STATE OF HAWAI'I

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

REQUEST FOR PROPOSALS

No. RFP-24-DO-01

Sealed Offers for

Website and Customer Experience Improvement System Development

July 8, 2024

DIRECT ALL QUESTIONS REGARDING THIS SOLICITATION, QUESTIONS, OR ISSUES RELATING TO THE ACCESSIBILITY OF THIS AND OR ANY OTHER RELATED DOCUMENTS AND REQUESTS FOR ACCOMMODATIONS FOR PERSONS WITH DISABILITIES IN CONNECTION WITH THIS TO:

Rhoda Castillo: E-mail: rzcastil@dcca.hawaii.gov

ADMINISTRATIVE REQUIREMENTS

Title:	Website and Customer Experience Improvement System Development
Project Description: **(see Section 1.2 Introduction)**	The State of Hawaii is requesting proposals from system integrators to develop and refine a centralized complaints management system (CMS), modernize and synchronize division webpages, establish a centralized call center and utilize artificial intelligence (AI) technology with knowledge-based content to enhance customer experience and interactions with the department.
Point of Contact: **(see Section 1.7 Contracting Office and Designated State Personnel)**	Rhoda Castillo Program Analyst 335 Merchant Street Honolulu, HI 96813 rzcastil@dcca.hawaii.gov
Submit proposals electronically via Hawaii Electronic Procurement System (HIePRO): (See Section 3.3 Electronic Submittal of Proposals)	Electronic Submission **http://hiepro.ehawaii.gov**
Closing Date & Time:	**July 29, 2024; 2:00 PM HST**
Cost: **(See Section 3.4 Proposal Format and Content, Offeror Pricing Schedule)**	State is seeking a contractor to accomplish the requirements of this RFP at a Fixed Price not to exceed $850,000 for design, development, and implementation costs. Proposals will include licensing and annual maintenance and operations costs, included in the $850,000 development cost. Proposal cost should include all professional costs, fees, and taxes.
Term of Contract and Renewals: **(See Section 2.6 Term of Contract)**	The term of the Contract will be twelve months from the contract award date, which includes a 90-day solution acceptance period after all functionality has been released within the live production solution. The contract shall also include a one-year warranty period and annual maintenance and operations period, both to start acceptance of the solution.
NOTE THE MANDATORY .75% TRANSACTION FEE TO HAWAII INFORMATION CONSORTIUM, LLC (HIC) dba TYLER HAWAII BASED ON QUARTERLY SALES FOR AWARDS MADE IN HIEPRO TO HAWAII AGENCIES ONLY AND LIMITED TO THE FIRST YEAR. (DETAILED IN SECTION 1.8 ELECTRONIC PROCUREMENT AND SECTION 1.22 PAYMENT OF HIePRO Fee.	

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SECTION 1. INTRODUCTION AND KEY DATES

1.1 NOTICE TO OFFERORS

Offerors are encouraged to read each section of the solicitation thoroughly. While sections may appear similar, they may not be identical. It is the responsibility of the Offeror to understand the requirements.

Offerors shall note that this solicitation will result in a contract with the DCCA.

1.2 INTRODUCTION

The Hawaii DCCA is requesting proposals for System Integration (SI) services to develop and refine a centralized complaints management system (CMS), modernize and synchronize division webpages, establish a centralized call center and utilize artificial intelligence (AI) technology with knowledge-based content to enhance customer experience and interactions with the department. Functionality has already been built using the Salesforce platform and will require integration with this effort:

1.3 ACRONYMS

Table 1: List of Acronyms

TERM/ACRONYM	DESCRIPTION
ALM	Application Lifecycle Management
BAFO	Best and Final Offer
BREG	Business Registration Division
CMP	Configuration Management Plan
COGS	Certificate of Good Standing
CRM	Customer Relationship Management
DCCA	Department of Commerce and Consumer Affairs
DED	Deliverable Expectation Document
DD&I	Design, Development & Implementation
DLIR	Department of Labor and Industrial Relations
DOTAX	Department of Tax
ERD	Entity Relationship Diagram

TERM/ACRONYM	DESCRIPTION
ETS	State of Hawaii Office of Enterprise Technology Services
FEDRAMP	Federal Risk and Authorization Management Program
HCE	Hawaii Compliance Express
HIePRO	State of Hawaii eProcurement System
HRS	Hawaii Revised Statutes
HST	Hawaii Aleutian Standard Time
IEEE	Institute of Electrical and Electronics Engineers
IRS	Internal Revenue Service
ISCO	Information Systems and Communications Office
IT	Information Technology
ITIL	Information Technology Infrastructure Library
M&O	Maintenance and Operations
NIST	National Institute of Standards and Technology
NTP	Notice to Proceed
OCM	Organizational Change Management
Offeror	SI submitting a proposal in response to this RFP
PM	Project Manager
PMI®	Project Management Institute
PMP	Project Management Plan
POC	Point of Contact
QA	Quality Assurance
RFP	Request for Proposals
RTM	Requirements Traceability Matrix
SI	System Integrator
SIT	System Integration Testing
SME	Subject Matter Expert
SOW	Statement of Work

TERM/ACRONYM	DESCRIPTION
SLA	Service Level Agreement
SPO	State Procurement Office
State	State of Hawaii, including its departments and political subdivisions
UAT	User Acceptance Testing

1.4   KEY DATES

The table below presents the State's best estimate of the procurement schedule that will be followed for the Website and Customer Experience Improvement System Development project. All times indicated are Hawaii Aleutian Standard Time (HST). If a component of this schedule, such as "Proposal due" is delayed, the rest of the schedule is likely to be shifted by the same number of days. Any change to the RFP schedule and key dates shall be reflected, and issued, in an addendum.

Table 2: Key Solicitation Dates

ACTIVITY	DATE
Release of RFP	7/8/2024
Date to submit questions (only emailed questions will be answered)	7/15/2024
State response to questions (will be posted to HIePRO)	7/22/2024
Proposals due	7/29/2024
Proposal Evaluations	7/30/2024
Discussion with Priority Listed Offerors – if necessary	8/2/2024
Best and Final Offer (BAFO) – if necessary	8/12/2024
Notice of Award	8/14/2024
Contract Start Date	Upon NTP

1.5   AUTHORITY

This solicitation is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103D and its administrative rules. All prospective Offerors are notified that contract acceptance signifies acceptance and concurrence of all requirements of the cited authorities. The DCCA reserves the right to reject any or

all proposals received, or to cancel this solicitation, if it is in the best interest of the State.

1.6   ORGANIZATION

This solicitation is organized into four sections with an appendix:

Section 1, Introduction and Key Dates: Provides prospective Offerors with an overview of the procurement process.

Section 2, Background and Scope of Work: Provides Offerors with a general description of the tasks to be performed, delineates Offeror responsibilities, defines deliverables and requirements.

Section 3, Proposal Preparation Instructions: Describes the required format and content for the proposal.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated.

1.7   CONTRACTING OFFICER AND DESIGNATED STATE PERSONNEL

The Contracting Officer or Point of Contact (POC) designee is responsible for overseeing the contract resulting from this solicitation, including system operations, fiscal agent operations, and monitoring / assessing performance. The Contracting Officer or designee shall serve as the primary liaison with Offerors during all phases of the solicitation process and with the contractor during all stages of the project.

The State personnel who are designated to perform the key roles in this procurement are listed below.

Table 3: Contracting Officer

NAME:	Dean I. Hazama
TITLE:	DCCA, Deputy Director
BUSINESS ADDRESS:	335 Merchant Street, Room 310 Honolulu, HI 96813

Table 4: POC Designee/Project Manager

NAME:	Rhoda Castillo
TITLE:	DCCA, Program Analyst

| **BUSINESS ADDRESS:** | 335 Merchant Street
Honolulu, HI 96813 |
| **EMAIL:** | rzcastil@dcca.hawaii.gov |

1.8   ELECTRONIC PROCUREMENT

1.8.1   The State has established the Hawaii State eProcurement (HIePRO) System to promote an open and transparent system for vendors to compete for State contracts electronically. Offerors interested in responding to this solicitation must be registered on HIePRO. Registration information is available at the State Procurement Office (SPO) website: http://spo.hawaii.gov/HIePRO/, then select HIePRO Vendor Registration Guide.

1.8.2   The State will use HIePRO to issue the solicitation, receive Offers, and issue Addenda. Addenda and the other information and materials shall be provided by the State through HIePRO, including additions or changes with respect to the dates. The State is not responsible for any delay or failure of any Offeror to receive any materials updated through the RFP process on a timely basis.

1.8.3   As part of this procurement process, Offerors are informed that awards made for this solicitation, if any, shall be done through the HIePRO and shall therefore be subject to a mandatory 0.75% transaction fee, not to exceed $5,000 for the contract period. The mandatory fee is applicable for awards made by Hawaii government agencies only, calculated on a quarterly basis for the first year only. This transaction fee shall be based on the total sales made against this contract, payable to Hawaii Information Consortium, LLC (HIC) dba Tyler Hawaii, the vendor administering HIePRO. Refer to the RFP Section 1.22 Payment of HIePRO Fee.

1.8.4   HIePRO Special Instructions. Offeror shall review all special instructions located in HIePRO. Offerors are responsible for ensuring that all necessary files are attached to their offer prior to the proposal deadline. Offerors are advised that they should not wait until the last minute to submit their proposal on HIePRO. Offerors should allow ample time to review their submitted proposal, including attachments, prior to the proposal deadline.

1.9   SUBMITTAL OF QUESTIONS

If a Prospective Offeror believes that any provision of the solicitation is unclear, or would prevent them from providing a meaningful Offer, they shall submit questions to the State POC via email requesting clarification on or before the question

submittal deadline. Each question shall identify the page, section number, paragraph, and line or sentence of such provision(s) to which the question applies.

