



STATE OF MISSISSIPPI  
Phil Bryant, Governor

MISSISSIPPI DEPARTMENT OF CHILD PROTECTION SERVICES  
Dr. David A. Chandler, Commissioner

# Request for Proposal (RFP)

|                              |  |
|------------------------------|--|
| <b>RFP Number:</b><br>17-001 | <b>RFP Response Due Date and Time:</b><br>Thursday, April 13, 2017, 3:00 p.m. Central Time |
|------------------------------|--|

**RFP Advertisement:** For the acquisition of services for nine professional services positions to assist with implementing a Comprehensive Child Welfare Information System (CCWIS) for the Mississippi Department of Child Protection Services (MDCPS).

|  |  |
|--|--|
| <b>Return <u>Sealed</u> Proposal to:</b><br><br>Mississippi Department of Child Protection Services<br>700 North Street<br>Jackson, MS 39202 | <b>Mark <u>Envelope/Label</u> with:</b><br><br>RFP Number: 17-001<br>RFP Response Due Date: April 13, 2017<br>Attention: Debra Spell |
|--|--|



**Direct Inquiries to:**  
MDCPS Contact: Debra Spell  
Telephone: 601-359-2642  
Email: [debra.spell@mdcps.ms.gov](mailto:debra.spell@mdcps.ms.gov)

## Proposal Binding Signature and Contact Information

Vendor must provide the following information regarding the contact person the Mississippi Department of Child Protection Services, (MDCPS), should contact for questions and/or clarifications.

|         |         |
|---------|---------|
| Name    | Phone # |
| Address | Fax #   |
|         | E-mail  |
|         |         |

Subject to acceptance by MDCPS, the Vendor acknowledges that by submitting a proposal and signing in the space indicated below, that the Vendor and any subcontractors proposed are contractually obligated to comply with all items in this Request for Proposal (RFP), except those listed as exceptions on the Proposal Exception Form. If the *Proposal Exception Summary Form* is not included, the Vendor is indicating that the Vendor has no exception and acknowledges that Vendor will not be allowed to take exceptions after the submission of the proposal submitted in response to this RFP. The Vendor further certifies that the person below is authorized to bind the company for the products/services included in this proposal.

\_\_\_\_\_/\_\_\_\_\_  
**Original signature** of Officer in Bind of Company/Date

Name (typed or printed) \_\_\_\_\_

Title \_\_\_\_\_

Company name \_\_\_\_\_

Physical address \_\_\_\_\_

State of Incorporation \_\_\_\_\_

Tax I.D. #: \_\_\_\_\_

DUNS #: \_\_\_\_\_

BUSINESS ID# (Issued from Mississippi Secretary of State's Office (*Out-of-state corporations ONLY*)): \_\_\_\_\_

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## 1. Introduction and Overview

### 1.1. Purpose

Through the issuance of RFP No. 17-001, the Mississippi Department of Child Protection Services (MDCPS) is seeking to acquire services for various positions as follows:

- Sr. Project Manager
- Project Manager for Document Content Management and Automated Interfaces
- Project Manager for Agile Development
- Project Manager for Team Assessment and Collaboration
- Technical Architect
- Network Architect
- Database Architect
- Product Development Strategist
- Agile Coach

The proposed positions will augment current staff to assist with implementing a Comprehensive Child Welfare Information System (CCWIS) to replace the existing Mississippi Automated Child Welfare Information System (MACWIS).

### 1.2. Background

MDCPS is responsible for protecting vulnerable children from abuse, neglect, and exploitation, as well as with providing services to strengthen, support, and preserve families. MDCPS manages protective programs on behalf of Mississippi's children, youth and their families by providing a wide range of family-centered services with the goal of strengthening the family unit.

MDCPS staff (approximately 1,900 users) utilizes the agency's current child welfare information system, the Mississippi Automated Child Welfare Information System (MACWIS), to manage and track an average of 5,000 children in foster care at any given time, and over 8,500 children in custody at some point during the average fiscal year.

MACWIS, now at the end of its life cycle, is time-consuming, expensive to maintain and does not allow for the introduction of new technologies to enable staff to effectively manage their work and adapt to constant changes in regulations and requirements. MDCPS is in need of a replacement system that includes case management functionality capable of handling large volumes of record keeping, which has reporting and interface capability with other entities, and is aligned with the Mississippi Child Welfare Practice Model. MDCPS is in search of a solution that will also allow for the introduction of new technologies, enabling staff to effectively manage job tasks and adapt to constant changes in technology, regulations and requirements. The intent is that the solution obtains federal compliance.

With the adoption of the federal CCWIS regulations in August 2016, MDCPS has transitioned from seeking to transfer or develop a SACWIS solution, to developing a modular CCWIS solution using Agile software development. The first step in this process included establishing a pool of

Vendors with Agile software development expertise to develop these modules as MDCPS releases specifications for each module using a staged approach over the course of an estimated three years.

MDCPS is seeking to acquire services for various positions to augment current staff to assist with these efforts as MDCPS moves towards replacing the existing MACWIS system.

### 1.3. Contract Award

1.3.1. **Evaluation Criteria.** MDCPS' intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process.

1.3.2. **Multiple or Single Awards.** MDCPS reserves the right to make multiple awards.

1.3.3. **Right to Award in Whole or Part.** MDCPS reserves the right to approve an award by individual items or in total, whichever is considered to be in the best interest of the State of Mississippi.

1.3.4. **Time for Negotiation.** All contractual issues must be successfully negotiated within fifteen (15) working days from the Vendor's initial receipt of the project contract from MDCPS, unless MDCPS consents to extend the period.

1.3.5. **Valid Contract Required to Begin Work.** The successful Vendor should not begin any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. The State is under no obligation to pay for work done prior to the execution of a contract.

### 1.4. Contract Term

1.4.1. **Initial Period.** The term of the contract shall be for three (3) Years from date of signing.

1.4.2. **Renewal Period.** The contract shall be renewable for two (2) additional terms as agreed upon by the parties.

### 1.5. Definitions

1.5.1. **Interchangeable Designations.** The terms "Vendor" and "Contractor" are referenced throughout this RFP. Generally, references to the "Vendor" are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term "Contractor" denotes the role assumed, post-award, by the winning Vendor. Additionally, the terms "State of Mississippi," "State" or "MDCPS" may be used interchangeably throughout this RFP to denote the political entity issuing the RFP.

1.5.2. **Acronyms and Glossary.** A general list of acronyms and/or glossary items used in the RFP is attached as Appendix D.

## 2. Project Schedule

| <b>Task</b>   | <b>Date</b> | <b>Time</b> |
|---|-------------|-------------|
| First Advertisement Date                              | 2/28/17     |             |
| Second Advertisement Date                             | 3/7/17      |             |
| Deadline for Submission of Vendor's Written Questions | 3/17/17     | 3:00 p.m.   |
| Questions and Answers Released by                     | 3/28/17     |             |
| Proposals Due No Later Than                           | 4/13/17     | 3:00 p.m.   |
| Proposal Evaluation Begins                            | 4/14/17     |             |
| Vendor Interviews Begins (Estimate)                   | 5/1/17      |             |
| Contract Negotiations Begin                           | 5/15/17     |             |
| Estimated Project Start Date                          | 6/1/17      |             |

### 3. Administrative Requirements: Instructions for Submitting a Proposal

#### 3.1. Communications with Staff

3.1.1. **RFP Contact.** From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors or their representatives may not communicate, either orally or in writing regarding this RFP with any statewide elected official, state officer or employee, member of the legislature, legislative employee, or agency representative except as noted herein. To ensure a fair competitive process for each responding Vendor, all questions regarding this RFP must be submitted in writing to the State's contact person indicated below on or before the date and time specified in this RFP for accepting responding Vendor questions. All questions received by the State's contact person will be answered officially by the State in writing. All such questions and answers will become addenda to this RFP, and will be posted to [www.mdcps.ms.gov/procurement](http://www.mdcps.ms.gov/procurement). Vendors failing to comply with this requirement will be subject to disqualification.

3.1.2. **Contact Information.** The State's contact person for the selection process is: Debra Spell, 700 North Street, Jackson, MS 39202, 601-359-2642, [debra.spell@mdcps.ms.gov](mailto:debra.spell@mdcps.ms.gov).

3.1.3. **Additional Designated State Representatives.** Vendor may consult with State representatives only as designated by the State's contact person identified above.

3.1.4. **Oral Communications Not Binding.** Only transactions which are in writing from MDCPS may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any State employee.

#### 3.2. Delivery of Vendor's Response

3.2.1. **Written proposals.** Vendor's proposal must be received, in writing by MDCPS by the date and time specified on page 1 of this RFP. MDCPS is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened. Any proposal received with insufficient postage will be returned unopened.

3.2.2. **Proposals or alternations by fax, e-mail or phone.** Proposals or alternations by fax, e-mail or phone will not be accepted.

3.2.3. **Vendor's Responsibility for Delivery.** Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. The State will not be responsible for the failure of any delivery medium for submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

#### 3.3. Proposal Exception

3.3.1. The Vendor must list the items from each section of this RFP with which the Vendor does not agree in the Proposal Exception Form.

