, etc.) on projects of similar size, scope, and complexity. In your response, please provide an example of a status report.

- g. Describe your process, including any controls or guardrails, for determining, estimating, and understanding client need for work associated with a sprint or with an Enhancement project, as detailed in Scope of Work Section 3.3.2 "Change Request Process." Can you commit to doing discovery work for Enhancements at no additional cost to the State?

- h. In accordance with Scope of Work Section 3.6.4 "Meetings" describe how long after each sprint meeting ICHE should expect to receive an estimate for the level of effort of the sprint's items. What internal procedures do you use to corroborate a sprint's level of effort among your team?

- i. Describe your approach to completing discovery work or research before beginning an Enhancement and submitting the Change Impact Analysis in accordance with Scope of Work section 3.3.2 "Change Request Process" at no additional cost to ICHE.

- j. Invoicing will be provided to the State via CAI. Please refer to Scope of Work section 3.6.6 "Cost, Invoicing, and Invoice Supplement Report" for information related to the State's invoicing expectations. Please provide a sample Invoice Supplement Report as part of your response that covers all the required elements noted in Section 3.6.6.

- k. What is your plan for heightened support while the solution is being stabilized following a system change through the change request process detailed in Scope of Work section 3.3.2 "Change Request Process?"

- l. Describe the degree to which your developers use artificial intelligence (AI) to augment their work. Describe the extent to which AI tools for development work are proposed for use in this project. What data

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warehouse/architecture/analytics services and AI talent might you be able to provide for future innovative project work and/or ad hoc consulting? Where have you used these services and talent in similar projects?

- m. Describe your approach to assessing and reacting to project delivery quality for general system support, incident management, and enhancements, as noted in Scope of Work section 3, "Scope of Services."

- n. Review the State's Information Security Framework (<https://www.in.gov/iot/iot-vendor-engagement/>) and either confirm that your company conforms to the policy or provide an explanation to the areas for which your company does not conform. Please be advised that Respondents will be required to sign a Non-Disclosure Agreement (NDA) to access the IOT Information Security Framework. Please see the link provided for instructions on accessing the framework.

- o. IOT Data Exchange and IOT Security recommends that secure data transfer efforts should be focused on utilizing MuleSoft / GoAnywhere (option dependent upon complexity of file transfer) or OneDrive for Agency to facilitate secure file transfer needs. Elaborate on how your company's approach will accommodate the utilization of the identified technologies in the in-scope solutions and future solutions. If any portion of the in-scope or future solutions do not utilize the identified technologies, please confirm that you will transition those components to the identified technologies.

2. Software Development Lifecycle – Requirements and Process (Scope of Work Section 4)

- a. Describe in detail the SDLC approach that you will use to conduct the work described in the SoW. If it is not ICHE's preferred hybrid agile approach, please indicate how your approach might impact any processes and required deliverables described in the SoW.

- b. Describe in detail your approach to meeting the requirements outlined in Scope of Work section 4.1 "SDLC Overview."

- c. Describe your overall approach to testing for this project in accordance with the whole Scope of Work, and in particular section 4.5 "Development and Testing." Specify the type of testing you expect throughout the project and when. How will your team coordinate and execute testing in a cross-functional team environment? Address CI/CD in your response.

- d. What experience and expertise do you have when it comes to testing activities for projects of similar size, scope, and complexity?

- e. Provide a high-level example of your test plan from a project of similar size, scope, and complexity that defines the strategy, methodology, and tasks.

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- f. What are the key risks/issues that you have faced with previous testing activities and what mitigation and contingencies did you identify and put in place? What effect did your action(s) have on the overall project?

- g. Do you recommend any automated testing as part of this project? Why or why not? If so, what role will you play in the development and execution of automated testing if any?

- h. What tools and visuals will be available for tracking testing throughput (test executions) and progress (test passing) over time?

- i. Describe your defect management approach, process, and detailed steps to document, prioritize, track, correct, and retest defects in accordance with Scope of Work section 4.6 "Defect Management."

- j. Describe how you conduct quality assurance (QA). Who is responsible for the QA for any given developer? Is unit testing to be done?

- k. Describe how you will ensure all documentation artifacts will be kept complete and current throughout the project and beyond, per Scope of Work section 4.5 "Development and Testing."

- l. Acknowledge that, if requested, you will sanitize data from apps before using them in your local development environments. A letter to attest to the accuracy and hygiene of the sanitization will be required. ICHE will endeavor to provide a virtual desktop environment as opposed to the contractor utilizing local development environments.

3. Staffing and Training (Scope of Work Section 5)

- a. Describe how your proposed staffing approach will meet the requirements set in Scope of Work Section 5.1 "General Staffing Requirements." In your response:

- i. Outline your approach to onboarding staff to the ICHE contract, including details on relevant key staff responsibilities for that onboarding.