1.10 SUBMITTAL OF PROPOSALS

Submittal of a proposal shall constitute an incontrovertible representation by the Offeror of compliance with every requirement of this solicitation and that documents are sufficient in scope and detail to indicate and convey reasonable understanding of all terms and conditions.

Before submittal of a proposal each Offeror should:

a. Examine the documents thoroughly (documents include this solicitation, any addenda, attachments, and other relevant documentation), and

b. Become familiar with state, local and federal laws, ordinances, rules and regulations that may in any manner affect cost, progress, or performance of the work required.

1.10.1 Specific Requirements

Specific requirements and specifications are included in Section 2, Background and Scope of Work. These requirements detail the scope of work, and specifications and special considerations, if any, for this solicitation.

1.10.2 Multiple or Alternative Proposals

Multiple or alternative proposals shall not be accepted. Offerors may submit only one proposal in response to this solicitation. If an Offeror submits more than one proposal, then all such proposals shall be rejected.

1.10.3 Hawaii Compliance Express (HCE)

Vendors will use the HCE, which is an electronic system that allows vendors/contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Hawaii State Department of Taxation (DOTAX), Federal Internal Revenue Service (IRS), Hawaii State Department of Labor and Industrial Relations (DLIR), and DCCA. Prior to awarding this contract, the State shall verify compliance of the Contractor.

Vendors not utilizing the HCE to demonstrate compliance shall provide the paper certificates to the State as instructed below. All certificates must be valid on the date they are received by DCCA. Timely applications for all applicable clearances are the responsibility of the Offeror.

1.10.4 HRS Chapter 237 tax clearance requirement for award

Pursuant to Section 103D-328, HRS, the Contractor is required to submit a tax clearance certificate issued by the DOTAX and the IRS. The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate.

The Tax Clearance Application, Form A-6, and its completion and filing instructions, are available on the DOTAX website: http://tax.hawaii.gov/forms/.

1.10.5 HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) requirements for award

Pursuant to §103D-310(c), HRS, the awarded responsive Offeror is required to submit a certificate of compliance issued by the DLIR. The certificate is valid for six (6) months from the date of issue and must be valid on the date it is received by the Hawaii Office of Enterprise Technology Services (ETS). A photocopy of the certificate is acceptable.

The DLIR Form LIR#27 Application for Certificate of Compliance with Section 3-122-112, Hawaii Administrative Rules (HAR), and its filing instructions are available on the DLIR website: http://labor.hawaii.gov/forms/.

1.10.6 Compliance with Section 103D-310(c), HRS, for an entity doing business in the State

The Contractor shall be required to submit a Certificate of Good Standing (COGS) issued by the DCCA - Business Registration Division (BREG). The Certificate is valid for six (6) months from date of issue and must be valid on the date it is received by ETS. A photocopy of the certificate is acceptable to the ETS. To obtain the certificate, the Contractor must be registered with the BREG. A sole proprietorship is not required to register with the BREG and is therefore not required to submit the certificate. More information regarding online business registration and the COGS is available at http://cca.hawaii.gov/breg/.

1.10.7 Timely Submission of all Certificates

If any valid certificate is not submitted by the time of award, an Offeror whose bid is otherwise responsive and responsible will not receive the award.

1.10.8 Campaign Contributions by State and County Contractors

Offerors are hereby notified of the applicability of HRS section 11-355, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (http://hawaii.gov/campaign). Information on spending issues should be directed to the Campaign Spending Commission's Executive Director or its General Counsel at (808) 586-0285.

1.10.9 Confidential Information

If an Offeror believes any portion of a proposal contains information that should be withheld as confidential, the Offeror must make that designation within the proposal response. More detail regarding this requirement is provided in RFP Section 3.

Offerors shall note that price is not considered confidential and will not be withheld.

1.10.10 Disposition of Proposals

All proposals and other materials submitted by Offerors become property of the State.

1.10.11 Withdrawal or modification of proposals

A proposal may be withdrawn or modified at any time prior to, but not after, the proposal submittal deadline. Withdrawal or modification shall comply with the requirements of HAR section 3-122-16.07. A withdrawal or modification must be submitted before the proposal submittal deadline but shall not prejudice the right of an Offeror to submit a new proposal or a modification before or on the proposal submittal deadline.

1.11   DISCUSSIONS WITH OFFERORS

1.11.1 Prior to Submittal Deadline

Offerors are encouraged to submit written questions via email only if they desire no later than the date specified in the HIePRO solicitation. Questions over the telephone will not be accepted or answered.

1.11.2 After Proposal Submittal Deadline

Discussions may be conducted with Offerors whose proposals may possibly be selected for award, but proposals may be accepted without discussions in accordance with HAR section 3-122-53. The contents of any proposal will not be disclosed during the review, discussion, or evaluation process.

1.12   ADDITIONAL MATERIALS AND DOCUMENTATION

Each Offeror shall submit any additional materials and documentation reasonably required by DCCA during its evaluation of the proposals upon request.

1.13   AMENDMENTS

Changes to this solicitation including but not limited to contractual terms and procurement requirements shall only be changed via formal written addenda issued by the State. The State accepts no responsibility for a prospective Offeror not receiving solicitation documents or revisions to the solicitation. It is the responsibility of the prospective Offeror to monitor HIePRO to obtain addenda or other information relating to the solicitation.

1.14   CANCELLATION OF SOLICITATION

The solicitation may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

1.15   COSTS FOR PROPOSAL PREPARATION

Any costs incurred by Offerors in preparing or submitting a proposal are the Offerors' responsibility. The State will not be liable for any costs, expenses, loss of profits or damages whatsoever that are incurred by any Offeror in the event this solicitation is canceled, or a proposal is rejected in whole or in part.

1.16   REJECTION OF PROPOSALS

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP which demonstrate an understanding of the problems involved and comply with the specifications. Any proposal offering any other set of terms and conditions or terms or conditions contradictory to those included in this solicitation may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

   a. Failure to cooperate or deal in good faith
   b. Late proposal
   c. Inadequate response to RFP

d. Proposal not responsive
e. Offeror not responsible

1.17 NOTICE OF AWARD AND EXECUTION OF CONTRACT

A Notice of Award or Notice of Non-Selection shall be provided to Offerors through HIePRO upon completion of the evaluation of all proposals.

An award, if any, will be made after opening of proposals or best and final offers, as the case may be. Prices quoted by Offerors shall remain firm for the period.

The successful proposal shall become part of the contract along with any issued addenda. No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official commencement date.

The successful Offeror receiving the award shall be required to enter into a formal written contract. No performance or payment bond is required. A Notice to Proceed (NTP) will be issued upon execution of the contract. The official commencement date of the resulting contract shall be the date indicated in the NTP. By mutual consent, a signed project management plan will be used as an NTP.

Any agreement arising out of this solicitation is subject to approval of the Department of the Attorney General as to form and may be subject to further approvals as required by statute, regulation, rule, order, or other directive.

1.18 PROTESTS

Any Offeror may file a protest against the award of the contract. The Notice of Protest form is available on the State Procurement Office (SPO) website. Only the following matters may be protested:

a. A State purchasing agency's failure to follow procedures established by Chapter 103D, HRS
b. A State purchasing agency's failure to follow any rule established pursuant to Chapter 103D, HRS
c. A State purchasing agency's failure to follow any procedure, requirements, or evaluation criterion in a request for proposals issued by the State purchasing agency

1.19 AVAILABILITY OF FUNDS

The award of a contract and any allowed renewal or extension thereof is subject to the availability of State funds.

1.20 GENERAL AND SPECIAL CONDITIONS OF CONTRACT; LIQUIDATED DAMAGES

The general conditions that will be imposed contractually can be found in HRS Chapter 103D. Special conditions due to the nature of the project include the requirement that the contractor must maintain a permanent onsite presence on Oahu to attend in person meetings, workshops, demos, etc., on an as required basis. Other special conditions may also be imposed contractually by the State purchasing agency as deemed necessary.

Liquidated damages are fixed at $100 per calendar day for any failure of the contractor to perform in whole or in part any of its obligations.

1.21 TRAVEL

Travel is not anticipated, either during the initial contract or any subsequent contract in support of the Website and Customer Experience Improvement System Development Project, other than to the DCCA work location in Honolulu. The prices within the Offerors cost proposal shall include this travel cost.

1.22 COST PRINCIPLES

In order to promote uniform purchasing practices among State purchasing agencies, State purchasing agencies utilize standard cost principles. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

1.23 PAYMENT OF HIePRO FEE

HIePRO is administered by HIC. HIC shall invoice the Contractor(s) directly for payment of transaction fees. Payment must be made to Hawaii Information Consortium, LLC dba Tyler Hawaii within thirty (30) days from receipt of invoice. HIC is an intended third-party beneficiary of transaction fees, which are used to fund the operation, maintenance, and future enhancements of the HIePRO system.

1.24 CONFLICT OF INTEREST EXCLUSION

Specifically related to the Website and Customer Experience Improvement System Development Project, proposal responses must include an attestation that the Contractor/subcontractor does not have any financial, marketing, contractual or business involvement with the DCCA and/or its vendors.

1.25 SATISFACTORY EVIDENCE OF ORGANIZATIONAL AND FINANCIAL STABILITY

Contractor (and each subcontractor) is required to provide satisfactory evidence of organizational and financial stability. The following must be submitted and included with the proposal; vendors who do not submit this information or, at the determination of the State, do not have the requisite level of organizational and financial stability, will be excluded from further consideration in the evaluation:

- Legal name. The Contractor is requested to submit its offer using Contractor's exact legal name as registered with the IRS.
- Company profile, location, and organizational structure (including identification of officers and key management).
- Company financial statements. Specifically, most recent balance sheet, income statement, cash flow statement, shareholders' equity statement. In addition to a description and explanation of the company's position, the following ratios must also be submitted:
  - Solvency: (Net Income + Depreciation) ÷ (Short-Term Liabilities + Long-Term Liabilities).
  - Current: Current Assets ÷ Current Liabilities.
  - Total Debt/Equity: Total Debt ÷ Total Equity.
  - Total Debt/Total Assets: Total Debt ÷ Total Assets.
- Disclosure of all current or past involvement in litigation or legal dispute of performance on any contract, including resolution/findings.

