STATE OF NEW HAMPSHIRE
New Hampshire Department of Health and Human Services
NH DHHS – RFP 2022-022 - Electronic Infectious Disease Surveillance System
APPENDIX C –   TOPICS FOR MANDATORY RESPONSES

APPENDIX C: TOPICS FOR MANDATORY RESPONSES

This section provides a series of technical topics that the State of New Hampshire will consider in selecting a Solution for this RFP.   Responses provided should be relevant to the Project described within this RFP. Vendors must limit narrative responses describing the Software, Technical, Services and Project Management topics defined for this Project. The following table identifies specific topics for narratives. A page limit is identified for each topic. If a response to a topic exceeds the page limit, the State will limit its consideration to the prescribed page limit.

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C-1.   Proposed Software Solution

TOPIC 1   *DESCRIPTION OF SOLUTION*

The State will evaluate whether the proposed Solution includes the required features.

Provide a detailed description of your proposed Software Solution, including features and functionality.

1.   Describe how your Solution meets the Statement of Work in Appendix B and the business and technical requirements in Attachment 1 - Business and Technical Requirements Workbook.
2.   Describe ease of use and user friendliness of your proposed Solution including learning curve, navigation. Highlight in detail specific advantages to the user Interface. What methodology do you use to ensure that your user Interface is user friendly?
3.   Provide an attachment with product literature describing the functionality of the proposed Software. Provide a table that maps your literature with topics listed in this Appendix. Include references to page numbers.

TOPIC 2   *TECHNICAL ARCHITECTURE*

The State will evaluate the degree to which the architecture can be supported over an extended period, including the ease of support.

1.   Describe the technical architecture (Software, Hardware, Database and Network) of the proposed Solution.
2.   Describe the benefits of the technical architecture (i.e. scalability, adaptability, interoperability, etc.)
3.   How will the proposed software Solution be accessed (i.e. Web Browser over Internet, desktop client)?
4.   Describe any additional software that will be required on end-point devices and the access authorization level required to install it.
5.   Describe any add-on or third-party Software required.
6.   Is your product dependent on an existing solution not included in this proposal?
7.   What programming languages are used for development, configuration, and customization of the proposed Solution? When was the core Software written?
8.   What components of the Software, such as Middleware, are proprietary?
9.   Is the proposed application considered Open Source Software?
       a.   Describe any Open Source Software used by the proposed Solution.

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  b. Describe the degree to which the proposed Solution meets the requirements of RSA chapter 21-R:10, 21-R:11, 21-R:13. http://www.gencourt.state.nh.us/rsa/html/i/21-r/21-r-mrg.htm

10. Describe any hardware requirements associated with the hardware Solution.

11. Describe how data will be stored. Include storage scalability.

TOPIC 3 *SOFTWARE RELEASES*

 The State will evaluate the degree to which the Software appears likely to evolve and the burden, if any, of keeping pace with the expected evolution.

 Discuss the following aspects of anticipated future releases of the proposed Software. Coverage should include but not be limited to the following:

1. What types (maintenance, Enhancement, other) of releases are planned, and when?

2. What is the historical (past 3 years) and expected frequency of each type of new release?

3. How is the content of future releases determined (e.g., Sources of input may include, but are not limited to: required maintenance, security updates, user input, federal guidelines, industry standards)?

4. How do users provide Enhancement requests? How are requests prioritized?

5. Are Enhancements made for specific clients included in future releases for all clients?

6. Are users able to request State-specific Enhancements? What is that process and timeline?

7. How do you characterize requests for changes and determine the associated cost?

8. Explain how you delineate what changes require additional costs versus minor changes that are included as required in line B1.29 of Attachment 1 - Business and Technical Requirements Workbook.

9. Explain State permissions in terms of making changes to the system.

10. What specific Enhancements are planned for release within the next 24 months?

11. How is the content of a release communicated to the client?

12. How is release implementation handled? Is there a user acceptance testing phase?

13. Can components of a release be applied individually or by Module without adversely affecting the overall functionality of the System?