3.3.2. See Appendix A for instructions regarding Vendor exceptions.

#### 3.4. Response Format Requirements

- 3.4.1. **Original Signatures Required.** Original signatures are required on one copy of the Submission Cover Sheet.
- 3.4.2. **Number of Copies Required.**
  - 3.4.2.1. The Vendor is required to submit one clearly marked original response, six (6) copies, and an electronic copy of the complete proposal, including all sections and attachments. Each original or copy must be in a separate 3-ring binder.
  - 3.4.2.2. Vendor must label the front and spine of the three-ring loose-leaf binder(s) with the Vendor name and RFP number.
  - 3.4.2.3. The Vendor's original submission must be clearly identified as the original.
- 3.4.3. **Sealed Proposal.** To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.
- 3.4.4. **Pagination, Order, and Tabs.**
  - 3.4.4.1. Vendor must number each page of the proposal.
  - 3.4.4.2. Vendor must respond to the sections and exhibits in the same order as the RFP.
  - 3.4.4.3. Vendor must label and tab the response to each section and exhibit, using the corresponding headings from the RFP.
- 3.4.5. **Maintain Original RFP Text.** The Vendor may intersperse their response following each RFP specification but must not otherwise alter or re-type any of the original text of this RFP. If the State determines that the Vendor has altered any language in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by MDCPS is the official version and will supersede any conflicting RFP language submitted by the Vendor.
- 3.4.6. **Items that must be included in proposal response.**
  - 3.4.6.1. Proposal Binding and Contact Sheet, signed and dated (Page 2)
  - 3.4.6.2. Proposal Bond, if applicable
  - 3.4.6.3. Proposal Exception Form, if applicable (Appendix A)
  - 3.4.6.4. Item-by-Item response to Technical Specifications (Item 6)
  - 3.4.6.5. Item-by-Item response to Vendor Qualifications (Item 7)
  - 3.4.6.6. References (Appendix B)
  - 3.4.6.7. Vendor response to Cost Proposal (Item 8 and Appendix C)
- 3.5. **Item-by-Item Response**
  - 3.5.1. **Response to Requirements.** The Vendor must respond to each outline item in the section as it is labeled in the RFP with "ACKNOWLEDGED," "WILL COMPLY" or "AGREED", in addition to any specific detailed information requested. Failure to respond with the requested detail will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.
  - 3.5.2. **Response Order.** The State has no obligation to locate or evaluate any information in the Vendor's proposal that is not presented as outlined, per instructions. The Vendor may intersperse their response into an electronic version of the RFP, print the section and include a copy in the Vendor proposal binder.

- 3.5.3. **Response to Amendments and Clarifications.** The Vendor must include an item-by-item response to any new or edited section items for subsequent amendments and clarifications if issued, as well.
  - 3.5.4. **“Acknowledged” Response.** “ACKNOWLEDGED” should be used as acknowledgement that the Vendor has read and understands the statement, and does not have to agree or take any action.
  - 3.5.5. **“Will Comply” or “Agreed” Response.** “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the vendor will adhere to the requirement.
  - 3.5.6. **“Exception” Response.** The Vendor must respond with “EXCEPTION” if Vendor cannot provide what is requested, or the Vendor does not agree with the requirement.
  - 3.5.7. **“Not Applicable Response”.** The Vendor may respond with “Not Applicable” if the Vendor considers the item to be not applicable to the product or service being offered. The Vendor must be aware that the State may not view this item as “Not Applicable”.
- 3.6. **Written Amendments or Clarifications to RFP**
- 3.6.1. **Official Amendments.** Any interpretation of this RFP will be made by written amendment only. The State will not be responsible for any other explanation of this RFP. A copy of any amendment will be posted on the MDCPS website, together with the associated RFP specification. Vendors are required to check the MDCPS website periodically for RFP amendments before the proposal opening date at: <http://www.MDCPS.ms.gov/procurement>.
  - 3.6.2. **Amendment Posting.** MDCPS will make every effort to post any and all amendments at least five working days prior to the proposal opening date listed on the cover page of this RFP. If an amendment is issued less than two days before the published proposal due date, the proposal due date will be extended by five working days. Vendors unable to access the website where amendments are posted, should contact the person listed as contact on page one of this RFP to request a copy.

## 4. Procurement Rules

### 4.1. RFP Policies and Procedures.

- 4.1.1. **Rights to Waive or Reject.** The State reserves the right to waive any requirement in the proposal or to reject any or all proposals. Failure to furnish all information requested may disqualify a proposal. Noncompliance with any requirements of this proposal may result in a determination of non-responsiveness.
- 4.1.2. **Unsolicited Clarifications and Amendments.** Unsolicited clarifications and amendments submitted after the proposal submission deadline will be accepted or rejected at the State's sole discretion.
- 4.1.3. **Additional Clarification.** The State reserves the right to request additional clarification for an item included in the Vendor's proposal. Failure to respond as requested may result in disqualification of the Vendor's proposal.
- 4.1.4. **Prices Changes during Award or Renewal Period.** Price increases will not be accepted during the award period or the renewal period, unless stipulated in the contract. MDCPS will take advantage of any price decreases.
- 4.1.5. **Proposal as Property of the State of Mississippi.** All written proposal material becomes the property of the State of Mississippi upon opening.
- 4.1.6. **Restriction on Advertising.** The Vendor must receive written approval from the State before publicizing the award of the contract of the product or services being provided, and shall in no way construe or convey the assumption that the State endorses the product or service being provided.
- 4.1.7. **Best and Final Offers.** The State reserves the right to solicit written Best and Final Offers (BAFOs) from Vendors, mainly in situations in which proposal costs exceed available funding or the State believes none of the competing proposals presents lowest and best proposal opportunity. The State may reject all proposals entirely then issue a BAFO for a new proposal, or request a BAFO for a specified section(s) of the proposal.
- 4.1.8. **Prime Contractor.** The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State.
- 4.1.9. **Requirements for Projects Involving Sub-Contractors.** The Vendor will be responsible for the behavior of all its employees and subcontractors while on the premises engaged in work for MDCPS. Any Vendor employee or subcontractor acting in a manner determined by the administration of MDCPS to be detrimental, abusive, or offensive to any of the staff of will be asked to leave the premises and can be suspended from further work on the premises.
- 4.1.10. **Approval of Subcontractors.** Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the State. MDCPS reserves the right of refusal and the right to request replacement of a subcontractor because of unacceptable work or conduct.

- 4.1.11. **Subcontractor Agreement.** Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal.
- 4.1.12. **Contractor/Subcontractor Disputes.** In order to protect the State's interest, MDCPS reserves the right to make an effort to resolve the contractual disagreements that may arise between the Vendor and its subcontractor after award of the contract.
- 4.1.13. **Requirements for Projects Involving Developed or Tailored Software.**
  - 4.1.13.1. If tailored software is developed for the State, the Vendor must be prepared to offer the State, at no additional cost, an application software license entitling the State to solely own, use, alter, or distribute the software without restriction. These requirements apply to source code, object code, and documentation.
  - 4.1.13.2. If the Vendor develops software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.
  - 4.1.13.3. The State may be willing to grant the Vendor a nonexclusive license to use the State's software subject to formulating acceptable terms and license fees.
- 4.1.14. **Americans with Disabilities Act Compliance for Web Development and Portal Related Services.** All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.
- 4.2. **Proposal Bond Information**

The Vendor is not required to include a proposal bond with the Vendor's RFP proposal.
- 4.3. **Performance Bond Information**

The Vendor is not required to include a Performance bond with the Vendor's RFP proposal.
- 4.4. **Debriefing**

A Vendor, successful or unsuccessful, may request a post-award debriefing, in writing, by U.S. mail or electronic submission. The written request must be received by the Commissioner of MDCPS within three business days of notification of the contract award. A post-award debriefing is a meeting and not a hearing; therefore, legal representation is not required. A debriefing typically occurs within five business days of receipt of the request. If a Vendor prefers to have legal representation present, the Vendor must notify MDCPS in writing and identify its attorney by name, address, and telephone number. MDCPS will schedule and/or suspend and reschedule the meeting at a time when a Representative of the Office of the Mississippi Attorney General can be present.
- 4.5. **Protests**

Any actual or prospective proposer, Offeror, or Vendor who is aggrieved in connection with this solicitation or the outcome of this RFP may file a protest with MDCPS. The protest shall be submitted on or before seven (7) calendar days following award notice in writing after such

aggrieved person or entity knows or should have known of the facts giving rise thereto. All protests must be in writing, dated, signed by the Vendor or an individual authorized to sign contracts on behalf of the protesting Vendor, and contain a statement of the reason(s) for protest, citing the law(s), rule(s) and regulation(s) or procedure(s) on which the protest is based. The written protest letter shall contain an explanation of the specific basis for the protest. The protesting Vendor must provide facts and evidence to support the protest. A protest is considered filed when received by the MDCPS by either U.S. mail, postage prepaid, or by personal delivery. Protests filed after the seven (7) calendar days following award notice will not be considered.

#### 4.6. Pricing Guarantee

The Vendor must explicitly state, in the *Cost Proposal section* and in response to any specific instructions in the *Technical Specifications*, how long the proposal will remain valid. Unless stated to the contrary in the *Technical Specifications*, pricing must be guaranteed for a minimum of one hundred and twenty (120) days.

#### 4.7. Shipping Charges

For all RFPs requiring shipment of any product or component, all products must be delivered FOB destination to any location within the geographic boundaries of the State with all transportation charges prepaid and included in the RFP proposal or LOC quotation. Destination is the point of use.

#### 4.8. Non-Disclosure of Social Security Numbers

The Vendor acknowledges that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number.

#### 4.9. Disclosure or Proposal Information

All disclosures of proposal information will be made in compliance with the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code.

#### 4.10. Conflict of Interest

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. If the possibility of a conflict does exist, Vendor must provide the nature of the conflict on a separate page and include it in the proposal. The Vendor may be precluded from providing products or services if a conflict of interest exists.

#### 4.11. Contractual Terms and Conditions

4.11.1. **Venue for Resolution of Dispute.** This contract is governed by and construed according to the laws of the State of Mississippi. Venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi. This contract is cancelable at the end of any fiscal period in the event funds are not appropriated by the funding authority. Notice requirements to Vendor cannot exceed sixty (60) days.