1.26 INSURANCE

Prior to the contract start date, the Contractor shall procure at its sole expense and maintain insurance coverage acceptable to the State in full force and effect throughout the term of the Contract. The Offeror shall provide proof of insurance for the following minimum insurance coverage(s) and limit(s) in order to be awarded a contract. The type of insurance coverage is listed as follows:

A. Commercial General Liability Insurance

Commercial general liability insurance coverage against claims for bodily injury and property damage arising out of all operations, activities or contractual liability by the Contractor, its employees and subcontractors during the term of the Contract. This insurance shall include the following coverage and limits specified or required by any applicable law: bodily injury and property damage coverage with a minimum of $1,000,000 per occurrence; personal and advertising injury of $1,000,000 per occurrence; broadcasters' liability insurance of $1,000,000 per occurrence; and with an aggregated limit of $2,000,000. The commercial general

liability policy shall be written on an occurrence basis and the policy shall provide legal defense costs and expenses in addition to the limits of liability stated above. The Contractor shall be responsible for payment of any deductible applicable to this policy.

B. Automobile Liability Insurance

Automobile liability insurance covering owned, non-owned, leased, and hired vehicles with a minimum of $1,000,000 for bodily injury for each person, $1,000,000 for bodily injury for each accident, and $1,000,000 for property damage for each accident.

C. Appropriate levels of per occurrence insurance coverage for workers' compensation and any other insurance coverage required by Federal or State law.

The Contractor shall deposit with the SPO, on or before the effective date of the Contract, certificate(s) of insurance necessary to satisfy the SPO that the provisions of the Contract have been complied with, and to keep such insurance in effect and provide the certificate(s) of insurance to the SPO during the entire term of the Contract. Upon request by the SPO, the Contractor shall furnish a copy of the policy or policies.

The Contractor will immediately provide written notice to the SPO and contracting department or agency should any of the insurance policies evidenced on its Certificate of Insurance form be cancelled, limited in scope, or not renewed upon expiration.

The certificates of insurance shall contain the following clauses:

A. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."

B. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

Failure of the Contractor to provide and keep in force such insurance shall constitute a material default under the Contract, entitling the State to exercise any or all of the remedies provided in the Contract (including without limitation terminating the Contract). The procuring of any required policy or policies of insurance shall not be construed to limit the Contractor's liability hereunder, or to fulfill the indemnification provisions of the Contract. Notwithstanding said policy or policies of insurance, the Contractor shall be responsible for the full and total amount of any damage, injury, or loss caused by the Contractor's negligence or neglect in the provision of services under the Contract.

SECTION 2. BACKGROUND AND SCOPE OF WORK

2.1 BACKGROUND

The Department of Commerce and Consumer Affairs wishes to enter to a contract for continued efforts to develop and refine a centralized complaints management system (CMS), modernize and synchronize division webpages, establish a centralized call center and utilize artificial intelligence (AI) technology with knowledge-based content to enhance customer experience and interactions with the department.

Current Functionality

DCCA has a newly developed home page website which integrates with a centralized complaints management system. However, there are divisions within DCCA such as Insurance, Regulated Industries Complaints Office, and Office of Consumer Protection that have complaints systems that require integration with the newly developed centralized system. In addition, there are subordinate webpages for each DCCA division which contain over 7,000 pages of content. The home page website and centralized complaints management system are developed on the Salesforce platform. Presently, Professional Vocational Licensing, Regulated Industries Complaints Office, and Office of Consumer Protection have call centers.

2.2 SOLUTION DESCRIPTION

The DCCA is seeking a modern solution that will enhance our ability to efficiently service and create a positive customer experience for all customers. This will be achieved through the configuration and implementation of an integrated Cloud CRM solution that will automate and make use of artificial intelligence (AI) technology to provide our customers the most efficient user experience. The proposed solution should:

- Improve accessibility and sharing of required information among stakeholders and our customers

- Provide real-time sharing and reporting capabilities

- Increase system productivity and services provided to customers

- Provide the ability to better forecast and plan for anticipated regulatory activities and events

- Track the overall user experience and provide feedback mechanisms

Proposed Functionality and Services

DCCA seeks an SI with strong cloud CRM expertise to define, design, configure, and implement a comprehensive cloud-based CRM solution to satisfy the requirements in Section 2.3 below. The solution will support activities performed by DCCA staff and other service providers.

The proposed CRM platform solution will integrate with DCCA's existing home page, centralized complaints management system and service provided centralized call center.

The SI Solution will employ automated workflows, task management capabilities, and modern user interfaces to optimize processes and increase organizational capacity and effectiveness.

2.3   SCOPE OF WORK

All SI services shall be provided in accordance with this RFP, including any attachments and addenda. The SI shall work alongside State staff in coordinated teams to:

1. Provide overall **management**, **supervision, and administrative support** of all activities performed by the SI, working in close collaboration with the State PM to coordinate project activities that involve State staff and ensure timely project completion.

2. Develop **deliverables** identified in the RFP. These will be reviewed and formally approved by DCCA representatives, through the agreed upon process that the SI must define in the Project Management Plan (PMP). The SI shall produce Deliverable Expectations Documents (DEDs) for each deliverable and submit to the State for review prior to commencing work on any deliverable. The SI shall complete these deliverables in accordance with the project schedule in a timely manner as agreed to in the final Contract.

3. Perform **requirements gathering** and analysis, identify process improvements ("As-Is" and "To-Be" process flows), and develop user interface designs.

4. **Configure, test, and implement a CRM solution**, using a hybrid Agile approach, to offer real-time workflows, task management, document management, billing, reporting, analytics, dashboard displays, Help Desk incident tracking, and secure data storage in a government FedRAMP authorized cloud platform.

5. Develop and implement **real-time interfaces** with existing systems (see Table 5).

6. Provide Tier 2 **Help Desk** support throughout the duration of the contract, and Maintenance and Operations contract, utilizing an automated service

management tool that supports ticket management, knowledgebase integration, and incident/problem management.

7. Plan, organize, and schedule all **organizational change management (OCM)** activities for the project. Perform OCM activities that will promote internal and external adoption of the new solution.

8. Plan, organize, schedule and implement all **user system training** to include in-person, remote, and recorded video training. The SI shall make video training publicly accessible.

9. Perform **post go-live warranty, and maintenance and operations (M&O) support** for the Captive Insurance Solution.

10. Perform **project closeout** activities during Project Completion, including the development of deliverables listed in Table 8 in this RFP.

The DCCA expects to assign the following roles to this project.

Table 5: Expected DCCA Key Team Roles

ROLE	COUNT
Product Owners	1
Project Manager / Lead Business Analyst / OCM Lead	1
Technical Lead	1
Lead Subject Matter Expert (SME)	1
Additional SMEs	As Needed

DCCA Responsibilities

The DCCA will be responsible for performing the following high-level tasks during the project:

1. Providing project leadership to support successful project completion.

2. Contributing to the identification of issues/risks and the development of resolution and mitigation strategies.

3. Providing subject matter expertise and materials to inform the SI of business, technical and interface requirements.

4. Reviewing and approving deliverables submitted by the SI.

5. Attending organized training delivered by the SI.

6. Supporting selected conversion activities including data mapping and legacy data cleansing.

7. Providing staff to support testing and conducting user acceptance testing.

Anticipated Project Timeline

The anticipated not-to-exceed project timeline is shown below.

Table 6: Anticipated Project Timeline

MAJOR PROJECT PHASE	NOT-TO-EXCEED TIMELINE
Project initiation and Planning	Month 1 and 2
Design, development, and implementation (including 90-day solution acceptance period after all functionality is in production)	Month 3 through 12
Solution warranty	1 year from solution acceptance
Ongoing Maintenance and Operations Support	Annual contract initiated after stabilization period has ended

Project Stages and Deliverables

Table 8 lists the proposed major stages and deliverables the SI shall provide throughout the project. The DCCA is anticipating a hybrid Agile approach and does not expect extensive structured documentation while development is ongoing. Deliverables shall be submitted to the State project manager for review on a timely basis. All deliverables require State signoff as acknowledgement that the deliverable was satisfactorily performed/developed.

Table 7: Project Stages and Deliverables

STAGE	DELIVERABLE
Project Initiation and Planning	A. Project Management Plan and Project Schedule B. Status Report DED C. Test Strategy D. Training Plan E. OCM Plan F. Technical Architecture Blueprint G. Disaster Recovery Plan H. Coding / UI Standards I. Development Roadmap J. Data Dictionary and ERD K. Configuration Management Plan L. User Stories
Iterations	A. ALM-tool Generated Backlog, Defect Log, List of User Stories in the Current Sprint B. System Test Scripts C. System Test Results
Production Releases	A. Load & Performance Testing Results Report B. UAT Test Scripts C. Training Materials (User Manual, Training Videos)
Project Completion	A. ALM-tool Generated Reports (Defect Log, Out-of-Scope Backlog, Full Requirements Traceability Verification) B. Systems Operations Manual C. Turnover Activities D. Updated System Documentation E. Source Code F. Maintenance and Operations Plan G. Final CI Solution Project Completion Checklist

The SI shall provide quality deliverables in accordance with principles and best practices for Agile, the Project Management Institute (PMI®), the Institute of Electrical and Electronics Engineers (IEEE), NIST, and regulations specific to DCCA, the Hawaii ETS, and other industry standards and best practices. Deliverable content must address implementation of the CRM platform solution.

Services, and associated deliverables, that the SI shall provide in order to deliver the solution are described below.