14. How long is a release supported?

TOPIC 4 *DATA IMPORT/EXPORT STANDARDS*

 The State will evaluate the ease of interfacing with our current Data import and export layouts for Data exchange.

 Provide a detailed description of the mechanism and tools included in the proposed System to enable Interfaces defined in Attachment 1 – Business and Technical Requirements Workbook.

1. What types of Interfaces are possible with the proposed System (On-line, batch, etc.)?

2. What standard Interface formats are used with the proposed Software? What degree of flexibility is available?

3. Does the System employ standard definitions or file layouts for Interfaces? If so, attach a sample.

4. What scheduling tools are required for initiation of Interfaces? Are these tools included with the proposed Software?

5. Are there any constraints upon the timing of batch Interfaces?

6. Provide an attachment with Data flow diagrams.

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C-2.   Vendor's Technical, Service and Project Management Experience:

C-2.1   Security and Protection of Data

TOPIC 5   *INFORMATION SECURITY AND PRIVACY*

The State will evaluate the Vendor's understanding and implementation of information security controls required to safeguard the security and confidentiality of data from risk.

Provide detailed responses to the following:

1. Does your firm have a comprehensive security risk management structure for the management of client information?
2. Does your firm conduct Privacy Impact Assessments and Data Protection Impact Assessments?
3. What support or processes do you have in place to assist with the Department's data privacy impact assessments (DPIA)?
4. Describe your firm's approach to the management of information security.
5. Does your firm have a current and enforced information security management policy?
6. Does your firm have an Information Security Incident and Response plan and process in place for firm and client system and/or data?
7. Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
8. List the type of documented information security policies that your firm has in place.
9. Does your firm follow NIST 800-53 standards?
10. Has your firm experienced any information security breaches, ransomware, phishing, or malware incidents?
11. Have you ever had security incidents or events with a third-party vendor?
12. Does your firm have a third-party management strategy or policy?
13. List and describe which third-party vendors you would share our information with.
14. What security controls/practices do you have in place to safeguard the security and confidentiality of our data with third-party vendors?
15. Describe the process you have in place for sharing and auditing subcontractors who will be required to adhere to the terms and conditions of our BAA, information security requirements, and other contract terms and conditions?

TOPIC 6   *SYSTEM SECURITY*

The State will evaluate the degree to which the proposed System is designed and architected to ensure the confidentiality and integrity of its valued asset, Data.

Describe the System security design and architectural features incorporated into the proposed Software including:

1. The identification and authentication methods used to ensure that users and any interfacing Applications are identified and that their identities are properly verified.
2. The authorization methods used to ensure that users and client Applications can only access Data and Services for which they have been properly authorized.
3. The immunity methods used to ensure that unauthorized malicious programs (e.g., Viruses, worms and Trojan horses) do not infect the Application.
4. The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.

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5. The methods used to ensure that the parties to interactions with the Application cannot later repudiate or rebut those interactions.
6. The Intrusion Detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.
7. The privacy methods used to ensure that confidential Data and sensitive communications are kept private.
8. The system maintenance methods used to ensure that system maintenance does not unintentionally disrupt the security mechanisms of the Application or supporting hardware.
9. The testing methods conducted to Load and Stress Test your Software to determine its ability to withstand Denial of Service (DoS) attacks.
10. Your Software patch schedule employed to protect the Software from new security vulnerabilities as they arise.
11. The ability of your Software to be installed in a "locked-down" fashion so as to turn off unnecessary features (user accounts, Operating System Services, etc.) thereby reducing the Software's security vulnerabilities and attack surfaces available to System hackers and attackers.
12. The notification and escalation process in the event of an intrusion.

Describe the System assurance provisions incorporated into the proposed Software. At a minimum, discuss the following:
1. What process or methodology is employed within the proposed Software to ensure Data integrity?
2. To what degree does your approach rely on System assurance capabilities?
3. If multiple Databases are employed, what extra procedures are employed to ensure synchronization among Databases?

TOPIC 7   *SECURITY TESTING*

The State will evaluate the Vendor's approach to Security Testing.