- 4.11.3. **Self-Insured.** The State of Mississippi is self-insured; all requirements for the purchase of casualty or liability insurance are deleted.
- 4.11.4. **Sovereign Immunity.** The State of Mississippi does not waive its sovereign immunities or defenses as provided by law by entering into this contract with the Vendor, Vendor agents, subcontractors, or assignees.
- 4.11.5. **Tax Exempt.** The Vendor is advised to refer to the Mississippi Code of 1972 (as amended), Sections 27-65-105 and 27-67-7 for statutes exempting state institutions from state sales and use taxes. The Vendor is solely liable for all taxes, including, but not limited to, use, excise, personal property, and sales tax.
- 4.11.6. **Implied Warranties.** Any provisions disclaiming implied warranties shall be null and void. See Mississippi Code Annotated Sections 11-7-18 and 75-2-719(4). The Vendor shall not disclaim implied warranties of merchantability and implied warranties of fitness for a particular purpose.
- 4.11.7. **Limitation on Liability.** The Vendor shall have no limitation on liability for claims related to the following items:
  - 4.11.7.1. Infringement issues;
  - 4.11.7.2. Bodily injury;
  - 4.11.7.3. Death;
  - 4.11.7.4. Physical damage to tangible personal and/or real property; and
  - 4.11.7.5. The intentional and willful or negligent acts of the Vendor and/or Vendor's employees or subcontractors.
- 4.11.8. **Delivery of Payment and Late Charges.** The State will deliver payments to the Vendor within forty-five (45) days after receipt of invoice and receipt, inspection, and approval of Vendor's products/services. No late charges will exceed 1.5% per month on any unpaid balance from the expiration of said period until payment is delivered. See Section 31-7-305 of the Mississippi Code Annotated.
- 4.11.9. **Interest Payment.** All requirements that the State pay interest (other than in connection with lease-purchase contracts not exceeding five years) are deleted.
- 4.11.10. **Attorney Fees.** The State shall not pay an attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor.
- 4.11.11. **Contract Contingency.** This contract is contingent upon availability of funds and receipt of a valid purchase order from MDCPS.
- 4.11.12. **Contract Validity.** All contracts resulting from the issuance of this RFP will not be valid unless signed by the Executive Director of MDCPS.
- 4.11.13. **Order of Execution.** Vendors will be required to sign contracts and to initial all contract changes before the Executive Director of MDCPS signs.
- 4.11.14. **Mississippi Employment Protection Act.** Contractor represents and warrants that if awarded, it will ensure its compliance with the Mississippi Employment Protection Act of 2008, and will register and participate in the status verification system for all newly hired employees. Miss. Code Ann. § 71-11-1 et seq. (1972, as amended). The term

“employee” as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, “status verification system” means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Contractor agrees to maintain records of such compliance. Upon request of the State, and after approval of the Social Security Administration or Department of Homeland Security when required, Contractor agrees to provide a copy of each such verification. Contractor further represents and warrants that any person assigned to perform services hereafter meets the employment eligibility requirements of all immigration laws. The breach of this agreement may subject Contractor to the following:

(a) termination of this contract for services and ineligibility for any state or public contract in Mississippi for up to three (3) years with notice of such cancellation/termination being made public; (b) the loss of any license, permit, certification or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year; or, (c) both. In the event of such cancellation/termination, Contractor would also be liable for any additional costs incurred by the State due to Contract cancellation or loss of license or permit to do business in the State.

## 5. Vendor Payment Information

### 5.1. Mississippi Accountability for Government Information and Collaboration (MAGIC) Vendor Code

5.1.1. MAGIC is used by state agencies only for ordering, invoicing, and payments. Any Vendor who has not previously done business with the State and has not been assigned a MAGIC Vendor code should visit the following link to register:

[https://sus.magic.ms.gov/sap/bc/webdynpro/sapsrm/wda\\_e\\_suco\\_sreg?sap-client=100](https://sus.magic.ms.gov/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-client=100)

5.1.2. Vendors who have previously done business with the State may obtain their MAGIC Vendor code and all Vendors may access additional Vendor information at the link below:

<http://www.dfa.ms.gov/dfa-offices/mmrs/mississippi-suppliers-vendors/supplier-self-service/>

5.1.3. The awarded Vendor/Vendors must have a MAGIC Vendor Code for MDCPS projects. Vendors are not required to submit a vendor code or W-9 with Vendor's proposal. MDCPS will request a W-9 showing Vendor's Federal Tax ID at the time of the award for any Vendor that does not have a MAGIC Vendor Code.

### 5.2. Requirement for Electronic Payment and Invoicing

5.2.1. Payments to the awarded Vendor for all goods and services acquired under this RFP by state agencies that make payments through the Mississippi State Government's Enterprise Resource Planning (ERP) solution ("MAGIC") will be made electronically, by deposit to the bank account of the Vendor's choice. The awarded Vendor must enroll and have active status in PayMode™, the State's current vehicle for sending and receiving electronic payments, prior to receiving any payments from state agencies.

5.2.2. For additional information on PayMode, including registration instructions, Vendors should visit the following website: <http://portal.paymode.com/ms/>.

### 5.3. Minority Vendor Self-Certification Form

5.3.1. A copy of the Minority Vendor Self-Certification Form with direction for filing can be obtained at:

[http://www.mississippi.org/assets/docs/minority/minority\\_vendor\\_selfcertform.pdf](http://www.mississippi.org/assets/docs/minority/minority_vendor_selfcertform.pdf).

5.3.2. Any questions about minority certification in Mississippi must be directed to the Minority Business Enterprise Division of the Mississippi Development Authority by telephone at (601) 359-3448 or via email at [minority@mississippi.org](mailto:minority@mississippi.org).

## 6. Technical Specifications

### 6.1. Item-by-Item Response Required

Vendor must provide an “Item-by-Item” response to each item in this section (6. Technical Specifications), as described in Item 3, Administrative Requirements.

### 6.2. Statements of Understanding Specific to this Project

- 6.2.1. Vendors with questions related to the requirements contained in this RFP must deliver a written document using the following Guidelines:
  - 6.2.1.1. Must deliver to Debra Spell by Friday, March 17, 2017 at 3:00 p.m. Central Time, using the contact information provided on page one of this RFP.
  - 6.2.1.2. This document may be delivered by hand, mail, or email.
  - 6.2.1.3. A response will be provide as specified in Item 2, Schedule, and Item 3.6, Written Amendments and Clarifications to RFP.
  - 6.2.1.4. Documents received after the deadline may be rejected.
- 6.2.2. Vendors selected for participation in the Agile Vendor Pool, RFP 3717, that was awarded by the Mississippi Department of Information Technology Services (ITS) are precluded from responding to this RFP.
- 6.2.3. The Initial contract period will begin upon execution of a professional services contract. The number of contract hours will not exceed 2,100 hours per year for full-time positions (all except the Product Development Strategist). The State reserves the right to extend the contract for additional term(s).
- 6.2.4. Full-time Individual(s) will be required to work on-site at MDCPS, located at 700 North Street, Jackson, MS 39202, an average of 40 hours-per-week during normal business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.) under the direction of Cindy Greer.
- 6.2.5. The Product Development Strategist is considered a part-time position and will be required to work on-site during hour determine by MDCPS under the direction of Cindy Greer.
- 6.2.6. The individual(s) must be available during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Individual(s) may occasionally be required to work outside of these hours. All work must be performed onsite unless the individual is “On-Call”, working overtime, or on “special assignment” outside of the main office building.
- 6.2.7. The selected individual(s) will be allowed to work remotely when believed appropriate by the State. All work completed remotely must be pre-approved by MDCPS. Some of the tasks required under this agreement, such as training, must be performed on-site at the MDCPS office located at 700 North Street, Jackson, MS 39202.
- 6.2.8. The individual(s) awarded to provide these services will remain part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replaced by the Vendor at the request of MDCPS. This requirement includes the responsibility for ensuring all non-citizens maintain current USCIS eligibility throughout the duration of the contract.

6.2.9. It is the MDCPS' desire that one company provide all five expertise areas below (eight positions), however, the MDCPS will consider multiple awards. Therefore, vendors may respond to all sections (6.4.1 through 6.4.27), any one position, or a combination of positions within these sections.

### 6.3. Requirement for Providing Professional Services Experience

- 6.3.1. Vendor must complete the table for each position outlined in 6.4.1 through 6.4.27 below. Relevant experience included in the workbook must identify the company with which the experience was acquired.
- 6.3.2. Vendors must list the amount of experience in months only (e.g., 26 months – not 2 years, 2 months) for each specification. Proposed individuals not meeting the minimum requirements described in specifications 6.4.1 through 6.4.27 may be eliminated from consideration.
- 6.3.3. The experience listed must be verifiable by reference checks. Experience listed that cannot be verified will not count toward the minimum requirement.
- 6.3.4. Vendor must provide a project name/number for each project. This project number/name must be entered in the experience requirement table for each position, and must correspond with the narrative description of the project included in the project description table (the second table immediately following the experience requirements table) for each proposed individual.