2.3.1 PROJECT INITIATION AND PLANNING

The SI shall manage the project from start to finish, and as appropriate, recommend tools and add-ons to reduce costs as well as optimize functionality throughout the project duration for the DCCA's consideration and approval. During the initial planning phase, the SI shall collaborate with DCCA to propose and develop an iterative approach to providing functionality in accordance with the State's needs and in concert with solution capabilities.

The DCCA requires the use of an Application Life Cycle Management (ALM) tool set. The SI shall provide a full demonstration of the proposed full-featured ALM tool and attain ISCO approval before use on the project. The SI shall be responsible for maintaining current information in the ALM tool to ensure end-to-end traceability of all requirements through the full application lifecycle. The SI shall allow for the Project team to be involved in refining requirements, developing user stories, testing, and preparing for implementation of each release. The SI shall plan for and assign tasks to DCCA throughout the project for training purposes to ensure DCCA IT and project staff can effectively use the solution and provide Tier 1 help desk support post solution acceptance. The DCCA will provide Tier 1 Help Desk, meaning that DCCA will respond to requests from system users received through the telephone, email, and web sites, and seek to resolve incoming issues/requests. Issues that cannot be resolved will be escalated by Tier 1 support staff to the SI Tier 2 support for resolution by submitting a trouble ticket.

During the project initiation task, the SI shall conduct a kick-off meeting with the DCCA Project team to review the project background, understand the expectations of the DCCA, discuss the high-level engagement approach, and clarify project roles and responsibilities. The SI and the DCCA Project team shall attend the session to address various planning considerations and walk-through project documentation available for review. Resource constraints, scheduling conflicts and other potential risks must then be identified for the development of early mitigation strategies and eventual development of an iterative implementation strategy, or development roadmap.

At a minimum, the SI shall develop the deliverables (in draft and final form) as outlined in the project stages and deliverables table as described below:

A. Project Management Plan (PMP) and Project Schedule. The SI shall create a PMP within 30 days of contract award that describes how the CI Project will be executed, managed, and controlled. Within the same 30-day period, the SI shall create a detailed project schedule, based on the high-level schedule included within the SI's proposal response. The PMP must include a high-level work plan and define the SI's approach to deliver the intended scope of work.

The SI shall meet with the DCCA Project team to ensure there is mutual understanding and agreement on how the project will proceed. The SI shall propose a mix of in-person and video/audio conferencing sessions to support project meetings. This approach must be described in the PMP, and subsequently mutually agreed upon with the State.

B. Status Report DED. The SI shall deliver a Weekly Status Report to the State PM to track and monitor the performance of each project task. The SI shall use the ALM-tool reporting capabilities (or other tools specified in the proposal response) for status reporting and project monitoring purposes and attend weekly meetings with the DCCA Project team to report on project status. During project initiation, the SI shall develop the Status Report DED. The Status Report must, at a minimum, include the following:

- Planned activities / project schedule review
- Status of work completed
- Upcoming activities / objectives for the next reporting period
- Risk/issues log and mitigation plans
- Action items/decision log

Ongoing status reporting (to include risk/issue management) will begin in this phase and persist throughout the life of the project.

C. Test Strategy. As part of Project planning, the SI shall collaborate with DCCA to develop an overall Solution Test Strategy document. The Test Strategy must define the SI's test planning and testing work for each iteration and production release. The Test Strategy must identify how the ALM-tool, automated test, and other tools will be utilized to support the testing effort. The SI shall provide and leverage a testing tool and test harness that support automated regression testing and other testing functions and automate testing where possible.

D. Training Plan. The SI shall, in collaboration with DCCA, develop a Training Plan. The SI shall offer Tier 1 help desk support training to up to 2 system administrators. The SI shall also develop training for staff on the use of the system. Training sessions will be provided in-person and/or remotely; all training will be video recorded and posted to a location of DCCA's choosing. System administrators shall be trained in order to function as "Super Users" and to perform simple technical configuration tasks (e.g., screen changes). The SI shall also train select DCCA workers to develop reports/dashboards. All documentation provided will be the property of State upon project close. The SI shall create and support the training environment including, but not limited to, providing training data sets and providing automation and other procedures to efficiently reset the training (and other) environments as needed.

E. Organizational Change Management (OCM) Plan. The SI shall develop an OCM Plan and lead all aspects of OCM The DCCA is looking to the SI to provide services that will help drive stakeholder buy-in as well as prepare, equip, and support the employees for a successful go-live and overall project success. The SI shall perform early planning during project initiation, perform a stakeholder analysis, and document OCM strategies, plans and activities as well as coordinate and draft comprehensive stakeholder communications throughout the project. The SI OCM Plan must outline SI and DCCA roles, responsibilities and expectations.

F. Technical Architecture Blueprint. The SI shall document the high-level architecture of the Website and Customer Experience Improvement solution as well as key environment and configuration details. The Blueprint must also describe the CRM platform integration with the State's systems (see Table 5 above). The Blueprint must also identify SI-supplied tools or "accelerators" and identify planned/required CRM platform customizations needed for implementation (e.g., modification to base entity classes, development of custom workflows and plug-ins). The SI shall be responsible for standing up, configuring, testing, and troubleshooting the three (development, UAT/training, production) CRM platform environments to ensure readiness prior to the kickoff of development. The SI shall implement (and automate) the ability to mimic production utilizing some method of "snapshotting" the production environment and creating an exact copy in another environment. Details of each environment configuration shall be documented in the Blueprint.

The SI shall include a documented approach that addresses integration with existing DCCA systems in order to improve DCCA Master Data Management (MDM) capabilities and integrate with the DCCA master customer record system. The State owns all data stored in the solution and retains the right to support the solution and/or contract for related services with another outside provider, should the need arise.

The SI shall develop a strategy for implementing security roles and include details of role permissions in a Security Matrix for the State's review and validation. The SI shall comply with all DCCA, State, and industry best practice security policies/procedures whenever/wherever possible.

G. Process Analysis Documentation (As-Is, To-Be Process Flows). The SI shall perform requirements gathering and create process flows in order to incorporate process improvements into the new Website and Customer Experience Improvement solution design. The SI shall identify workflow and task management improvements (e.g., integrate and optimize the use of AI technology and Siri and Google (when defined) into To-Be processes) to increase the efficiency of current user experiences. During this analysis the SI shall work with the DCCA to determine relevant Key Performance Indicators (KPIs).

H. Disaster Recovery (DR) Plan. The SI shall document business continuity and disaster recovery for the CRM and online portal platforms in the DR Plan. The SI shall ensure DR capabilities are in place, properly configured, and tested for the System. The SI shall implement the CRM system in a real-time cloud CRM platform/infrastructure that can be replicated across geographically diverse locations in order to effectively support disaster recovery in the event of the loss (disruption) of the current CRM platform/infrastructure data center. The portal platform should be implemented, and DR tested in a similar fashion.

I. Coding / User Interface (UI) Standards. The SI shall provide DCCA with their documented organizational coding standards and document further details of standards that will be implemented for the Website and Customer Experience Improvement solution. The SI shall enlist expert-level user interface design resources to document UI standards as well as review all solution user interfaces to ensure modern, highly functional usability.

J. Development Roadmap. The SI shall create a Roadmap for State acceptance within 60 days of contract award that includes a recommendation regarding the number of production releases and the number/length of iterations within each release to complete the Project scope of work. The Roadmap must address the project scope of work and provide a strategic roadmap for solution implementation, with a scheduled timeline for deliverable completion. The Roadmap must describe how the SI will work with the DCCA to ensure that configuration, migration planning and execution follows industry best practices for change control, utilizing the ALM-tool source code control, and a hybrid Agile approach for bug/defect tracking. These policies and practices must be defined at project initiation to support DCCA's business needs and must consider the service level agreement (SLA) between the SI and DCCA that documents what services the SI shall furnish and define the performance standards the SI shall be obligated to meet (see RFP Section 3.4).

K. Data Dictionary and Entity Relationship Diagram (ERD). The SI shall draft a data dictionary and ERD that will be live documents that evolve throughout the project. Due to the extensive size of the CRM platform the ERD must include key CRM platform entities that are actively utilized by the solution as well as all custom tables/entities. Similarly, the data dictionary must include key data elements from the CRM platform and all SI-created custom data elements.

L. Configuration Management Plan. The SI shall create a Configuration Management Plan (CMP) following industry and ITIL best practices. The CMP must also describe ALM-tool governance, ALM-tool user standard practices, and how the project shall utilize ALM-tool components. The SI shall utilize the ALM-tool to its fullest possible extent and to the extent that it provides real value to DCCA. The SI shall engage ALM-tool experts as needed to assist with establishing ALM-tool governance and best practices for the project. The SI shall strictly

enforce adherence to ALM-tool governance throughout the project and immediately notify DCCA of any identified issues.

M. User Stories. DCCA has developed the Solution requirements that are included in this RFP (see Appendix D). The SI shall collaborate with DCCA to clarify/elaborate the requirements and other key solution details in order to develop User Stories.

The SI, working with DCCA, shall use the requirements included in the RFP to create User Stories and add them to the ALM-tool. All User Stories must be well formed in accordance with an agreed upon template, method, and/or format. The SI shall utilize the ALM-tool in order to accurately track important discussion details and assumptions with regard to specific requirements and user stories.

The SI and DCCA shall collaborate and confirm that User Stories are appropriately created in the ALM-tool to allow for accurate backlog management and traceability reporting. The SI shall utilize the ALM-tool to provide end-to-end traceability of all requirements as well as demonstrate completion of User Stories and other requirements through reports generated from the ALM-tool.

2.3.2   ITERATIONS

At the conclusion of each iteration, the SI shall lead a ***sprint demonstration***, where the completed (done) product backlog items are presented, and the project participants and invited stakeholders engage in discussion about the product and the project.