Describe the testing tools and methodologies used for testing the security of the Software Application and Hosting environment.
1. How can you ensure compliance around the security and confidentiality of State Data collected in the system?
2. What security validation Documentation will be shared with the State?
3. Do you use internal or external resources to conduct Security Testing?
4. Describe how the solution will address penetration testing and provide attestation of the results, as well as the testing frequency.

TOPIC 8   *SECURITY RISK ASSESSMENT*

The State will evaluate the Vendor's approach to Security Risk Assessment and Management.

Describe the strategy and security risk management tools your firm employs to identify, mitigate and remediate security vulnerabilities. Provide detailed responses to the following:
1. If the system requires the engagement of a Cloud Service Provider do you use SOC 2 reports as part of your strategy to assess that effective security controls are in place, as well as, to address security risks as it relates to security, availability, processing integrity, confidentiality and privacy?
2. Does your firm have an Information Security Risk Management Plan?

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3. Which security risk model or framework does your firm use?
4. Describe your firm's security risk assessment policy and process for client projects.
5. Does your firm employ risk assessment tools to monitor for potential risk to client systems and data?
6. In regards to client projects, does your firm perform a security risk assessment after a new or major system change is made prior to going into production? What is the process if a vulnerability is detected?

TOPIC 9   *DATA QUALITY*

The State will evaluate whether the approach to Data Quality will support the Agency's data quality standards and plan.

1. Describe the data quality approach used in a previous project. Include a sample data quality plan if possible.

2. What approach does your company use to align with federal data quality plan requirements?

TOPIC 10   *HISTORICAL DATA*

The State will evaluate the degree to which the proposed Solution provides for the ability to view historical transactions.

7. Describe in detail the manner in which users and System Administrators can view and interact with transactional Data.
8. Describe your experience with organizations similar to the Department of Health and Human Services and discuss what historical Data they have and have not converted/migrated into the new system.
9. How many years of historical Data is typically converted for a project similar to this? Describe how you will help the Agency determine the right number of years and types of data to convert.
10. How will end users search, export and view historical data and retain it in accordance with Appendix I: DHHS STANDARD EXHIBITS D – K, Exhibit K, DHHS Information Security Requirements?

C-2.2.   State Personnel and Training

TOPIC 11   *USER TRAINING APPROACH*

The State will evaluate whether the training approach is likely to prepare users adequately to use the new System from the day of deployment, including maximum knowledge transfer to allow the State to conduct its own training in the future.

1. Describe in detail the options for Vendor-supplied training. Include a proposed training schedule, training groups (e.g., system administrators, users, IT staff), training topics, and the available training formats (e.g., in-person, webinars, virtual meetings, one-on-one, On-line on-demand) that you will provide.
2. Describe in detail the Documentation available to support the trainings. Include help screens, On-line or printable manuals and knowledge bases. If any of these resources need to be developed or modified for your proposed Solution, include a timeline for their availability. If there are access restrictions on any of this material, indicate what those restrictions are.

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TOPIC 12   *PREPARATION AND EXPECTATIONS OF STATE STAFF INCLUDING TECHNICAL KNOWLEDGE TRANSFER*

The State will evaluate whether the provisions to prepare State staff participating in the Project will enable the staff to contribute appropriately and the State will evaluate requirements for State staff to support the system after Implementation.

1. Describe how State staff assigned to the Project Team will be involved throughout the Project, including design meetings, decision making, and scope control.
2. Provide an overview of Project Team interactions and dependencies between functions.
3. Provide recommendations for State staff requirements to maintain the system after Implementation (skill, # of resources, etc.) Include a worksheet or table identifying State staff resources and the projected number of weekly hours to support the system moving forward.
4. The transfer of technical knowledge is important for operations, configuration/development, workflow, business setup, maintenance, and management. Address training curriculum, training priorities and prerequisites, specific commercial and custom course, and one-on-one learning opportunities for State staff.
5. Describe and provide samples of the available Documentation supporting the System. Does the Documentation include technical specifications, troubleshooting tips, technical contact information?
6. Describe your internal knowledge transfer process between the Vendor's proposed solution and the Vendor's system implementation team that ensures a comprehensive understanding of the system requirements and functions by the implementation team to ensure optimum system performance and maintenance.