### 6.4. Professional Services Staff Requirements

- 6.4.1. **Sr. Project Manager** - The Vendor must provide a Sr. Project Manager for project oversight that will remain with the project 100 percent of the time for the project's duration. Project management activities will include, at minimum:
  - 6.4.1.1. Establishing and administering controls to ensure the quality of deliverables are acceptable to State Project Team;
  - 6.4.1.2. Serving as primary day-to-day contact to interact with the State Project Manager and Development/Implementation Contractor;
  - 6.4.1.3. Developing and maintaining a detailed work plan and schedule in conjunction with State Project Team;
  - 6.4.1.4. Organizing, directing, and coordinating planning and production of all QA contract technical services activities;
  - 6.4.1.5. Monitoring project activities to ensure project schedules are met; and
  - 6.4.1.6. Providing weekly and/or monthly status reports including the following:
    - 6.4.1.6.1. Recap of the previous period's work;
    - 6.4.1.6.2. Preview of the next period's tasks;
    - 6.4.1.6.3. Status of major activities/milestones;
    - 6.4.1.6.4. Any potential delays in reaching target dates and supporting information about the delays;
    - 6.4.1.6.5. Any proposed revisions to the overall work schedule;

- 6.4.1.6.6. Presenting weekly reports orally when requested and written monthly reports; and
  - 6.4.1.6.7. Facilitating and escalating any problems or issues that arise during the project.
  - 6.4.1.7. Utilization of Agile metrics and performance standards to track progress.
  - 6.4.1.8. Other child welfare-related project management duties that may be assigned.
- 6.4.2. **Sr. Project Manager Qualification and Experience Requirements.**
- 6.4.2.1. Must provide a detailed history of experience with projects of similar size, complexity, and scope that the proposed project manager has managed successfully.
  - 6.4.2.2. Must have a bachelors degree in computer science, information management, business administration, or a related field from an accredited college/university. Vendor must list all degrees and the college/university from which degree(s) was received.
  - 6.4.2.3. It is desirable, but not required, that the project manager possesses training and certification in the following areas. Vendor must state in the proposal all relevant training and certification held, such as:
    - 6.4.2.3.1. Project Management Professional (PMP);
    - 6.4.2.3.2. Agile Certified Practitioner (PMI-ACP); and/or
    - 6.4.2.3.3. Other related certifications
  - 6.4.2.4. Must have fluent written and spoken English language skills.

6.4.3. **Additional Sr. Project Manager Experience Requirements.** The Sr. Project manager must have experience that meets or exceed the following:

| <b>Position: <u>Sr. Project Manager</u></b>  | <b>Proposed Staff _____</b> |   |  |
|--|-----------------------------|---|--|
| <b>Requirements</b>  | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.3.1. Must have seven (7) years of project management experience with system design and development projects. Vendor must provide details of this experience (resume should not be used as response to this requirement).   |                             |   |  |
| 6.4.3.2. The Sr. Project Manager shall have a minimum of seven (7) years of experience as the project manager on two multi-million dollar (one-time costs) software development or system implementation projects with a project value of at least \$10 million each (one-time costs). |                             |   |  |
| 6.4.3.3. The Sr. Project Manager shall have a minimum of three (3) years of experience working with Agile projects.  |                             |   |  |
| 6.4.3.4. Must have experience utilizing Agile metrics and performance standard. Vendor must provide detail of metrics and standards used.  |                             |   |  |
| 6.4.3.5. The Sr. Project Manager shall have successfully completed a project similar in size and scope to  |                             |   |  |

| Position: <u>Sr. Project Manager</u>  | Proposed Staff _____ |  |                                     |
|---|----------------------|--|-------------------------------------|
| Requirements  | Number of Months     | Enter Project(s) Name or Number(s) Only<br>(Project should be described in the Project Description table below). | Project Role/Full-time or Part-time |
| the CCWIS project that followed the proposed project management approach.   |                      |  |                                     |
| 6.4.3.6. The Sr. Project Manager shall have a minimum of seven (7) years of project management experience, defined as managing all of the tasks defined in the Project Management Body of Knowledge (PMBOK®), and performed by a team greater than 10 people. |                      |  |                                     |
| 6.4.3.7. The Sr. Project Manager shall have a minimum of three (3) years of experience working as a project manager on government (federal, state or local) information technology (IT) projects.   |                      |  |                                     |
| 6.4.3.8. The Sr. Project Manager shall have a minimum of two years of project management experience in a service-oriented architecture (SOA) environment, preferably with website bi-directional web services interfaces.                                     |                      |  |                                     |
| 6.4.3.9. Must be knowledgeable in the following:  |                      |  |                                     |
| 6.4.3.10. System requirements definition and analysis,  |                      |  |                                     |
| 6.4.3.11. System design,  |                      |  |                                     |
| 6.4.3.12. Project management,   |                      |  |                                     |
| 6.4.3.13. Test plan definition and execution, and   |                      |  |                                     |

| Position: <u>Sr. Project Manager</u> | Proposed Staff _____ |  |                                     |
|--------------------------------------|----------------------|--|-------------------------------------|
| Requirements                         | Number of Months     | Enter Project(s) Name or Number(s) Only<br>(Project should be described in the Project Description table below). | Project Role/Full-time or Part-time |
| 6.4.3.14. Performance measurement.   |                      |  |                                     |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Sr. Project Manager) | Organization/Project Contact | Project Start and End Date |
|------------------------|---|------------------------------|----------------------------|
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |

6.4.4. **Project Manager for Document Content Management/Automated Interfaces Duties.** Vendor must propose a Project Manager to manage document content and automated interfaces. This Project Manager will report to the Sr. Project Manager. Project management activities will include, at minimum:

- 6.4.4.1. Establishing and administering controls to ensure the quality of deliverables for the area of responsibility are acceptable to Sr. Project Manager;
- 6.4.4.2. Developing and maintaining a detailed work plan and schedule in conjunction with State Project Team;
- 6.4.4.3. Organizing, directing, and coordinating planning and production of all QA contract technical services activities within the area of responsibility;
- 6.4.4.4. Monitoring project activities to ensure project schedules are met; and
- 6.4.4.5. Providing weekly and/or monthly status reports including the following:
  - 6.4.4.5.1. Recap of the previous period's work;
  - 6.4.4.5.2. Preview of the next period's tasks;
  - 6.4.4.5.3. Status of major activities/milestones;
  - 6.4.4.5.4. Any potential delays in reaching target dates and supporting information about the delays;
  - 6.4.4.5.5. Any proposed revisions to the overall work schedule;
  - 6.4.4.5.6. Presenting weekly reports orally when requested and written monthly reports; and
  - 6.4.4.5.7. Facilitating and escalating any problems or issues that arise during the project.
- 6.4.4.6. Other child welfare-related project management duties that may be assigned.

6.4.5. **Project Manager (Document Content Management/Automated Interfaces) Qualifications and Experience Requirement.**

- 6.4.5.1. Must provide a detailed history of experience with projects of similar size, complexity, and scope that the proposed project manager has managed successfully.
- 6.4.5.2. Must have a bachelors degree in computer science, information management, business administration, or a related field from an accredited college/university. Vendor must list all degrees and the college/university from which degree(s) was received.
- 6.4.5.3. It is desirable, but not required, that the project manager possesses training and certification in the following areas. Vendor must state in the proposal all relevant training and certification held, such as:
  - 6.4.5.3.1. Project Management Professional (PMP);
  - 6.4.5.3.2. Agile Certified Practitioner (PMI-ACP; and/or
  - 6.4.5.3.3. Other related certifications
- 6.4.5.4. Must have fluent written and spoken English language skills.

6.4.6. **Additional Project Manager (Document Content Management/Automated Interfaces) Experience Requirements.** The proposed Document Content Project Manager must have experience that meets or exceed the following:

| <b>Position: <u>Deputy Project Manager-Document Content Management/Automated Interfaces</u></b>   | <b>Proposed Staff _____</b> |   |  |
|---|-----------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.6.1. Must have content document management experience on a project within the last five years. Vendor must describe this project in detail in the table below. Detail must include the size, outcome, duties, date implemented, and the time length of the project. |                             |   |  |
| 6.4.6.2. Must have experience with implementing automated interfaces.   |                             |   |  |
| 6.4.6.3. Must have five years (60 months) of project management experience with system design and development projects. Vendor must provide details of this experience (resume should not be used as response to this requirement).                                     |                             |   |  |
| 6.4.6.4. The proposed Project Manager must have a minimum of five years (60 months) of experience as the project manager on a software development or multi-million dollar (one-time costs) system implementation projects.   |                             |   |  |

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| 6.4.6.5. The proposed Project Manager shall have successfully completed a project similar in size and scope to the CCWIS project that followed the proposed project management approach.  |  |  |  |
| 6.4.6.6. The proposed Project Manager shall have a minimum of five years (60 months) of project management experience, defined as managing all of the tasks defined in the Project Management Body of Knowledge (PMBOK®), and performed by a team greater than 10 people. |  |  |  |
| 6.4.6.7. The proposed Project Manager shall have a minimum of three years (36 months) of experience working as a project manager on government (federal, state or local) information technology (IT) projects.  |  |  |  |
| 6.4.6.8. The proposed Project Manager shall have a minimum of two years (twenty-four months) of project management experience in a service-oriented architecture (SOA) environment.   |  |  |  |
| 6.4.6.9. Must be knowledgeable in the following:  |  |  |  |
| 6.4.6.10. System requirements definition and analysis;  |  |  |  |
| 6.4.6.11. System design;  |  |  |  |
| 6.4.6.12. Project management;   |  |  |  |
| 6.4.6.13. Test plan definition and execution; and   |  |  |  |
| 6.4.6.14. Performance measurement.  |  |  |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Document Content Project Manager/Automated Interfaces) | Organization/Project Contact | Project Start and End Date |
|------------------------|---|------------------------------|----------------------------|
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |

