

Attachment 18: Technical Proposal Forms

When completing the Technical Proposal Content, **DO NOT** include any pricing information and include the following information in the order enumerated below.

PART 1: TECHNICAL PROPOSAL OVERVIEW

Executive Summary

Provide a brief description (not more than two pages) that summarizes your proposed approach and work effort.

Table of Contents

Use the following Table of Contents that reflects the areas identified in Technical Proposal. The Table of Contents should identify each major section of the Proposal, along with its initial-page number.

Note: When done entering information, within this document place your cursor within the table of contents below and press F9 to automatically update.

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PART 2: BIDDER'S EXPERIENCE

The Technical Proposal must demonstrate to ITS that the Bidder has experience delivering services similar in scale and scope to the engagement described in this RFP. Complete the Bidder's Experience form below to describe its company background and past experience in the Technical Proposal.

Corporate/Business Background of Primary Bidder

Bidder's Firm/Company Information

Firm Name	
Firm Address	
Parent Company	
Affiliates	
Other Locations/ Branches (if any)	

Bidder's Primary Contact

Name, Title	
Address	
Email Address	
Telephone Number	

Company Profile

Description of the company's corporate profile core business		
Service Offerings	Description of service	Years the Service has been provided

Corporate/Business Background of Subcontractor

Note: copy and complete this section for each subcontractor proposed

Subcontractor Firm/Company Information

Firm Name	
Firm Address	
Parent Company	
Affiliates	
Other Locations/ Branches (if any)	

Subcontractor's Primary Contact

Name, Title	
Address	
Email Address	
Telephone Number	

Subcontractor Profile

Description of the company's corporate profile core business		
Service Offerings	Description of service	Years the Service has been provided

Past Performance and Experience

The Bidder shall describe its previous experience that qualifies the Bidder to provide the Services.

Bidder must have a minimum of five (5) years of experience providing services of similar size and scope to ITS requirements as set forth in this RFP. The vendor shall provide up to three (3) prior engagements with their references describing implementation that validate their experience.

Services Experience

Engagement 1 Description
<p>Engagement Conducted By (Bidder/Subcontractor Company Name)</p> <p>Start Date</p> <p>End Date</p> <p>Name of Client</p> <p>Nature of Client's business</p> <p>Client Contact Information</p> <p>Description of services Provided</p> <p>Number and type of staff involved</p> <p>Engagement results and benefits delivered to the client</p> <p>Engagement budget</p> <p>Size and complexity of engagement, including the number of sites and users within the Continental US</p> <p>List of Subcontractors and their duties</p>

Engagement 2 Description

**Engagement
Conducted By
(Bidder/Subcontractor
Company Name)**

Start Date

End Date

Name of Client

**Nature of Client's
business**

**Client Contact
Information**

**Description of services
Provided**

**Number and type of
staff involved**

**Engagement results
and benefits delivered
to the client**

Engagement budget

**Size and complexity of
engagement, including
the number of sites
and users within the
Continental US**

**List of Subcontractors
and their duties**

Engagement 3 Description

**Engagement
Conducted By
(Bidder/Subcontractor
Company Name)**

Start Date

End Date

Name of Client

**Nature of Client's
business**

**Client Contact
Information**

**Description of
services Provided**

**Number and type of
staff involved**

**Engagement results
and benefits
delivered to the
client**

Engagement budget

**Size and complexity
of engagement,
including the
number of sites and
users within the
Continental US**

**List of
Subcontractors and
their duties**

If sub-contractors are part of the Bidder's Proposal, prior engagement descriptions may include engagements conducted by the subcontractor(s). The description of Bidder's prior experience shall include information about its history working with the proposed subcontractors (e.g., nature of relationship, number of engagements worked together, duration of engagements, budget of engagement, percent split between firms).

History of working with proposed subcontractor

Number of engagements worked together:

Engagement 1 - Describe nature of relationship	Start Date	End Date	Engagement budget	Percent budget split between firms

Engagement 2 - Describe nature of relationship	Start Date	End Date	Engagement budget	Percent budget split between firms

Engagement 3 - Describe nature of relationship	Start Date	End Date	Engagement budget	Percent budget split between firms

PART 3 – ENGAGEMENT APPROACH

Project Management Plan

Describe your overall project management approach.

Scope Management Plan

The Bidder shall describe how it intends to manage project change.

Schedule Management Plan

The Bidder shall provide an initial schedule that assumes a start date of June 1, 2017 and an end date of December 31st, 2017. The Project Schedule should include the project timeline, all major milestones, work breakdown structure and a list of technical assumptions. In addition, the Schedule should define the sequencing of project activities, including the durations and dependencies among activities. Provide a description of how the schedule will be maintained.

Quality Management Plan

The Bidder shall describe its approach to ensuring quality throughout the project lifecycle.

Staffing Plan

The Bidder shall provide an overview of the staff that will be provided as part of this engagement. Bidder expectations with regards to State staff that will be engaged should be identified. Identify and provide a resume of the project manager and technical lead who will be designated for the project. The resumes may be included as an attachment.

Communications Plan

The Bidder shall describe how it intends to ensure successful lines of communication between the State and the vendor's Project Management Team. In addition to the communication plan, provide approaches for:

- Training
The Bidder should describe the training methodology, training materials and courseware, and a proposed training schedule for orienting Users and Administrators to the proposed solution.
- Knowledge Transfer
Preparing State staff to oversee the solution and critical interfaces to other State systems is critical to the success of this project. Describe how you will conduct knowledge transfer and assess the readiness of State team to execute post deployment activities.

[Empty box]

Issue Management Plan

The Bidder shall describe how it intends to ensure that issues are managed and resolved in a timely manner.

[Empty box]

Risk Management Plan

The Bidder shall describe how risks will be managed during this project.

[Empty box]

Implementation Plan

Describe your overall approach to design, build, test, and deploy the solution.

[Empty box]

Data Migration

The current User Interfaces

NY-ALERT MNS has approximately 4,900 Notifiers and 4,950,000 Subscribers. Describe your approach to migrating these Users and Subscriber Alert types and Notification preferences into vendor's proposed solution.

[Empty box]

System Interfaces

The vendor is expected to integrate their solution with existing applications from various state and federal agencies (approximately 6) to facilitate posting of Alerts, creation of Alerts by pulling data from those systems as well as an ability to export all information about a previous posted Alert through system to system interfaces. Please refer to Exhibit 3 for additional details on these 3 types of web service interfaces along with payload details. Describe how these system interfaces will be migrated to share information with your solution.

[Empty box]

User Interfaces

NY-ALERT currently has four user interfaces as described in Section 3.1.2. They are:

The State is interested in a solution that provides the same capabilities as found in the four current sites. Depending on the Bidders solution, this may result in the same number of sites or fewer sites. Describe your approach to developing a solution that meets current functionality.

Test Plan

Numerous types of testing will be required as part of the development and implementation of a solution. Describe your overall test plan approach.

Cutover Plan

The State's goal is to transition from NY-ALERT MNS to a new solution in a manner that minimizes disruption. Describe your approach to cutover planning and provide sample plans from other engagements. Samples may be attached to this proposal.

Maintenance and Support Plan

Support Plan

The Bidder shall provide a support plan that describes how the solution will be supported after go-live including but not limited to security monitoring and incident handling.

Transition Plan

The State intends to procure a hosted solution or software as a service for a specified number of years. The Bidder shall describe the services it provides customers to transition from the solution at the end of the contract period.