C-2.3.   Project Execution

TOPIC 13   *IMPLEMENTATION APPROACH*

The State will evaluate the quality of analysis, reasonableness, and flexibility evident in the proposed Implementation approach.

Provide one or more feasible Implementation Plans. For each plan provided:

1. Identify timeframes for major milestones, including timing for discontinuing legacy Systems;
2. Describe your process to connect this Solution to existing State architecture. Include a timeline and any support required by the State.
3. Discuss cost implications of the plan, including implications on maintenance fees and available Implementation options that would lower costs.
4. Address the level of risk associated with each plan.
5. Why is this the approach you recommend?
6. Will the Vendor provide a tool for the State and Vendor to communicate and share information throughout the Project (e.g. SharePoint, Portal). Describe the tool and how the Vendor will communicate with the State through this tool.

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TOPIC 14   *TESTING*

The Contractor shall provide end-to-end planning and preparation for testing and Acceptance of solutions throughout the Project using an industry standard methodology. This shall include training, a detailed testing methodology which covers all "areas of testing" (refer to Terms and Definitions), security, required staffing with clear roles and responsibilities, test cases and scripting with associated Data, status and results Reporting. The Test Plan defined shall ensure designed and implemented Solutions are fully supported, tested, and documented.

It is anticipated that the following testing phases will be included in the Project described in this RFP. The State will evaluate the quality of testing approach used by the Vendor.

Provide full detail on the testing methodology proposed.

1. Describe in detail the end to end testing methodology you propose for this Project.
2. Describe testing tools that will be used as part of the Solution testing. Will these tools be available to the State or will the State be required to purchase tools?
3. Using the following chart, describe the roles and responsibilities required of Vendor Staff and State Staff, include additional information as needed.

Test Phase	Vendor Role/ Responsibility	State Role/Responsibility	Tools	Timeframe
Management of the Testing Process				
Test planning				
Test scenario development				
Data preparation				
System preparation				
Unit Testing				
System integration testing				
Defect tracking				
etc.				

4. What support will be provided to prepare State staff prior to and during Acceptance Testing? (Training, user Documentation, staff on site, remote support, etc.)
5. Will configured Software be delivered in functional components for State Acceptance Testing?
6. The State has defined 3 levels of Defect severity. Describe how you will adopt this methodology or provide a mapping to outline your proposed representation of Defect severity.
7. What tools will be used to document and track status of suspected Defects?
8. What role will the State play in classification and prioritization of Defects?
9. How quickly will a suspected Defect be investigated and how quickly will the Defects be corrected?
10. Provide a sample User Acceptance Test Plan from a completed Project as an appendix.
11. Will System performance be measured and documented using the State's infrastructure and Data? If yes, how? (Not needed for Hosting?)

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TOPIC 15   *MIGRATION STRATEGY*

The State will evaluate the degree to which the Vendor will ensure that Data conversion is effective and impacts State staff to the minimum extent possible.

1. Describe your high-level approach for Data conversion/migration activities. Include software tools and processes used to support this effort.
2. Describe the approach you will use for assessing Data quality and conducting Data cleansing prior to conversion. Include the name/position of the individual or team responsible. Also include your process regarding incomplete records in the legacy system.
3. Discuss the use of automated tools in Data conversion. When will automated tools be used? When will manual intervention be required?
4. What Data will be challenging to convert/migrate and why? What special approach will you propose as part of the planning document to reduce challenges that may impact this Project?
5. Discuss your approach to working with the Agency to document a Data conversion/migration plan and process. Describe how you will determine how much historical Data is available and how much is appropriate to retain in the new system.
6. Define expectations for State and Vendor roles during the development of the Data conversion/migration plan and process.
7. What lessons learned can you provide from your experience with other system Implementations that may be important to understand as part of development of the Data conversion/migration plan and process?
8. Provide a plan of the data to transition and include benchmarks through to completion. Include items in the plan that can vary and affect migration costs.
9. Describe how you will account for and migrate existing data feeds and external interfaces outside of NHEDSS (i.e.; sFTP, batch, etc. NHEDSS currently interfaces with our Rhapsody system to provide COVID Contact Tracing data and COVID case data that is processed and sent to the Granite Trace salesforce system for program management and tools necessary for epidemiology staff including but not limited to line lists, dashboard reports, progress updates. Proposal may include either bidirectional or one-way data flow.