- b. Provide the core days of the week and hours of the project development team. Per Scope of Work Section 5.1 "General Staffing Requirements," Developers are expected to be available Monday through Friday from 8:00 am to 5:00 pm ET.

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- c. Provide an overall project organizational chart that includes roles/responsibilities and percent allocation for your team as well as expected roles/responsibilities for the SOI team to help ensure project success. At a minimum, this organization chart should include the positions listed in Scope of Work Section 5.2 "Vital Positions." Please be clear with which organization (Respondent or a subcontractor) each individual is employed.

- d. Provide resumes of each staff member identified on your team. For any staff member not yet identified, provide the minimum expected qualifications for the position. All resumes should be limited to one page or less.

- e. Provide the turnover rate for staff at your organization over the past five years, breaking down the rate by year and by position.

- f. Describe your company culture. In your response, provide a summary of how your company culture translates into your service delivery.

- g. Per Scope of Work Section 5.4 "Subcontractors," describe the role of any subcontractors you will utilize for the Contract, including how/if their role will change during the life of the Contract. Describe the relevant experience of any and all proposed subcontractors.

- h. What is your overall approach to training for this project? Specify the types of training and delivery methods you expect for the various types of project stakeholders to include end users of each solution, per Scope of Work section 3.1 "General System Support" and Sections 5 "Staffing" and 7 "Transition and Turnover." How will your team develop and deliver training? Describe how you determine if training is effective.

- i. What experience and expertise do you have when it comes to training activities for projects of similar size, scope, and complexity?

- j. Per Section 5.1, ICHE reserves the right to require the replacement of any Contractor or subcontractor employee found unacceptable to ICHE. The individual must be removed within two (2) weeks of the request for removal, or sooner if requested by ICHE, and be replaced within thirty (30) calendar days after the position is vacant unless a longer period is approved by ICHE. Please confirm how you would ensure timelines are not impacted if ICHE were to exercise this right on a key individual.

- k. Please confirm your understanding that all staff must be located within and perform all work within the continental United States.

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- a. Scope of Work Section 7 establishes the requirements for contract Transition and Turnover. Provide a high-level example of a Transition Plan and a Turnover Plan from a project of similar size, scope, and complexity that defines the strategy, methodology, and tasks.

- b. What are the key risks/issues that you have faced with transition and turnover activities and what mitigation and contingencies did you identify and put in place? What effect did your action(s) have on the overall project?

5. Performance Standards and Corrective Action Plans (Scope of Work Section 8)

- a. Describe your process for monthly reporting your status on the contract Service Level Agreements detailed in Scope of Work section 8.1 "Performance Standards." Include how you will ensure preparation to deliver a report in a public setting, such as a Commission meeting.

- a. Provide any Service Level Agreements (SLAs) not otherwise provided in the Scope of Work the SOI can expect as part of your support of the solution post-go-live.

6. Additional ICHE Applications. As detailed in Scope of Work section 1.1 "Overview" InTERS and the Academic Affairs and Marketing and Communications Websites are not currently in scope (though InTERS may become in scope as soon as 1Q 2025).

- a. Please describe your commitment to including the InTERS application and four of ICHE Academic Affairs and Marketing and Communications Websites as in-scope solutions. These applications may become folded into the scope through an approved Change Request or contract amendment at ICHE's discretion. For additional information related to the full suite of ICHE's digital assets refer to Scope of Work Section 1.1 "Overview".

- b. What kind of pricing adjustment might you make to translate a greater volume of work into lower staff rates? Please specifically describe how the relative price to support each application would decrease, including any efficiencies the State would gain through synergies (e.g., shared resources) or actual discounts in cost.

- c. What other cost savings will you offer to the State for their consideration? For example, you may offer savings if the State extends the contract for another one (1) or more years.

- d. As detailed in Scope of Work section 1.1 "Overview," the InTERS application and four of ICHE the Academic Affairs and Marketing and Communications Websites, are not managed by Vendor A but by different companies. Describe how you would leverage the expertise of an incumbent vendor of an application in your approach to the transition period.

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7. Pricing Summary – Provide your proposed pricing for your solution based on a Time and Material / Hourly Pricing Model and by completing Attachment B: Cost Proposal.

** **Note:** Total Project Costs are not to exceed the amount submitted/proposed. Price must be **ALL INCLUSIVE**, including, but not limited to, any and all travel, delivery costs or destination fees.*

*For Time and Material, Hourly Bill rate is calculated as (IT Vendor Rate + (IT Vendor Rate * .0045)).*