Also, at the end of each iteration, the SI shall conduct a ***retrospective*** meeting to reflect on what happened in the iteration and identify actions for improvement going forward. The discussions must include acknowledging the accomplishments of each iteration, determining the level of overall progress, reviewing problems and issues, improving processes, establishing objectives, and planning/revisiting target stories for the upcoming iteration.

The SI shall deliver the following services and deliverables as part of iterations:

A. ALM-tool Generated Backlog, Defect Log, and list of User Stories in the Current Sprint. The SI shall identify and organize User Stories that must be delivered during each iteration based upon DCCA's priorities.

The SI's configuration and development efforts must be guided by User Stories. During this task, the SI shall create comments in the code to support future maintenance and enhancements. The SI shall utilize ALM-tools to track important User Story discussion details, assumptions, and changes as the User Story evolves and ensure each User Story has an accurate date, owner, category, and description before it is marked complete.

B. System Test Scripts. The SI shall unit test the code delivered during each iteration. The SI shall implement quality assurance controls and processes that ensure low defect rates and comprehensive test scripts.

The SI shall include system integration testing (SIT) based on agreement with the State. The SI shall create system test scripts and modify or create new test scripts if a defect slipped through testing. The SI shall update the ALM-tool with the test results and identified defects.

The SI shall thoroughly test the Solution before the DCCA UAT team(s) begin testing. The system tests that are developed must be repeatable and must be directly traceable to the User Stories and other system requirements. Defects identified during UAT must be traced back to flaws in system test scripts and rectified. Test scripts must be modified, or new ones created if a defect slips through to UAT.

For each release, the SI shall follow structured testing for component (Unit) and system testing. The testing must include an emphasis on testing new functionality as well as comprehensive regression tests (automated when possible and manual where necessary) to confirm existing functionality has not been disrupted. Identified defects must be corrected by the SI. The SI shall test all functionality before DCCA UAT, load and performance testing.

The SI shall work with DCCA to follow industry best practices for promotion processes and procedures to move the Solution components from the development to the UAT/Training environment to complete System Testing. The SI shall assess opportunities for automated test scripts and implement as needed.

The SI shall enter defects identified and corrected during testing into the ALM-tool. The log should include the date the defect was identified, who identified it, and a count in days from identification to resolution. The SI shall be responsible for monitoring defect counts and time to resolution trends and perform corrective actions to improve development and the quality of test scripts.

The SI shall update the ALM-tool as testing and defect correction work is completed and generate the Backlog Report from the ALM-tool that includes at minimum User Story ID, description, and status.

C. System Test Results. The SI shall document the system test results after completion and present them to DCCA for review and approval. The SI shall execute the test scripts and provide testing results. Prior to being promoted to UAT, the test scripts must pass with user security/permissions enabled. The SI shall perform regression testing, as needed, prior to UAT. The SI shall correct deficiencies or defects identified during regression testing.

2.3.3   PRODUCTION RELEASES

The SI shall follow the approved production promotion process and procedures from the UAT/training environment to the production environment and document the release to production in the ALM-tool.

The SI shall ensure that all source code for custom code, plug-ins, assemblies, platform extensions, and any other configurations have been checked into the ALM-tool utilizing agreed upon source code management processes that follow industry best practices.

Additional SI services and deliverables for the production releases stage are as follows:

A. Load & Performance Testing Results Report. The SI shall perform load and performance testing based upon industry best practices as part of the agreed upon QA process following system testing and prior to UAT. The SI shall correct any deficiencies identified during load and performance testing. The SI shall collaborate with the DCCA to establish predefined performance test metrics for system performance. The SI shall work to resolve any user perceived system performance issues throughout development, UAT, testing, training, pre-go-live, warranty period, and M&O. The SI shall proactively assess system/database performance and perform performance tuning before deployment for UAT, Training, Sprint Demonstrations, and Go-Live. The SI shall make every effort to ensure optimal system performance before Go-Live. The SI shall enhance the performance of every aspect of the System, including but not limited to: database tuning, identifying long running processes, and tuning the System to meet or exceed SLAs. Load and performance testing shall be conducted/reported by the SI to confirm Solution scalability with the planned user counts.

B. UAT Test Scripts. The SI shall develop UAT scripts and work with the DCCA to complete UAT. The SI shall answer questions and confirm and correct deficiencies or defects identified during UAT. The SI shall follow the approved promotion process and procedures to move the Solution release from development to the UAT/Training environment.

Support to be provided by the SI shall include fixing defects, addressing issues identified impacting the release, updating SI test scripts to address UAT defects, and documenting pre-release notes relevant to the UAT team.

C. Training Materials (User Manual, Training Videos). The SI shall conduct training to DCCA users and system administrators as described in the Training Plan. The SI shall create and update the user documentation for the Solution for each production release including online help content, recorded or live webinars, training presentations, user manuals and training aids. The training materials

should facilitate the DCCA users in successfully using the Solution and providing Tier 1 help desk services.

2.3.4   PROJECT COMPLETION

Solution Acceptance and Warranty are critical parts of the project completion process. The SI shall be responsible for unlimited, no-cost defect repair throughout each iteration in DD&I, as well as throughout the solution acceptance period. The solution acceptance period begins after all Solution functionality is in production (i.e., the production solution after the final release) and continues for a period of 90 days or until all known defects have been resolved. The DCCA will not modify the solution during this solution acceptance period. During the solution acceptance period, the SI shall enter all defects identified during the solution acceptance period into the ALM-tool.

The warranty period begins at the moment solution acceptance is completed. Warranties regarding material defects, merchantability, and fitness are for a period of one-year. If any portion of the work fails to comply with these warranties, and the SI is so notified in writing, the SI shall correct such failure with all due speed or must refund the amount of the compensation paid for such portion of the work. The SI also shall indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Solution deliverable and the claim is based on the modification or misuse. The State will give the SI notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the SI reasonably believes that an infringement claim that is pending may actually succeed, the SI shall do one of the following things: (1) modify the deliverable so that it is no longer infringing; (2) replace the deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing deliverable as it was intended for the State to use, or (4) remove the deliverable and refund the amount the State paid for the deliverable and the amount of any other deliverable or item that requires the availability of the infringing deliverable for it to be useful to the State. During the warranty period, the SI shall enter all defects identified into the ALM-tool.

Upon the successful completion of the designated solution acceptance period, the SI shall perform all activities necessary to close out the Project. The SI shall organize and turn over to the State, in an acceptable organized electronic form, all files, documents and other Project artifacts produced for use within 10 business days after solution acceptance. Copies of all informal documents (e.g. cheat sheets, informally documented procedures, lists or notes) used by SI personnel to support the system must also be indexed and turned over to DCCA.

SI services and deliverables during the project completion stage are as follows:

A. ALM-tool Generated Reports (Defect Log, Out-of-Scope Backlog, Full Requirements Traceability Verification). The SI shall ensure that the ALM-tool content is up to date, accurate, and fully traceable, including but not limited to the defect log and the out-of-scope backlog. In addition, the full and final RTM must be updated to reflect the solution as accepted.

B. Systems Operations Manual. The SI shall be responsible for developing and delivering the systems operations manual. The Systems Operations Manual must include all procedure and technical documentation required to ensure that the DCCA can successfully use the new Solution and provide Tier 1 help desk support.

C. Turnover Activities. The SI shall perform a turnover session(s) with ISCO where the SI shall explain details of the Solutions infrastructure, components, configurations, and other technical elements to enable ISCO to provide some level of support once the SI contract has ended. The SI shall make any necessary updates to the training materials completed throughout the project and combine the materials into a consolidated format for ease of use.

D. Updated System Documentation. The SI shall, in coordination with the ALM-tool update effort, ensure that all system documentation is updated.

E. Source Code. The SI shall provide DCCA with the final source code for all modifications and any custom development to support the Solution.

F. Maintenance and Operations Plan. The SI shall include in this proposal response, the annual maintenance and operations cost that will be considered and acquired separately from the SI configuration and implementation services.

The SI shall develop the first-year maintenance and operations plan that will initiate after the solution acceptance is complete. For all production releases, Tier 1 help desk services will be performed by DCCA employees, based on the training performed by the SI. In this Tier 1 help desk role, DCCA personnel will respond to requests received through the telephone, email, web sites. The SI shall operate as Tier 2 help desk application and technical support. If DCCA is unable to resolve any issue, DCCA will escalate the issue to the SI Tier 2 support by calling the SI's help desk available 8 am to 6 pm Monday through Friday HST. In addition, the SI shall implement operating system patches or upgrades, and work to resolve user latency issues, integration issues or other problems preventing the system or users from operating at optimum levels. The SI shall perform maintenance, troubleshooting, and operating system upgrades on the government cloud solution, and must communicate with the government cloud vendor to address issues as needed. For compensation in addition to the M&O annual cost, the SI may be asked by the State to perform solution enhancements on a work order basis with State approval. Maintenance and operations cover a 12-month period after solution acceptance for the full functionality of the Website and Customer Experience Improvement Solution and is renewable by DCCA on an annual basis

at an amount not to exceed $150,000 per year. The terms and conditions of the annual maintenance contract will be agreed upon during the not-to-exceed twelve-month period of design, development and implementation. During the M&O period, the SI shall be subject to the project's service level agreements, shall enter all defects identified during the M&O period into the ALM-tool, and shall update any SI-created documentation and provide it to the DCCA Project team for review and final acceptance.

G. **Final Solution Project Completion Checklist.** The SI shall collaborate with DCCA to develop the list of items to confirm transfer of all relevant materials from the SI to the DCCA at project end. DCCA executive sponsor signature on the final checklist will designate project completion. At a minimum, the list must include:

- Confirmation that all turnover documentation is complete and accurate, and that ALM-tool content and RTM are accurate and up to date.

- Final update of the Design Decisions Log, Issues Log, and Risk Log.

- Documentation and discussion of lessons learned.