TOPIC 16   *ENVIRONMENT SETUP*

The State will evaluate whether proposed environments are sufficient to satisfy Project needs, including phased Implementation.

1. Describe the different Software and hardware environments required for the concurrent development, testing, and production of the proposed Solution. Discuss how the proposed environments support the Implementation of the Solution, including all necessary training.
2. The State believes that additional Software License fees solely related to establishing environments for normal development lifecycle is inappropriate. If your Proposal differs from this standard, describe and provide rationale for the difference.
3. Provide diagrams of the environment including Data architecture, Data flows (include as an attachment).

C-2.4.   Project Management

TOPIC 17   *SYSTEM ACCEPTANCE CRITERIA*

The State will evaluate whether proposed Acceptance criteria will assure the State that the new System is functioning effectively before being turned over for State for User Acceptance Testing.

1. Propose measurable criteria for State final Acceptance of the System.

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2. Discuss how the proposed criteria serve the interest of the State.

TOPIC 18   *WORK PLAN, STATUS MEETINGS AND REPORTS*

The State will evaluate whether the Vendor's preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment Schedule. The Work Plan shall also address resource allocations (both State and Vendor team members). This narrative should reflect current Project Management "best practices" and be consistent with narratives on other topics. The Software to be used to support the ongoing management of the Project should also be described in the Work Plan. Additionally, the State will evaluate the degree to which Project Reporting will serve the needs of State Project leaders.

A Work Plan is essential to reaching a comprehensive agreement with a Vendor. Consequently, the State will seek to refine the proposed Work Plan prior to Contract approval with the selected Vendor and to incorporate the refined Work Plan by reference into a Contract.

1. Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones/critical events, Deliverables, and payment Schedule. Include the Deliverables outlined in Appendix B (Business/Technical Requirements and Deliverables), appropriate status meetings and Reports, and include other Deliverables that you, based on past experience, would recommend be developed on this Project.
2. Define both proposed Written and Software Deliverables. Include sufficient detail that the State will be able to identify departures from the Plan in sufficient time to seek corrective action. In particular, provide information about staffing.
3. Describe all Deliverables to be produced in the Project. Ensure that all Deliverables and milestones are identified in the Work Plan. Identify and discuss the following:
    a. All assumptions upon which the Work Plan is based;
    b. Descriptions of recommended roles by activity and time required for both State and Vendor members of the Project Team;
    c. Assignments of members of the Vendor's team identified by role to specific tasks; and
    d. Critical success factors for the Project.
4. Discuss how this Work Plan will be used and State access to Plan details.
5. Discuss frequency for updating the Plan, at a minimum biweekly and for every status meeting. Explain how the State will know whether the Project is on Schedule, project expenses incurred to date, and within budget.
6. Define your plan to maintain all project documentation. For example, how will the documentation be available to the State (i.e., Word Doc, SharePoint).
7. Describe your process for planning and conducting meetings, and what associated documentation is produced and shared with the State.

The State will evaluate the degree to which Project Reporting will serve the needs of State Project leaders.

The State believes that effective communication and Reporting are essential to Project success. As reasonably requested by the State, Vendor shall provide the State with information or Reports regarding the Project. Vendor shall prepare special Reports and presentations relating to Project Management, and shall assist the State in preparing Reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

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1.   Describe your planned project management activities including Introductory and Kickoff Meetings, Status Meetings, Work Plan Updates, and Special Meetings. Discuss frequency, duration, participants, agenda items, etc.
2.   Describe how you will Report Project health to communicate Project status with Stakeholders and for the early recognition of factors that may result in Project problems requiring special attention.