- 6.4.7. **Project Manager for Agile Development Duties.** Vendor must propose an Agile Development Project Manager. This Project Manager will report to Sr. Project Manager. Project management activities will include, at minimum:
- 6.4.7.1. Establishing and administering controls to ensure the quality of deliverables for the area of responsibility are acceptable to Sr. Project Manager;
  - 6.4.7.2. Maintain the governance structure metrics to support the adoption of Agile and help enable its success;
  - 6.4.7.3. Developing and maintaining a detailed work plan and schedule in conjunction with State Project Team;
  - 6.4.7.4. Organizing, directing, and coordinating planning and production of all QA contract technical services activities within the area of responsibility;
  - 6.4.7.5. Monitoring project activities to ensure project schedules are met; and
  - 6.4.7.6. Providing weekly and/or monthly status reports including the following:
    - 6.4.7.6.1. Recap of the previous period's work;
    - 6.4.7.6.2. Preview of the next period's tasks;
    - 6.4.7.6.3. Status of major activities/milestones;
    - 6.4.7.6.4. Any potential delays in reaching target dates and supporting information about the delays;
    - 6.4.7.6.5. Any proposed revisions to the overall work schedule;
    - 6.4.7.6.6. Presenting weekly reports orally when requested and written monthly reports; and
    - 6.4.7.6.1. Facilitating and escalating any problems or issues that arise during the project.
  - 6.4.7.7. Other child welfare-related project management duties that may be assigned.
- 6.4.8. **Agile Development Project Manager Qualification and Experience Requirements.**
- 6.4.8.1. Must provide a detailed history of experience with projects of similar size, complexity, and scope that the proposed project manager has managed successfully.
  - 6.4.8.2. Must have a bachelors degree in computer science, information management, business administration, or a related field from an accredited college/university. Vendor must list all degrees and the college/university from which degree(s) was received.
  - 6.4.8.3. It is desirable, but not required, that the project manager possesses training and certification in the following areas. Vendor must state in the proposal all relevant training and certification held, such as:
    - 6.4.8.3.1. Project Management Professional (PMP);
    - 6.4.8.3.2. Agile Certified Practitioner (PMI-ACP); and/or
    - 6.4.8.3.3. Other related certifications.
  - 6.4.8.4. Must have fluent written and spoken English language skills.

6.4.9. **Additional Project Manager (Agile Development) Qualifications and Experience Requirements.** The proposed Agile Development Project Manager must have experience that meets or exceed the following:

| <b>Position: <u>Deputy Project Manager-Agile Development</u></b>  | <b>Proposed Staff _____</b> |   |  |
|---|-----------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.9.1. Must have Agile development experience on a project within the last five years. Vendor must describe this project in detail in the table below. Detail must include the size, outcome, duties, date implemented, and the time length of the project. |                             |   |  |
| 6.4.9.2. Must have experience utilizing Agile metrics and performance standard. Vendor must provide detail of metrics and standards used.   |                             |   |  |
| 6.4.9.3. Must have five years (60 months) of project management experience with system design and development projects. Vendor must provide details of this experience (resume should not be used as response to this requirement).                           |                             |   |  |
| 6.4.9.4. The proposed Project Manager must have a minimum of five years (60 months) of experience as the project manager on a software development or system implementation projects with a project value of at least \$10 million each (one-time costs).     |                             |   |  |
| 6.4.9.5. The proposed Project Manager shall have successfully completed a project similar in size and scope to the CCWIS  |                             |   |  |

|   |  |  |  |
|---|--|--|--|
| project that followed the proposed project management approach.   |  |  |  |
| 6.4.9.6. The proposed Project Manager shall have a minimum of five years (60 months) of project management experience, defined as managing all of the tasks defined in the Project Management Body of Knowledge (PMBOK®), and performed by a team greater than 10 people. |  |  |  |
| 6.4.9.7. The proposed Project Manager shall have a minimum of three years (36 months) of experience working as a project manager on government (federal, state or local) information technology (IT) projects.  |  |  |  |
| 6.4.9.8. The proposed Project Manager shall have a minimum of two years (twenty-four months) of project management experience in a service-oriented architecture (SOA) environment.   |  |  |  |
| 6.4.9.9. Must be knowledgeable in the following:  |  |  |  |
| 6.4.9.9.1. System requirements definition and analysis,   |  |  |  |
| 6.4.9.9.2. System design,   |  |  |  |
| 6.4.9.9.3. Project management,  |  |  |  |
| 6.4.9.9.4. Test plan definition and execution, and  |  |  |  |
| 6.4.9.9.5. Performance measurement.   |  |  |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Agile Development Project Manager) | Organization/Project Contact | Project Start and End Date |
|------------------------|---|------------------------------|----------------------------|
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |
|                        |   |                              |                            |

- 6.4.10. **Project Manager for Team Assessment and Collaboration Duties.** Vendor must propose a Project Manager to serve as deputy to the Sr. Project Manager to manage team assessment and team collaboration, assessment tools, and continuing education. Project management activities will include, at minimum:
- 6.4.10.1. Establishing and administering controls to ensure the quality of deliverables for the area of responsibility are acceptable to Sr. Project Manager;
  - 6.4.10.2. Developing and maintaining a detailed work plan and schedule in conjunction with State Project Team;
  - 6.4.10.3. Organizing, directing, and coordinating planning and production of all QA contract technical services activities within the area of responsibility;
  - 6.4.10.4. Monitoring project activities to ensure project schedules are met; and
  - 6.4.10.5. Providing weekly and/or monthly status reports including the following:
    - 6.4.10.5.1. Recap of the previous period's work;
    - 6.4.10.5.2. Preview of the next period's tasks;
    - 6.4.10.5.3. Status of major activities/milestones;
    - 6.4.10.5.4. Any potential delays in reaching target dates and supporting information about the delays;
    - 6.4.10.5.5. Any proposed revisions to the overall work schedule;
    - 6.4.10.5.6. Presenting weekly reports orally when requested and written monthly reports; and
    - 6.4.10.5.7. Facilitating and escalating any problems or issues that arise during the project.
  - 6.4.10.6. Other child welfare-related project management duties that may be assigned.
- 6.4.11. **Team Assessment/Collaboration Project Manager Qualification and Experience Requirements.**
- 6.4.11.1. Must provide a detailed history of experience with projects of similar size, complexity, and scope that the proposed project manager has managed successfully.
  - 6.4.11.2. Must have a bachelors degree in computer science, information management, business administration, or a related field from an accredited college/university. Vendor must list all degrees and the college/university from which degree(s) was received.
  - 6.4.11.3. It is desirable, but not required, that the project manager possesses training and certification in the following areas. Vendor must state in the proposal all relevant training and certification held, such as:
    - 6.4.11.3.1. Project Management Professional (PMP);
    - 6.4.11.3.2. Agile Certified Practitioner (PMI-ACP); and/or
    - 6.4.11.3.3. Other related certifications.
  - 6.4.11.4. Must have fluent written and spoken English language skills.

6.4.12. **Additional Deputy Project Manager (Team Assessment and Collaboration) Experience Requirements.** The proposed Project Manager must have experience that meets or exceed the following:

| <b>Position: <u>Project Manager – Team Assessment and Collaboration</u></b>   | <b>Proposed Staff _____</b> |   |  |
|---|-----------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.12.1. Must have experience functioning on a project with similar duties within the last five years. Vendor must describe this project in detail in the table below. Detail must include the size, outcome, duties, date implemented, and the time length of the project.  |                             |   |  |
| 6.4.12.2. Must have experience with assessment tools. Vendor must provide the name of the tool(s) used for a project within the last five years. Vendor must describe this project in detail in the table below. Detail must include the size, outcome, duties, date implemented, and the time length of the project. |                             |   |  |
| 6.4.12.3. Must have demonstrated experience assessing a team’s performance, and providing recommendations to promote maximum team performance in an Agile environment.  |                             |   |  |
| 6.4.12.4. Must have five years (60 months) of project management experience with system design and development projects. Vendor must provide details of this experience (resume should not be used as response to this requirement).  |                             |   |  |

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| <p>6.4.12.5. The proposed Project Manager must have a minimum of five years (60 months) of experience as the project manager on a software development or system implementation projects with a project value of at least \$10 million each (one-time costs).</p>                 |  |  |  |
| <p>6.4.12.6. The proposed Project Manager shall have successfully completed a project similar in size and scope to the CCWIS project that followed the proposed project management approach.</p>  |  |  |  |
| <p>6.4.12.7. The proposed Project Manager shall have a minimum of five years (60 months) of project management experience, defined as managing all of the tasks defined in the Project Management Body of Knowledge (PMBOK®), and performed by a team greater than 10 people.</p> |  |  |  |
| <p>6.4.12.8. The proposed Project Manager shall have a minimum of three years (36 months) of experience working as a project manager on government (federal, state or local) information technology (IT) projects.</p>  |  |  |  |
| <p>6.4.12.9. The proposed Project Manager shall have a minimum of two years (twenty-four months) of project management experience in a service-oriented architecture (SOA) environment.</p>   |  |  |  |
| <p>6.4.12.10. Must be knowledgeable in the following:</p>   |  |  |  |
| <p>6.4.12.10.1. System requirements definition and analysis,</p>  |  |  |  |
| <p>6.4.12.10.2. System design,</p>  |  |  |  |
| <p>6.4.12.10.3. Project management,</p>   |  |  |  |
| <p>6.4.12.10.4. Test plan definition and execution, and</p>   |  |  |  |
| <p>6.4.12.10.5. Performance measurement.</p>  |  |  |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (SharePoint Project Manager) | Organization/Project Contact | Project Start and End Date |
|------------------------|--|------------------------------|----------------------------|
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- 6.4.13. **Technical Architect Duties.** Technical Architect Duties shall include, but is not limited to the following minimum duties:
- 6.4.13.1. Identifying the organization's needs and defining the overall structure of the system.
  - 6.4.13.2. Being the technical link between the project managers, designers and developers.
  - 6.4.13.3. Providing technical consultancy, expertise and advice to the development teams and management on the technical architecture and infrastructure developments, including their feasibility.
  - 6.4.13.4. Working with the Technical Lead, advising on key architectural decisions concerning the platform and the supporting technologies.
  - 6.4.13.5. Ensuring the proper flow and functionality of Web systems.
  - 6.4.13.6. Producing technical architectures that are modifiable, dependable and scalable.
  - 6.4.13.7. Producing clear technical design documentation and diagrams detailing existing and proposed technical architecture.
  - 6.4.13.8. Translating business and feature requirements into technical specifications as it relates to development, integration, testing, infrastructure used and ongoing operational maintenance.
  - 6.4.13.9. Interpreting product and project requirements and translating these into solutions that can be implemented by the development teams.
  - 6.4.13.10. Promoting the re-use of code, components, and systems, as applicable in order to ensure that they support the widest range of agency products possible allowing architectural solutions to be aligned and collaboration on solution design to occur.
  - 6.4.13.11. Assisting the Product Development Strategist with defining the technical strategy.
  - 6.4.13.12. Assisting the Product Development Strategist, with presenting the technology strategy and advising on product road-maps to achieve strategic goals.
  - 6.4.13.13. Other child welfare-related technical duties that may be assigned.
- 6.4.14. **Technical Architect Skills and Education Requirements.** The proposed Technical Architect must have the following skills:
- 6.4.14.1. Must have good communication skills.
  - 6.4.14.2. Must have strong problem solving skills.
  - 6.4.14.3. Must be able to gather and assimilate information.
  - 6.4.14.4. Must be able to think strategically and evaluate options in the short, medium and long term.