2.4   FORMAT REQUIREMENTS

The SI shall provide all deliverables, reports, analyses, etc., whether in draft or final directly to DCCA in the specified format. The deliverables for this contract must be provided via electronic media, using the software standards (or lower convertible versions) depicted in the table below.

Table 8: DCCA Document Format Requirements

DOCUMENT TYPE	FORMAT
Word Processing	Microsoft Word 2016, or newer
Spreadsheets	Microsoft Excel 2016, or newer
Graphics	Microsoft PowerPoint 2016, Visio 2016 or newer
Project Management	Microsoft Project 2016, or newer (or other comparable product)

2.5   STATE FURNISHED ITEMS

The State will provide access to project information, including, but not limited to, technical documentation and project status data, as well as access to State and DCCA project personnel for information related to the project. The State is not responsible for providing clerical or administrative support to the contractor.

2.6   TERM OF CONTRACT

The SI shall enter into a contract with the DCCA to provide SI services for a period of twelve (12) months from the commencement date on the NTP. Unless terminated, the contract may be extended for not more than one (1) additional six (6) month period or portions thereof without rebidding, upon mutual agreement, provided that the contract price for the one (1) additional six (6) month period remains the same or lower than the initial contract. A separate funding document for maintenance and operations, containing at a minimum the requirements outlined in RFP Section 2.3 SOW, is anticipated immediately following solution acceptance.

2.7   PAYMENT

Incremental payments shall be made to the awarded Contractor upon receipt of services and deliverables in accordance with payment milestones that meet the expectations of the RFP. The payment milestones are reflected below.

Table 9: Solution Payment Milestones

PAYMENT MILESTONES	PAYMENT
Project Initiation and Planning	10%
Iteration Complete	30% divided by number of approved iterations
Production Release(s) Complete	30% divided by number of approved releases
Solution Acceptance	30%

State authorization for payment and the payment itself do not indicate the State has accepted the Deliverables associated with the payment. The State's acceptance of the Deliverables that are part of developing the Project is conditioned on a successful performance test upon completion of the Project.

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SECTION 3. PROPOSAL PREPARATION INSTRUCTIONS

3.1   PROPOSAL STRUCTURE AND LABELING

Proposals must be detailed and concise. Each proposal must be labeled and organized in a manner that is congruent with the requirements and terminology used.

3.2   PROPOSAL SUBMITTAL INSTRUCTIONS

Proposals must be received by 2:00 p.m. HST on July 29, 2024, through the HIePRO. Hard copies will not be accepted.

3.3   ELECTRONIC SUBMITTAL OF PROPOSALS

Proposals must be submitted and received electronically through HIePRO prior to submittal deadline. This electronically submitted offer will be considered the original. Any offers received outside of the HIePRO, including faxed or e-mailed bids, shall not be accepted or considered for award. Any offer received after the due date and time shall be rejected.

The maximum file size that HIePRO can accept is 100MB. Files larger than 100MB must be split into two or more files.

Submittal of a proposal constitutes an incontrovertible representation by the Offeror that the Offeror agrees to comply with every requirement of this solicitation, and that the documents are sufficient in scope and detail to indicate and convey reasonable understanding of all terms and conditions of performance of the work.

3.4   PROPOSAL FORMAT AND CONTENT

All proposals must be submitted in size 12 Arial font or equivalent and include information in the following format and sequence:

Table of Contents

A table of contents must be included with each proposal. All major parts of the proposal shall be identified by referencing page number.

Transmittal Letter

The transmittal letter, not to exceed one (1) page, shall clearly identify the RFP number and name. Provide within the transmittal letter the required conflict of interest attestation, described in RFP Section 1.23. In addition, the transmittal letter

must include the System Integrator exact legal name, and the name and contact information of the person the State should contact regarding the proposal.

<u>Offeror Experience and Capabilities</u>

Proposals shall describe the Offeror's qualifications for performing the Website and Customer Experience Improvement System Development Project. This section of the proposal response must be 10 or fewer pages not including client lists, qualification forms or resumes. The <u>Experience and Capabilities Section</u> must include at a minimum:

1) The number of years the Offeror has been in business and the number of years the Offeror has performed services specified by this RFP.

2) A relevant and current client listing.

3) The completed Firm Qualifications Form (Appendix B) demonstrating the SI's ability to meet the mandatory minimum qualifications as described in RFP Section 4. The form must include at least three (3) references from the Offeror's client listing that may be contacted by the State as to the Offeror's past and current job performance.

4) The completed Personnel Qualifications Forms (Appendix C), one for each person/required-role combination assigned to the Website and Customer Experience Improvement System Development Project. The completed information on each form will include:

    i. Personnel name.

    ii. Percent of time resource will be dedicated to the Website and Customer Experience Improvement System Development Project.

    iii. Demonstration of how each individual on the Offeror's proposed team meets the minimum qualifications as described in RFP Section 4.

    iv. Two (2) references from the individual's client listing that may be contacted by the State as to the individual's past and current job performance.

5) A project organization chart for the Offeror's proposed Website and Customer Experience Improvement System Development Project team:

    i. At a minimum, all required roles should be identified in the organization chart associated with a person's name including: Project Manager, Solution Architect, CRM Platform Developer, Business Analyst, Web Developer, OCM Lead, and Technical Writer.

  ii. Only one individual can serve as the Project Manager, yet the Project Manager can serve in multiple roles. Staff other than the PM can serve in multiple roles not including the PM role. One exception is the Technical Writer; the Technical Writer must be a single individual who is highly experienced in developing SDLC documents and cannot serve in or share any other required role.

  iii. Every time a person is associated with a required role in the organization chart (i.e., person #1 is the PM, person #1 is also a business analyst, person #2 is a solution architect, etc.) there must be a separately completed Personnel Qualifications Form.

  iv. SIs may propose additional roles based on their project methodology and approach, and to fulfill all aspects of the SOW. In this response section, clearly identify any additional roles proposed. **If proposing other than an Agile hybrid approach, identify the team member who will serve as the Scrum Master.** A Personnel Qualification Form is not required if the role on the SI project team is other than the required roles of Project Manager, Solution Architect, CRM Platform Developer, Business Analyst, Web Developer, OCM Lead, and Technical Writer.

  v. Resumes for all proposed team members must be provided, regardless of whether the individual is serving in a required role or not. The resumes shall include projects and experience that align with the SOW requirements and the role each individual is serving on the SI project team.

6) A summary listing of judgments or pending lawsuits or actions against; adverse contract actions, including termination(s), suspension, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.

7) Subcontractor experience and capabilities for items #1 – 6 above. Note: subcontractors are allowed and must be pre-approved by DCCA.

8) Designation of subcontractors who will be members of the Website and Customer Experience Improvement System Development Project team.

Offeror Approach and Methodology

Proposals in this response section shall describe, in 30 or fewer pages, the Offeror's:

1) Understanding of the scope of work, with an emphasis on the objectives of the Website and Customer Experience Improvement System Development

initiative as outlined in RFP Section 1.2 Introduction and RFP Section 2.2 Solution Description.

2) Proposed software development methodology. Note: The DCCA anticipates the use of a hybrid Agile approach. If the Contractor is proposing an alternate methodology, provide the justification, and map the Agile-based requirements and deliverables to the Contractor's approach and deliverables.

3) Proposed Salesforce solution platform and government cloud hosting strategy, including all hardware, software, and tools required to develop and implement the solution. If the SI is proposing a different portal platform, provide justification within this proposal response section, and State approval will be required.

4) Overall description of how the proposed solution and platform are best suited to meet the Website and Customer Experience Improvement System Development Project requirements.

5) Proposed ALM-tool (or suite of tools) and explanation of why the SI is proposing this ALM-toolset for the Website and Customer Experience Improvement System Development project.

6) Major work activities for, at a minimum, the services to be performed by the SI within each of the RFP SOW project stages: Project Initiation and Planning, Iterations, Production Releases, and Project Completion.

7) Specialized tools or accelerators (in addition to the ALM-tool set) and explain the impact of removing these tools should it become necessary.

8) The standards that will be used to develop, manage, and implement the Website and Customer Experience Improvement System Development.

9) High-level project schedule through solution acceptance.

10) Expectations of the level of DCCA staff involvement in the project, to include activities and level of effort.

11) Underlying assumptions made by the Offeror in developing the project approach and methodology.

Offeror Proposed Solution Fit

Offerors shall indicate how the proposed platform is best suited to meet the DCCA's needs by responding to the Website and Customer Experience Improvement System Development Project Requirements Traceability Matrix (RTM) included in Appendix D of this RFP and Service Level Agreements (SLAs) in Appendix E. The proposal response must indicate the Offeror's agreement with

the SLAs and can include proposed changes or additions that the State will consider, with no guarantee of acceptance, during any State initiated contract negotiations.

Offeror Pricing Schedule

The Website and Customer Experience Improvement System Development Project will be performed on a fixed fee deliverable/milestone basis per the payment schedule provided in RFP Section 2.7.

Pricing shall be comprised of professional fees and expenses to complete the work and include the cost of any recommend tools and/or add-ons to optimize functionality. The SI shall present all costs, licensing terms, and specifications for the CRM platform, as well as any other infrastructure and/or support costs associated with the public portal, and any other tools that the SI shall use to complete the project.

Offerors are required to provide the following costs which are not part of the $850,000 not-to-exceed cost identified in the administrative requirements section of this RFP:

1) The licensing cost for the CRM platform with the understanding that the DCCA may purchase the licenses separately, at the discretion of the State. Should the DCCA elect to purchase the licenses from the Offeror, the licenses must be transferred to the State upon purchase. The license cost will not be included in the cost evaluation and scoring.

2) First year cost for the M&O contract as described in the RFP SOW. This cost will be included in the cost evaluation and scoring.

In addition, the SI should document any pricing assumptions as appropriate (e.g., requirements that are deemed unnecessary or irrelevant due to the SI's approach/toolkit, approach to the public customer portal, requirement fulfillment limitations, etc.).