TOPIC 19   *RISK AND ISSUE MANAGEMENT*

The State will evaluate the extent to which the proposed approach will contribute to the timely identification and effective action on issues and risks. The State will also evaluate whether the approach recognizes and addresses appropriate State involvement in risk and issue management.

1.   Provide proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities. The State seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure the State can adequately monitor the progress of the Project. Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a Contract between the State and the Vendor.

TOPIC 20   *SCOPE CONTROL*

The State will evaluate the degree to which proposed modifications in scope are scrutinized to ensure that only essential changes are approved. Evaluation will also address the quality and timeliness of information that will be available about a proposed scope change.

1.   Demonstrate your firm's ability to manage scope creep by discussing tools and methodologies, as well as past Project experiences.

TOPIC 21   *QUALITY ASSURANCE APPROACH*

The State will evaluate the degree to which proposed procedures will ensure that Deliverables require limited modification when submitted for approval.

Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration (Written, Software, and Non-Software). Discussion should include but not be limited to:

1.   Provision for State input to the general content of a Written Deliverable and Non-Software Deliverables prior to production;
2.   The standard for Vendor internal Review of a Written Deliverable and Non-Software Deliverables prior to formal submission; and
3.   Testing of Software Deliverables prior to submission for Acceptance Testing.

C-2.5.   Ongoing Operations for Vendor Hosted Solution

TOPIC 22   *HOSTED SYSTEM*

Describe the service model being offered.

1.   The State requires the Service provider to use web services exclusively to Interface with the State's Data in near Real-Time when possible. Describe any client software or plug-in downloads that may be required.

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2.   The State requires support in a timely manner for any critical issues that are impacting production. How will State staff report critical production issues and how will the reported issues be managed to minimize business impact?

3.   Describe system sustainability and/or what future ongoing operations will involve from a scope perspective. Include the role of State staff, if any.

It is preferred the service provider's relevant Data Center(s) are certified to the Federal Information Security Management Act (FISMA) level 3 ATO4 and/or Federal Risk and Authorization Management Program (FedRAMP) CSP5, and have independent annual SOC 2 Type 2 audits performed.

If the contract includes protected health information (PHI), the service provider's relevant Data Center(s) must be HIPPA compliant and have a current HROC (HIPPA report on compliance) and a third-party compliance assessment with evident the vendor has completed a security risk assessment and resolved any deficiencies or vulnerabilities.

1.   Provide Certifications and latest audit of the Data Center(s) being used in the Solution offered.

2.   If Certifications and audits cannot be provided the service provider will be required to implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Information and Non-Public Information. Such security measures must be in accordance with recognized industry practices such as in the National Institute of Standards and Technology (NIST) Controls 800-53 Rev 4 where applicable. Describe controls including but not limited to:

   a.   Data storage, Data Encryption, Data destruction, Data location, Data handling,

   b.   business continuity and disaster recovery plan;

   c.   Security incident or Data Breach notification,

   d.   change control and maintenance,

   e.   patching and upgrades

3.   Describe how the Service Provider will provide compliance to all Federal and State of New Hampshire laws, regulations, statutes, policies, standards, and best practices relevant to internet based Hosting.

4.   The State requests regularly scheduled Reporting to the State of New Hampshire. Describe the availability of Reports available to the State including latency statistics, user access, user access IP address, user access history and security logs for all State of New Hampshire files related to this contract.

5.   The State requires the system to be available 24/7/365 (with agreed-upon maintenance downtime), and for the Vendor to provide service to customers as defined in a Service Level Agreement (SLA) which will be developed and agreed to in the Contract phase. The State also requires the Service provider to guarantee 99.9% uptime (excluding agreed-upon maintenance downtime). Describe how you will meet these requirements.

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TOPIC 23   ***BACKUP AND RECOVERY***

The State seeks a sound Backup and Recovery provision as part of the Solution.