- 6.4.14.5. Must have a broad knowledge of existing and emerging technologies and their potential to enhance the performance and robustness of a technical architecture.
- 6.4.14.6. Must be able to be adapt and prioritize.
- 6.4.14.7. Must be able to work under pressure and meet deadlines.
- 6.4.14.8. Must be able to think ahead and anticipate problems, issues and solutions.
- 6.4.14.9. Bachelors degree or advanced degree from an accredited college or university in information technology, computer science or a related field. Vendor must list all degrees and the college/university from which degree(s) was received.

6.4.15. **Technical Architect Qualifications and Experience.** The proposed Technical Architect must have experience that meets or exceed the following:

| <b>Position: <u>Technical Architect</u></b>  | <b>Proposed Staff _____</b> |   |  |
|--|-----------------------------|---|--|
| <b>Requirements</b>  | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.15.1. Minimum of five years (60 months) of experience leading technology initiatives in a service- oriented design with an understanding of emerging technologies on projects similar in size and scope to this project. |                             |   |  |
| 6.4.15.2. A minimum of five years (60 months) of experience in system specifications, system analysis, system architecture design, and system integration.   |                             |   |  |
| 6.4.15.3. Experience working with project requiring compliance with state and federal regulations such as HIPAA, etc. Vendor must state others for which the proposed technical architect has experience.                    |                             |   |  |
| 6.4.15.4. Two years (24 months) of experience with relational/object database implementations and integration and knowledge in at least one of the standard relational databases e.g. Oracle, DB2, or SQL Server.            |                             |   |  |
| 6.4.15.5. Experience with legacy systems.  |                             |   |  |
| 6.4.15.6. Experience with client- server architectures   |                             |   |  |
| 6.4.15.7. Experience in defining and developing high-volume, horizontally scalable architectures.  |                             |   |  |

| Position: <u>Technical Architect</u>  | Proposed Staff _____ |  |                                     |
|---|----------------------|--|-------------------------------------|
| Requirements  | Number of Months     | Enter Project(s) Name or Number(s) Only<br>(Project should be described in the Project Description table below). | Project Role/Full-time or Part-time |
| 6.4.15.8. Experience of working collaboratively with multidisciplinary teams with a focus on delivery.  |                      |  |                                     |
| 6.4.15.9. Experience with communicating complex technical concepts to non- technical stakeholders.  |                      |  |                                     |
| 6.4.15.10. Experience evaluating new technologies for their appropriateness to proposed solutions, including assessing their strategic and/or tactical benefit.   |                      |  |                                     |
| 6.4.15.11. Demonstrable experience developing software in a SOA paradigm.   |                      |  |                                     |
| 6.4.15.12. Experience replacing a legacy system using a strangulation/encapsulation approach.   |                      |  |                                     |
| 6.4.15.13. Experience working with structured data formats (e.g. RDF, ATOM, XML, and JSON).   |                      |  |                                     |
| 6.4.15.14. Experience with any of the following is highly desirable: Java, PHP, scripting languages (e.g. Python, Perl) and web technologies (LAMP, SQL, AJAX or AJAJ), as well as RESTful web services, XQuery, JMS, Apache server, Tomcat, Linux, HTTP, mod_perl, MySQL, XSLT |                      |  |                                     |
| 6.4.15.15. Experience with implementing cloud-hosted system.  |                      |  |                                     |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Technical Architect) | Organization/Project Contact | Project Start and End Date |
|------------------------|---|------------------------------|----------------------------|
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- 6.4.16. **Network Architect Duties.** Network Architect duties shall include, but are not limited to, the following minimum requirements:
- 6.4.16.1. Collaborate with users, technical staff and management to define business and technical requirements.
  - 6.4.16.2. Work closely with management to determine business process and productivity needs and an appropriate technology strategy to support business goals.
  - 6.4.16.3. Analyze technical needs, requirements, and state of the network's infrastructure design, integration, and operations, considering security.
  - 6.4.16.4. Create plans and layouts for data communication networks.
  - 6.4.16.5. Design, test, and implement agency-wide voice and data systems to meet the needs of MDCPS and prepare specifications and plans for implementation of new or enhanced networks.
  - 6.4.16.6. Design, configure, and implement network hardware, software, ancillary services, and network communication gateways to other computing environments.
  - 6.4.16.7. Review and manage designs for adherence to standards compliance and architecture compliance.
  - 6.4.16.8. Evaluate emerging technologies against current and future business and IT strategist needs.
  - 6.4.16.9. Develop design principles, models, plans, internal standards, and processes based on industry best practices.
  - 6.4.16.10. Participate in selection of networking technologies and products for implementation.
  - 6.4.16.11. Monitor network performance and make modifications to enhance operating efficiency.
  - 6.4.16.12. Establish governing principles for network design and deployment.
  - 6.4.16.13. Develop networks and criteria for network monitoring software.
  - 6.4.16.14. Develop methods and criteria for network traffic analysis, and data collection and analysis.
  - 6.4.16.15. Identify and resolve network (and component) operating problems.
  - 6.4.16.16. Review and evaluate disaster recovery strategies.
  - 6.4.16.17. Work with the network operations and project delivery teams to promote network standards and compliance.
  - 6.4.16.18. Upgrade hardware, such as routers or adaptors, and software, such as network drivers, as needed to support computer network.
  - 6.4.16.19. Perform related or similar duties as required or assigned.
  - 6.4.16.20. Other child welfare-related network duties that may be assigned.

- 6.4.17. **Network Architect Soft Skills and Education Requirements.** The proposed Network Architect must have the following skills:
- 6.4.17.1. Written and oral communication skills to receive, attend to, interpret, and respond to verbal messages and expresses information to individuals or groups effectively.
  - 6.4.17.2. Ability to work within design teams and mentor IT colleagues.
  - 6.4.17.3. Analytical skills to examine data networks and decide how to best connect the networks based on the needs and resources of the organization.
  - 6.4.17.4. Interpersonal skills to work with different types of employees to successfully design and implement computer and information networks.
  - 6.4.17.5. Leadership skills to direct teams of engineers who build the networks they have designed, such as computer hardware engineers.
  - 6.4.17.6. Must exhibit competency in the technical areas needed to do a specific job.
  - 6.4.17.7. A bachelors degree from an accredited four-year college or university in computer science, data processing, business information systems, communications, or a related field. Vendor must list all degrees and the college/university from which degree(s) was received.

6.4.18. **Network Architect Qualifications and Experience Requirements.** The Network Architect must have experience that meets or exceeds the following minimum specifications:

| <b>Position: <u>Network Architect</u></b>  | <b>Proposed Staff _____</b> |   |  |
|--|-----------------------------|---|--|
| <b>Requirements</b>  | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.18.1. Minimum of five years (60 months) of experience in designing, developing, configuring, and implementing enterprise networks;         |                             |   |  |
| 6.4.18.2. In-depth understanding of business strategy and ability to interact effectively with senior business managers and C-level executive; |                             |   |  |
| 6.4.18.3. Knowledge of protocols including TCP/IP, BGP, IS-IS, OSPF, and EIGRP;  |                             |   |  |
| 6.4.18.4. Knowledge of tunneling protocols including IPSEC, GRE, L2TPv3;   |                             |   |  |
| 6.4.18.5. Knowledge of high availability protocols such as VRRP, HSRP, LACP, PAGP;   |                             |   |  |
| 6.4.18.6. Knowledge of network virtualization technologies including MPLS and VRF;   |                             |   |  |