The Pricing Section must include Offeror's response to Appendix A.

Satisfactory Evidence of Financial and Organizational Stability

Offeror shall provide the required information as described in RFP Section 1.24 and shall disclose any prior and pending litigation to which it is a party, including the disclosure of any outstanding judgments. If applicable, please explain.

Exceptions

Offeror shall list any exceptions taken to the terms, conditions, specifications, or other requirements contained within. Offeror shall reference the section where exception is taken, describe the exception, and provide a proposed alternative if

appropriate. Failure to note any exception means that Offeror accepts and will comply with every term, condition, and requirement of this solicitation. The State reserves the right to not accept any exceptions or alternative proposals by an Offeror.

Confidential Information

All confidential, protected, or proprietary information must be included in this section of proposal. Do not incorporate protected information throughout the Proposal. Rather, provide a reference in the proposal directing State to the specific area of this protected Information section. If Offeror believes that any portion of its proposal, offer, specification, protest, or correspondence contains information that should be withheld as confidential, then the Procurement Officer should be so advised in writing and shall be furnished with justification for confidential status. Price is not considered confidential and shall not be withheld. Information included in the Confidential, Protected or Proprietary Information section of an Offeror's proposal is not automatically accepted as protected. All information identified in the section will be subject to review by the State in accordance with the procedures prescribed by the State's open records statute, freedom of information act, or similar law and applicable procurement rules.

Technical Writer Samples

Provide 2 or 3 samples of documents written by the proposed Technical Writer. The preferred sample documents are those listed as preferred as part of the Technical Writer minimum qualifications in RFP Section 4. *For each sample provided*, state whether the proposed Technical Writer's role in the sample was: *Exclusive Author; or Primary Author*.

3.5   OFFEROR'S TERMS AND CONDITIONS

Offerors shall not submit Offeror's terms and conditions, standard contracts, or other agreements. General references to such terms or attempts at complete substitution of such terms may be declared non-responsive and result in the rejection of Offeror's proposal.

3.6   SUBMISSION OF REQUESTED INFORMATION AND DOCUMENTS

If any additional information is required by the State regarding any aspect of Offeror's proposal, it shall be provided within two (2) business days after it is requested.

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SECTION 4. PROPOSAL EVALUATION

4.1   INTRODUCTION

The State will consider all responsive and responsible proposals received to determine the lowest cost or best value to the government. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best meets the State's needs is selected. Offerors' responses will be evaluated based on the completeness of the response and ability to meet or exceed the specifications and requirements. A proposal may be excluded from consideration for award for any of the following reasons as this reflects an inherent lack of technical competence or indicates a failure to comprehend the requirements as set forth in this solicitation: failing to comply with any condition or requirement listed, unjustifiable price structure, unreasonable technical or schedule commitments.

DCCA wishes to receive cost-effective responses to the DCCA SOW that will meet its goals and provide a low-risk approach to rapid development and deployment of the Website and Customer Experience Improvement System Development Solution. SIs shall propose the services and deliverables, as applicable, that will best help achieve the requirements as stated in the RFP.

4.2   MINIMUM MANDATORY QUALIFICATIONS

DCCA intends to engage a reputable SI with deep CRM platform experience who has implemented cloud-based government solutions.

Minimum mandatory SI firm, exclusive of subcontractors, qualifications include:

a) Three years CRM platform and solution experience within the past 10 years.

b) Experience with implementing a government cloud-based solution (preferably CRM).

c) Experience with implementing a secure government cloud-based public portal solution (preferably WordPress).

Offeror proposals that do not meet the Minimum Mandatory SI Firm Qualifications will not be evaluated beyond the initial screening process.

Offerors shall propose personnel listed in Table 11 who meet the minimum qualifications for each role. SI firms may propose additional roles based on their project methodology and approach.

Only one individual can serve as the Project Manager, yet the Project Manager can serve in multiple roles. Staff other than the PM can serve in multiple roles not

including the PM role. One exception is the Technical Writer; the Technical Writer must be a single individual that cannot serve in or share any other role.

The SI PM shall work closely with the State PM to manage project activities, mitigate risks, spearhead SI and State team collaboration, and ensure effective communications. The SI PM shall ensure the plans and deliverables to support the multiple sprints and functional releases are clearly and effectively communicated across the SI and State teams and shall fully oversee the SI project schedule to ensure that the Website and Customer Experience Improvement Solution is delivered on time and within budget.

The selected SI shall be contractually obligated to assign staff to the Website and Customer Experience Improvement Project as identified in their response and shall ensure the project schedule is not impacted by SI personnel changes or other personnel issues (e.g. extended sick leave). DCCA will require immediate notification if SI personnel intend to leave the project and DCCA written approval will be required before the SI makes any staff changes. The use of offshore resources will only be allowed upon DCCA written approval.

The minimum qualifications for the Offeror's proposed personnel are provided below. All CRM platform experience qualifications must be specific to the SI's proposed CRM platform.

Table 10: Project Team Qualifications

REQUIRED ROLE	MINIMUM QUALIFICATIONS
Project Manager	3 years project management experience PMP certified Agile certified strongly preferred
Solution Architect	4 years software development experience 2 years solution architect experience 2 years CRM platform experience
CRM Platform Developer	4 years software development experience 2 years CRM platform specific configuration and custom development experience
Business Analyst	4 years business analysis experience 2 years CRM platform configuration experience Strong CRM platform workflow development preferred Strong CRM platform reporting engine experience preferred Strong CRM platform security role/profile/permission experience preferred
Web Developer	4 years web development experience

REQUIRED ROLE	MINIMUM QUALIFICATIONS
	2 years web services experience 2 years CRM platform experience 1 year public cloud computing experience
OCM Lead	3 years OCM design and implementation experience 1 year as an OCM lead 1 year experience on a CRM project preferred
Technical Writer	5 years technical writing for information technology projects Experience writing IT-project: Project Management Plans, Test Plans, Training Plans, Maintenance and Operations Plans, User Manuals (all preferred)

4.3   INITIAL SCREENING

DCCA will perform an initial screening of all proposals received. Initial screening conducted by the DCCA evaluation team will check for: 1) compliance with submittal requirements (e.g., proper submittal, formatting and completeness of the proposal); and 2) minimum mandatory firm qualification requirements defined in RFP Section 4.2.

DCCA reserves the right to waive minor irregularities in proposals, providing that such action is deemed to be in the best interest of the State. Where DCCA may waive minor irregularities, such waiver shall in no way modify RFP requirements or excuse the SI from full compliance with RFP specifications and other contract requirements if the SI is awarded the contract. Proposals submitted by SIs that do not meet the initial screening requirements will be subject to disqualification without further evaluation.

4.4   EVALUATION CRITERIA

The DCCA will evaluate the proposals and score each of the sub-criteria.

DCCA will evaluate proposals to determine the lowest cost or best value to the State based on the following criteria:

Table 11: Project Proposal Evaluation Criteria

CRITERIA	DESCRIPTION	CROSS-REFERENCED RFP SECTION	WEIGHT
Initial Screening	Compliance with proposal submittal requirements and minimum mandatory SI firm qualifications.	4.2 4.3	Pass/Fail

Approach and Methodology	Extent to which the proposal addresses the project approach and methodology, including: • Offeror's understanding of the scope of work, with an emphasis on DCCA's objectives. • The major activities that the Offeror will perform (for each outlined RFP Section 2.3, Project Stage at a minimum), to collaborate with the DCCA in order to complete the work. • An overall description of how the proposed solution and platform are best suited to meet the Project requirements. • Offeror's Approach and Methodology to completing the Project	3.4	30 points
CRM experience	Extent to which the Offeror's proposed staff meet the minimum qualifications for implementing a CRM in a government cloud environment.	3.4	30 points
Fit with Requirements and SLAs	Extent to which proposed solution and CRM platform meet the Solution requirements and the Service Level Agreements.	3.4	20 points
Pricing	Quantitative evaluation of proposed project cost by comparing each pricing proposal to the lowest pricing proposal to normalize the scoring. *	3.4	20 points
Total			**100 points**

The points allocated to higher-priced proposals must be equal to the lowest proposal price multiplied by the maximum points available for price, divided by the higher proposal price.

4.5   EVALUATION OF PROPOSALS

The evaluation will be based solely on the evaluation criteria set out in this Section 4 of the RFP.

Upon completion of the evaluation process, DCCA will group proposals into three categories: Acceptable, Potentially Acceptable, or Unacceptable. Acceptable proposals are sound proposals with minor deficiencies or weaknesses, if any. Potentially acceptable proposals are proposals that have some deficiencies and/or weaknesses. Unacceptable proposals are proposals that do not pass the initial compliance screening and/or have extreme deficiencies/weaknesses.

If numerous acceptable and potentially acceptable proposals have been submitted, the procurement officer may rank the proposals and limit the priority list to at least three responsible offerors who submitted the highest-ranked proposals. However, proposals may be accepted by the State without discussions with Offerors.

4.6   DISCUSSIONS WITH PRIORITY LISTED OFFERORS

The State may invite priority listed Offerors to discuss their proposals to ensure thorough, mutual understanding. The State, at its sole discretion, shall schedule the time and location for these discussions, generally within the timeframe indicated in the RFP Key Dates. The State may also conduct discussions with priority listed Offerors to clarify issues regarding the proposals before requesting Best and Final Offers, if necessary.

4.7   BEST AND FINAL OFFERS (BAFO)

If the State determines a BAFO is necessary, it shall request one from the priority listed SI(s). The SI(s) shall submit its BAFO(s) by the State's deadline in order to be considered.

4.8   NOTICE OF AWARD

After a final selection is made, the State will issue a notice of award on HIePRO. Upon award, proposal files are public records and available for review at the offices of the State by submitting a Request for Access to Government Record.