1. Describe the tools used for Backup and Recovery of Applications and Data.
2. Describe timelines for scheduled backup of Data and Servers including the retention schedule.
3. Describe the impact of the proposed backup process on the operation of the System. Also, address the following:
4. Use of and method for logging and journaling;
5. Single points of failure and recommended approaches for their elimination;
6. Approach to redundancy including backup material securely transferred from the site to another secure location to avoid complete Data loss with the loss of a facility.
7. Describe how the system stores and subsequently processes incoming messages and files during/after an outage.
8. Explain your high-level methodology for creation of a Disaster Recovery Plan.
9. Discuss how the disaster recovery plan identifies appropriate methods for procuring additional hardware in the event of a component failure. Also describe any impact of Software License fees. The State believes that additional Software License fees solely related to redundancy for Backup and Recovery would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.
10. Discuss how the disaster recovery plan addresses the recovery of lost State Data as well as your own.
11. Will the Solution include the option to have the collected Data stored at the Vendor's site, at the State site or both?

TOPIC 24   ***ASSURANCE OF BUSINESS CONTINUITY***

The State will evaluate the degree to which the proposed plan to assure business continuity mitigates risk to the State, and its potential for Implementation (cost effective and easy to implement).

1. Provide a plan for business continuity if a disaster occurs at the Data center that is Hosting the proposed Solution.
2. The State believes that additional Software License fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

TOPIC 25   ***SUPPORT AND MAINTENANCE FOR HOSTED SYSTEM***

The State will evaluate whether the Vendor's proposed support and maintenance plan includes a description of the types and frequency of support, detailed maintenance tasks – including Scheduled maintenance and upgrades, and any other dependencies for on-going support and maintenance of the system. This narrative should reflect current "best practices" for these tasks.

1. Describe how the System hardware, Software, and Database will be maintained in accordance with the Specifications, terms, and conditions of the RFP, including providing upgrades and fixes as required.
2. Describe the Help Desk Support that will be available to State staff including hours of operation, phone vs Email, access to technical support staff.
3. Describe the classification of a Software Defect (bug) that will be used to indicate the degree of negative impact on the quality of the Software and anticipated response times.

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4. Describe any particular procedures required to handle escalation and emergency calls.
5. Detail the types and frequency of support tasks required.
6. Describe any different levels and or models of support and maintenance that you provide
7. Describe how the Vendor will work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:

    a. mean time between Reported Deficiencies with the Software;

    b. diagnosis of the root cause of the problem; and

    c. identification of repeat calls or repeat Software problems.

For all maintenance Services calls, the Vendor shall ensure the following information will be collected and maintained:

    a. nature of the Deficiency;

    b. current status of the Deficiency;

    c. action plans, dates, and times;

    d. expected and actual completion time;

    e. Deficiency resolution information;

    f. Resolved by;

    g. Identifying number i.e. work order number; and

    h. Issue identified by.

8. Describe how the State will be informed of emergency maintenance or system outages.
9. Describe how the Vendor will ensure all hardware and Software components of the Vendor Hosting infrastructure will be fully supported by their respective manufacturers at all times. All critical patches for Operating Systems, Databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.

C-2.6.   Ongoing Operations for State Hosted Solution

TOPIC 26   *VARIABLE COSTS ASSOCIATED WITH SYSTEM UTILIZATION*

The State will consider possible variation in system cost due to changing price structures and utilization of resources (including, but not limited to, quantity of data stored or number of users). Provide information on price structures and any future changes to those structures for the items listed below. If there are additional items with varying costs not specifically mentioned below, include those costs as well.

For each item below, include information on the current price structure, including whether costs are linear or non-linear (and if so, how?), as well as rates. Describe, for future purposes, how often rates go up and whether there are any planned increases, whether notice is provided before an increase, and whether price breaks are incorporated into the structure (and if so, how?).

1. Data storage.

2. Data upload and download.

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3.   User licenses. Provide the information specified above, and for direct comparison purposes also provide the cost for 100, 200, 500, 750 and 1,000 licenses.

4.   Cost per connection of sending and receiving partners.

5.   Cost associated with the number of users able to use the system concurrently.

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