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| 6.4.18.7. Knowledge of routing technologies;  |  |  |  |
| 6.4.18.8. Knowledge of switching technologies;  |  |  |  |
| 6.4.18.9. Experience with VOIP components and converged networks;   |  |  |  |
| 6.4.18.10. Experience with load balancers (F5 and others);  |  |  |  |
| 6.4.18.11. Experience implementing cloud-hosted systems; and  |  |  |  |
| 6.4.18.12. It is desirable that the proposed architect have demonstrated knowledge of network technologies through achievement of Cisco CCDE, CCIE, CNA and other professional certifications |  |  |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Network Architect) | Organization/Project Contact | Project Start and End Date |
|------------------------|---|------------------------------|----------------------------|
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- 6.4.19. **Database Architect Duties.** Database Architect duties shall include, but are not limited to, the following minimum requirements:
- 6.4.19.1. Analyze agency operations, applications, programming, and objectives to determine database structural requirements;
  - 6.4.19.2. Analyze database implementation methods to make sure they are in line with company policies and any external regulations;
  - 6.4.19.3. Define database physical structure and functional capabilities, security, backup, and recovery specifications;
  - 6.4.19.4. Design strategies for enterprise database systems and set standards for operations, programming, and security;
  - 6.4.19.5. Design databases to support business applications, ensuring system scalability, security, performance and reliability;
  - 6.4.19.6. Design database applications, such as interfaces, data transfer mechanisms, global temporary tables, data partitions, and function-based indexes to enable efficient access of the generic database structure;
  - 6.4.19.7. Develop database design and architecture documentation for the management and executive teams;
  - 6.4.19.8. Design and develop a REST API.
  - 6.4.19.9. Collaborate with technical architects, product strategist, and, design analysts, and others to understand business requirements;
  - 6.4.19.10. Integrate new systems with existing warehouse structure and refine system performance and functionality;
  - 6.4.19.11. Plan and install upgrades of database management system software to enhance database performance;
  - 6.4.19.12. Identify and correct deviations from database development standards;
  - 6.4.19.13. Identify and resolve production and application development problems;
  - 6.4.19.14. Create and enforce database development standards;
  - 6.4.19.15. Develop or maintain archived procedures, procedural codes, or queries for applications;
  - 6.4.19.16. Develop load-balancing processes to eliminate down time for backup processes;
  - 6.4.19.17. Develop data models for applications, metadata tables, views or related database structures;
  - 6.4.19.18. Develop modeling strategies to ensure that the database is secure, scalable and performs reliably;
  - 6.4.19.19. Identify, evaluate and recommend hardware or software technologies to achieve desired database performance;
  - 6.4.19.20. Monitor and report systems resource consumption trends to assure production systems meet availability requirements and hardware enhancements are scheduled appropriately; and

6.4.19.21. The Database Architect will be responsible for constantly monitoring the database and immediately addressing database issues and problems.

6.4.19.22. Other child welfare-related duties in regards to data that may be assigned.

6.4.20. **Database Architect Soft Skills and Education Requirements.** The proposed Database Architect must have the following skills:

6.4.20.1. Must have good communication skills;

6.4.20.2. Must have strong problem solving skills;

6.4.20.3. Must be able to gather and assimilate information;

6.4.20.4. Must be able to think logically and strategically, and evaluate options in the short, medium and long term;

6.4.20.5. Must be able to be adapt and prioritize;

6.4.20.6. Must be able to work under pressure and meet deadlines; and

6.4.20.7. Must be able to think ahead and anticipate problems, issues and solutions.

6.4.20.8. Must have a bachelors degree from an accredited college/university in computer science, engineering or a technology-related field. Vendor must list all degrees and the college/university from which degree(s) was received.

6.4.21. **Database Architect Qualifications and Experience.** The proposed Database Architect must have experience that meets or exceed the following minimum specifications:

| <b>Position: <u>Database Architect</u></b>  |                         | <b>Proposed Staff _____</b>   |  |
|---|-------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b> | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.21.1. Must have a minimum of five years (60 months) of experience in data analysis or the design and development of relational database management systems (RDBMS) such as Oracle, DB2, SQL, etc. on projects similar in size and scope to the CCWIS project; |                         |   |  |
| 6.4.21.2. Must have a minimum of four years (48 months) of experience in overseeing the database development, programming, database optimization techniques, and maintenance of enterprise level software applications;   |                         |   |  |
| 6.4.21.3. Must have proven ability to work in distributed systems;  |                         |   |  |
| 6.4.21.4. Must have a minimum of two years (24 months) of experience in developing and implementing an enterprise data warehouse;   |                         |   |  |
| 6.4.21.5. Must have a minimum of two years (24 months) experience with OLAP and OLTP;   |                         |   |  |
| 6.4.21.6. Must have experience developing and implementing a RESTful API for a relational database; and   |                         |   |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Database Architect) | Organization/Project Contact | Project Start and End Date |
|------------------------|--|------------------------------|----------------------------|
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- 6.4.22. **Product Development Strategist Duties.** Duties and responsibilities of the Product Development Strategist include the following minimum requirements:
- 6.4.22.1. Develop an understanding of the agency's business environment and strategy;
  - 6.4.22.2. Collaborate with CCWIS project team to define project objectives, set key performance metrics, and establish project approach;
  - 6.4.22.3. Conduct research, interviews, and brainstorming sessions;
  - 6.4.22.4. Communicate findings to the State's Product Owner so that an informed decision can be made concerning the direction product development should go;
  - 6.4.22.5. Assemble strategic insights into presentation materials for the State's Product Owner;
  - 6.4.22.6. Meet with project managers and management as appropriate to discuss the current business communication strategy;
  - 6.4.22.7. Analyze business metrics collected at the financial and project levels to verify objectives are progressing as planned, and to direct additional actions to be taken when problems or risks are identified;
  - 6.4.22.8. Estimate cost, and prepare business cases for IT solutions, considering infrastructure, licenses, development and support;
  - 6.4.22.9. Serve as a Subject Matter Expert (SME) in specifying and selecting information system solutions considering functionality, data, security, integration, infrastructure and performance;
  - 6.4.22.10. Serve as a SME in the use of knowledge of IT solutions to drive organizational change and support business process design;
  - 6.4.22.11. Work with project managers and architects to ensure strategic business plans are successfully executed; and
  - 6.4.22.12. Other child welfare-related product strategist duties that may be assigned.
- 6.4.23. **Product Development Strategist Soft Skills and Education Requirements.** The proposed Product Development Strategist must have the following skills:
- 6.4.23.1. Must have outstanding written and oral communication skills;
  - 6.4.23.2. Must be able to lead collaborating teams to ensure successful delivery of solutions;
  - 6.4.23.3. Must be comfortable giving presentations to all levels of the agency, from executive management to hands-on employees
  - 6.4.23.4. Must have an understanding of concepts in economics, statistics, communication and marketing;
  - 6.4.23.5. Must be a strong critical thinker with a problem solving abilities;
  - 6.4.23.6. Must have the conceptual and analytical abilities necessary to gather key business and user insights, and strategic planning skills to create a long-term vision for the content that's generated;

- 6.4.23.7. Must have excellent communication skills with ability to explain technical concepts to lay audiences;
- 6.4.23.8. Must be a self-starter with the ability to appropriately prioritize and plan complex work in a rapidly changing environment; and
- 6.4.23.9. Must be results oriented with the ability to produce products that deliver organizational benefit.
- 6.4.23.10. Must have a bachelors or masters degree in business, computer science, information systems, or related field. It is desirable that the course of study included market research and statistics. . Vendor must list all degrees and the college/university from which degree(s) was received.
- 6.4.23.11. Other duties that may be assigned.

6.4.24. **Product Development Strategist Qualifications and Experience Requirements.** The proposed Product Development Strategist must have experience that meets or exceeds the following minimum specifications:

| <b>Position: <u>Product Development Strategist</u></b>  | <b>Proposed Staff _____</b> |   |  |
|---|-----------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b>     | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.24.1. A minimum of five years (60 months) in a professional senior technical role such as technical lead, team lead, architect, or other hands on leadership role ideally for a major consultancy or system integrator; |                             |   |  |
| 6.4.24.2. Must have a minimum of five years (60 months) of experience working in strategic leadership, with a proven background successfully leading teams in strategy planning and development.                            |                             |   |  |
| 6.4.24.3. Must have a long record of success in developing business plans and procedures with a positive outcome;   |                             |   |  |
| 6.4.24.4. Must have a minimum of three years (36 months) working on government (state, federal, or local) projects of similar size and scope as this project;   |                             |   |  |
| 6.4.24.5. Must have experience in assessing a broad range of information solutions and products, particularly information systems and data warehouses;  |                             |   |  |
| 6.4.24.6. Must have experience demonstrating domain knowledge and expertise in a range of skills, such as business model development, financial modeling, product portfolio planning,                                       |                             |   |  |