Information on the Office of Information Practices and forms may be found at: http://oip.hawaii.gov.

4.9   RESPONSIBILITY OF OFFEROR

Pursuant to HRS §103D-310(c), the selected offeror shall at the time of award be compliant with all laws governing entities doing business in the State of Hawaii.

APPENDICES

A. COST PROPOSAL

B. FIRM QUALIFICATIONS FORM

C. PERSONNEL QUALIFICATIONS FORMS

- Project Manager (PM)
- Solution Architect
- CRM Platform Developer
- Business Analyst
- Web Developer
- OCM Lead
- Technical Writer

D. RESPONSE INSTRUCTIONS

E. SERVICE LEVEL AGREEMENTS

A. COST PROPOSAL

SI Firm Name:

ONE-TIME COST ITEM	COST*
Initial Planning	
Requirements and Design, Development and Implementation (including all testing and through solution acceptance)	
OCM and Training	
CRM government cloud-based platform / infrastructure costs for the Solution including public portal (itemized with individual costs and totaled – excluding licenses)	
Reporting tools and any related additional infrastructure costs (itemized with individual costs and totaled)	
Other SI services costs if any (itemized with individual costs and totaled)	
Other non-SI services costs if any (itemized with individual costs and totaled)	
Total One-Time Costs Not Including M&O (not to exceed $850,000) (Note: Offeror should enter this cost into HIePRO.)	
Year 1 M&O Contract (not to exceed $150,000)	
Total One-Time Costs Including Year 1 M&O (to serve as the basis for the cost evaluation and scoring)	
CRM solution annual license fee during DD&I through solution acceptance. The State may purchase the licenses through a separate contract or a separate vendor.	

* Pricing shall include labor, materials, supplies, travel, all applicable taxes, and any other costs incurred to provide the specified services.

ANNUAL RECURRING COST ITEMS (NOT INCLUDED IN COST EVALUATION AND SCORING)	COST*
CRM solution annual license fee after solution acceptance	
CRM government cloud-based platform / infrastructure costs for the Solution including webpages (itemized with individual costs and totaled – excluding licenses)	
Reporting tools and any related additional infrastructure costs (itemized with individual costs and totaled)	
SI annual M&O contract beyond Year 1	
Any other annual recurring costs (itemized with individual costs and totaled)	

* Pricing shall include labor, materials, supplies, travel, all applicable taxes, and any other costs incurred to provide the specified services.

Assumptions, if any, that were made in developing the CI Project costs are listed below (add more rows as needed):

#	ASSUMPTIONS
1.	
2.	
3.	
4.	Add more rows as needed

At the State's sole discretion, the contract may be extended for time, or time and money, and may be amended consistent with the terms and conditions of the original contract. In addition, the State may ask the SI for enhancements during the Year 1 M&O contract period on a work order basis with State approval. In the table below, provide the cost per hour for additional State-requested work that may arise during this project or the associated Year 1 M&O period:

POSITION	HOURLY RATE*
Project Manager	
Solution Architect	
Senior CRM Platform Developer	
Junior CRM Platform Developer	
Senior Web Developer	
Junior Web Developer	
Senior Business Analyst	
Junior Business Analyst	
Technical Writer	
Other (add rows as needed)	

* Pricing shall include labor, materials, supplies, travel, all applicable taxes, and any other costs incurred to provide the specified services.

B. FIRM QUALIFICATIONS FORM

Firm/Subcontractor Name:				
Minimum Mandatory Firm Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[1]: name, title, e-mail address, phone number
Three years CRM platform and solution experience.				
Has implemented a government or private entity cloud-based solution (preferably CRM)				
Has implemented a government or private entity cloud-based public portal solution (preferably CRM).				

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[1] List at least three references in this column. Three references are not required for each row, instead a minimum of three references is required for the entire firm.

C. PERSONNEL QUALIFICATIONS FORMS – REQUIRED ROLES

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles):				
Additional Notes: 1. *The Project Manager (PM) role cannot be shared. Only one individual can serve as the PM.* 2. *The single individual serving as the PM, can also serve in other roles.* 3. *If the proposed PM is serving multiple roles, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.*				

| **Project Manager Minimum Qualifications** | Experience | | | |
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[2]: name, title, e-mail address, phone number
Three years PM experience				
PMP certified	N/A		Certification #:	N/A
Agile certified strongly preferred	N/A		Certification Name(s) and #(s):	N/A

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[2] List at least two references in this column.

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Note: If the individual is serving multiple roles on this project, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles);				
Solution Architect Minimum Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[3]: name, title, e-mail address, phone number
Four years software development experience				
Two years solution architect experience				
Two years CRM platform experience				

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[3] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Note: If the individual is serving multiple roles on this project, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles):				
CRM Platform Developer Minimum Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[4]: name, title, e-mail address, phone number
Four years software development experience				
Two years CRM platform specific configuration and custom development experience				

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[4] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Note: If the individual is serving multiple roles on this project, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles):				
Business Analyst Minimum Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[5]: name, title, e-mail address, phone number
Four years business analysis experience				
Two years CRM platform configuration experience				
Strong CRM platform workflow development experience preferred				
Strong CRM platform reporting engine experience preferred				
Strong CRM platform security role/profile/permission experience preferred				

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[5] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Note: If the individual is serving multiple roles on this project, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles):				
Web Developer Minimum Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[6]: name, title, e-mail address, phone number
Four years web development experience				
Two years web services experience				
Two years CRM platform experience				
One year public cloud computing experience				

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[6] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

Personnel Name:				
If this individual is serving multiple roles on this project, list all additional roles:				
Note: If the individual is serving multiple roles on this project, ensure there is a separate Personnel Qualifications Form for the individual in each additional role.				
Percentage of time (100% equals full-time) this person will be dedicated to the Project (the total percentage of time for all roles on this project is the individual is serving in multiple roles):				
OCM Lead **Minimum Qualifications**	Experience			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[7]: name, title, e-mail address, phone number
Three years OCM design and implementation experience				
One year as an OCM lead				
One year experience on a CRM project preferred				

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[7] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

Personnel Name:				
Note: The Technical Writer must be a single individual that cannot serve in or share any other role.				
Percent of time (100% equals full-time) this person is dedicated to the Project:				
Technical Writer Minimum Qualifications	**Experience**			
	Project Start/End Dates	# of Years	Project name and description of relevant experience	Reference information[8]: name, title, e-mail address, phone number
Five years technical writing for information technology projects				
Experience writing IT-project: Project Management Plans, Test Plans, Training Plans, Maintenance and Operations Plans, User Manuals (all preferred)				

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[8] List at least two references in this column. Two references are not required for each row, instead a minimum of two references is required across all qualification areas.

D. SERVICE LEVEL AGREEMENTS

The following describes the expected Service Level Agreements (SLAs) that the SI shall be required to meet at no additional cost to the DCCA throughout the contract execution period. SLA testing shall include results of tests conducted under peak hours (with real or simulated load) to ensure SLAs are met. Incident criticality shall be determined by DCCA leadership. The SI shall be responsible for monitoring performance against the SLAs and providing the DCCA with data on an agreed upon schedule to determine compliance. If the SLAs are not met, the SI shall develop and implement a Corrective Action Plan (CAP) approved by the DCCA to address any deficiencies. A $100/day payment to the SI will be withheld by the DCCA when the SI fails to meet the SLAs in the table below.

SERVICE/METRIC	AGREEMENT LEVELS
System Response	The following response times are supported, measured from a device (or virtual workstation) that is comparable to an average workers' workstation, located within the CRM platform (or web portal hosted) data center or a data center in the same vicinity, within any hour: • 95% of Record Search responses ≤ 4 seconds • 95% of Record Returned respond in ≤ 4 seconds • 95% of Screen Edit responses ≤4 seconds • 95% of New Pages load ≤ 4 seconds • 99.8% of requests processed from simple/standard web pages ≤ 4 seconds to render • 100% of requests processed from complex or processing intensive web pages are returned within a time agreed upon by DCCA and the Contractor • 100% of all searches (including unbounded searches) must not exceed 10 seconds from the time the search command is entered until the list of matching records completes
System Availability and Reliability	All times denoted as Hawaii-Aleutian Standard Time (HAST). Off-hours shall be defined to not impact HAST 6am-6pm, unless otherwise agreed to by the state. CRM Platform: • 6am – 6pm – 99.9% up time; measured weekly Customer/Provider Portal: • 24/7/365 user availability – 99.9% up time (scheduled maintenance times not factored in) • 99.5% availability of the portal during planned off-hours maintenance
Incident Response Time/Target	• 99% of Critical incidents – 30 minutes • 90% of High incidents – 1 hour • 85% of Medium or Low incidents – 1 business day

SERVICE/METRIC	AGREEMENT LEVELS
Incident Resolution Time/Target **(Elapsed time from incident reporting)**	In the event the SI suspects the root cause may be due to a CRM Platform or other external entity, the SI will continue to troubleshoot and provide workaround(s). The SLA clock is only paused once written validation from the external entity is received. The SLA clock starts again once the external entity provides a fix or workaround. • Critical – 3 hours / 99% • High – 6 hours / 90% • Medium – 2 business days / 90% • Low – 4 business day / 90%

SERVICE/METRIC	AGREEMENT LEVELS
Contractor Staffing	• 100% of the personnel filling required roles must be available to the project as proposed unless a replacement or reduced availability is approved by the DCCA • 100% of the personnel filling required roles must adhere to established security and confidentiality policies, procedures and guidelines
SLA Reporting	• Quarterly meetings with DCCA to evaluate and review SLA performance
Security	• 100% of all security breaches must be reported to DCCA in writing and by telephone immediately at time of incident

Note: Per RFP Section 3, the proposal response must indicate the Offeror's agreement with the SLAs and can include proposed changes or additions that the State will consider, with no guarantee of acceptance, during any State initiated contract negotiations.