| Position: <u>Product Development Strategist</u>  | Proposed Staff _____ |  |                                     |
|--|----------------------|--|-------------------------------------|
| Requirements   | Number of Months     | Enter Project(s) Name or Number(s) Only<br>(Project should be described in the Project Description table below). | Project Role/Full-time or Part-time |
| organizational strategy, and ability to design information systems to delivery that strategy;  |                      |  |                                     |
| 6.4.24.7. Must have experience of developing Services Orientated Architectures (SOA);  |                      |  |                                     |
| 6.4.24.8. Must have a working knowledge of infrastructure including servers, storage, firewalls, load balancers, routers, etc.; and    |                      |  |                                     |
| 6.4.24.9. It is desirable that the strategist have knowledge of Enterprise Architecture methodologies such as TOGAF or the Equivalent. |                      |  |                                     |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Product Development Strategist) | Organization/Project Contact | Project Start and End Date |
|------------------------|--|------------------------------|----------------------------|
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- 6.4.25. **Agile Coach Duties.** The Agile Coach duties shall include, but is not limited to the following minimum duties:
- 6.4.25.1. Develop and deliver team and organization training materials and workshops, building knowledge/ and skills to facilitate the Agile transformation.
  - 6.4.25.2. Coach project teams consisting of Business Analysts, Project Managers and Executives on Agile values and principles.
  - 6.4.25.3. Provide hands-on coaching to technical leads, developers, and testers on how to estimate story points, break down stories into tasks and keep track of their hours.
  - 6.4.25.4. Work with Business Analyst on creating user stories, populating a comprehensive Product Backlog.
  - 6.4.25.5. Provide guidance to the serve as the project's Scrum Masters.
  - 6.4.25.6. Assist the Scrum Masters with organizing and facilitating the ceremonies of Agile, sprint planning, release planning, daily Stand-ups, demonstrations, and retrospectives.
  - 6.4.25.7. Lead strategic Release Planning and tactical Iteration Planning sessions.
  - 6.4.25.8. Communicate and present weekly updates to executives and project managers.
  - 6.4.25.9. Develop the roadmap for all teams to evolve toward predictive velocities.
  - 6.4.25.10. Track and chart burn down and quality metrics.
  - 6.4.25.11. Provide guidance to various groups on performance standards, metrics, contracts, scaling and other agile methods.
  - 6.4.25.12. Hold retrospective meetings incorporating lessons learned, suggested process changes, and feedback from previous iterations.
  - 6.4.25.13. Coach and assist the team with relative story sizing/estimation, task definition and Acceptance/Doneness criteria.
  - 6.4.25.14. Manage major collective activities, issues, and risks across agile teams in support of the program.
  - 6.4.25.15. Provide coaching and guidance to the product owners with keeping the backlog groomed.
  - 6.4.25.16. Recommend/be responsible for the Agile tool used.
  - 6.4.25.17. Other child welfare-related Agile duties that may be assigned.
- 6.4.26. **Agile Coach Skills and Education Requirements.** The proposed Agile Coach must have the following skills:
- 6.4.26.1. Must have an attitude of service.
  - 6.4.26.2. Must be able to communicate well with teams.
  - 6.4.26.3. Must be able to lead and demonstrate value-add principles to a team.
  - 6.4.26.4. Must be able to ensure Agile/Scrum concepts and principles are adhered to.

- 6.4.26.5. Must be able to promote collaboration in challenging circumstances.
- 6.4.26.6. Must be high-energy.
- 6.4.26.7. Must be able to facilitate discussion and facilitate alternatives or different approaches.
- 6.4.26.8. Must be able to lead a team to self-organization.
- 6.4.26.9. Must have a Bachelors Degree from an accredited four-year college or university in computer science, data processing, information systems, or a related field.

6.4.27. **Agile Coach Experience and Qualifications.** The proposed Agile Coach’s qualifications and experience must meet or exceed the following minimum requirements:

| <b>Position: <u>Agile Coach</u></b>   |                         | <b>Proposed Staff _____</b>   |  |
|---|-------------------------|---|--|
| <b>Requirements</b>   | <b>Number of Months</b> | <b>Enter Project(s) Name or Number(s) Only</b><br>(Project should be described in the Project Description table below). | <b>Project Role/Full-time or Part-time</b> |
| 6.4.27.1. Must have knowledge of the Agile software development life cycle and scrum framework.   |                         |   |  |
| 6.4.27.2. Must have at least three (3) years of experience working in a multi-team scaled agile environment.  |                         |   |  |
| 6.4.27.3. Must have prior experience coaching teams in Agile adoption or as a Scrum Master.   |                         |   |  |
| 6.4.27.4. Must have an understanding of incremental delivery, backlog tracking, burn down metrics, and velocity.                                      |                         |   |  |
| 6.4.27.5. Must have experience utilizing additional Agile metrics and performance standard. Vendor must provide detail of metrics and standards used. |                         |   |  |
| 6.4.27.6. Must have familiarity with common Agile practices, and service-oriented environments  |                         |   |  |

**Project Descriptions (Vendor may enter as many project as needed to substantiate experience requirement)**

| Project Name or Number | Project Description (Agile Coach) | Organization/Project Contact | Project Start and End Date |
|------------------------|-----------------------------------|------------------------------|----------------------------|
|                        |                                   |                              |                            |
|                        |                                   |                              |                            |
|                        |                                   |                              |                            |
|                        |                                   |                              |                            |
|                        |                                   |                              |                            |

- 6.5. **Resumes.** The Vendor must provide resumes for each proposed individual. Proposals received without resumes may be eliminated from consideration. Resumes must reflect qualifications and recent experience relevant to the scope of the work indicated in this RFP. The description of experience must include:
- 6.5.1. Specific responsibilities of Vendor personnel;
  - 6.5.2. The number of years of their experience;
  - 6.5.3. Month/year ranges for experience;
  - 6.5.4. Experience relating to the requirements identified in 6.4 above;
  - 6.5.5. Listing of relevant projects with customer names, time periods and brief description of project scope; and
  - 6.5.6. Educational background.
- 6.6. **Professional References.** Resumes must include at least two (2) professional references that can be contacted to verify the individual's qualifications and experience. Reference must not be a family member or current colleague. References that are no longer in business cannot be used. Inability to reach the reference will result in that reference being considered non-responsive. MDCPS reserves the right to request information about the Vendor from any previous customer of the Vendor of whom MDCPS is aware, even if that customer is not included in the Vendor's list of references. Resumes should list the following information for each project reference provided by individual:
- 6.6.1. Company Name;
  - 6.6.2. Immediate Supervisor's Name;
  - 6.6.3. Immediate Supervisor's Title;
  - 6.6.4. Supervisor's Telephone Number;
  - 6.6.5. Supervisor's E-mail address;
  - 6.6.6. Brief description of the project;
  - 6.6.7. Duration of Project; and
  - 6.6.8. Individual's role in the project.
- 6.7. **Interviews**
- 6.7.1. A telephone number must be included for each individual proposed so the individual can be contacted for a telephone interview. The State is willing to pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls. MDCPS will work with the Vendor to set up a date and time for the interview; however, MDCPS must be able to contact the individual directly.
  - 6.7.2. Individuals scoring less than 75% of telephone interview points may be eliminated from further consideration.
  - 6.7.3. Proposed individuals may be required to attend an on-site interview with MDCPS. All costs associated with the on-site interview will be the responsibility of the Vendor. Individual(s) proposed must be available for an on-site interview with a seven (7) calendar day notice from MDCPS.

- 6.7.4. Vendor must disclose if proposed individual(s) is a Public Employees Retirement System (PERS) member currently receiving monthly benefits. It is the individual's responsibility to verify that work performed in association with this RFP is in compliance with the guidelines set forth by PERS for re-employment at a PERS-covered agency.

## 7. Vendor Qualifications

- 7.1. **Item-by-Item Response Required.** Item 7, Vendor Qualifications, requires that the Vendor submit an "Item-by-Item" response to each outline item, as described in Item 3, Administrative Requirements.
- 7.2. **Company Profile.** Vendor must provide the following organizational information:
  - 7.2.1. Date established (minimum one year requirement);
  - 7.2.2. Corporate office location and number of branch offices;
  - 7.2.3. Type of corporate structure and the state of incorporation;
  - 7.2.4. Ownership information including public or private, parent company and subsidiaries;
  - 7.2.5. Disclosure of any company restructurings, mergers, and acquisitions in the past three years that have impacted any products the Vendor sold, serviced, and supported; and
  - 7.2.6. Name, title, address, telephone number and e-mail for the "Notice" article of the contract
- 7.3. **Pending Legal Actions**
  - 7.3.1. Vendor must disclose any lawsuits, bankruptcy or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are part of the Vendor's proposal.
  - 7.3.2. Vendor must include in the disclosure a summary of the legal action, citations where filed, and current status.
- 7.4. **Place Order To Address and Remit To Address**
  - 7.4.1. Vendor must specify the ordering address in response to this item.
  - 7.4.2. Vendor must specify the remit address in response to this item.

## 8. Cost Proposal

- 8.1. **Content.** The cost information must consist of an hourly rate for each staff proposed for the initial 3-year period and two (2) additional optional years (if desired by the State) for a total of five (5) years.
- 8.2. **Rate.** Vendor must propose a fully-loaded hourly rate, including travel, to do at least 80% of all work on-site at MDCPS in Jackson, MS. All travel, subsistence and any related project expenses must be included in this hourly rate. No additional costs will be added to the monthly invoices for such expenses.
- 8.3. **Duration of Contract.** Vendor must commit to the proposed hourly rate for the duration of the contract.
- 8.4. **Hours Worked.** The number of hours worked per proposed staff shall not exceed 2080 hours annually.

8.5. Detailed Itemization. The vendor must provide a detailed itemization of **all** associated costs on the Appendix C, Cost Proposal, attached.

## 9. Scoring Methodology

### 9.1. Category and Percentage Summary

- 9.1.1. An Evaluation Team will review and evaluate all proposals. All information provided by the Vendors, as well as any other information available to evaluation team, will be used to evaluate the proposals.
- 9.1.2. Each category is assigned a value between one and 100 percent.
- 9.1.3. The sum of all categories equals 100 percent.
- 9.1.4. The Evaluation Team will use the following categories and percentages:

| Category                                    | Percentage  |  |
|---|-------------|--|
| Proposal Categories:                        |             |  |
| Qualifications and Experience               | 50%         |  |
| Interviews                                  | 15%         |  |
| Total (Proposal Categories Percentage)      | 65%         |  |
| Cost  | 35%         |  |
| <b>Total (Cost and Proposal Categories)</b> | <b>100%</b> |  |

9.2. **Evaluation Four (4) Stages.** The evaluation will be conducted in four stages as follows:

- 9.2.1. **Stage 1 – Selection of Responsive/Valid Proposals** – Each proposal will be reviewed to determine if it is sufficiently responsive to the RFP requirements to permit a complete evaluation. A responsive proposal must comply with the instructions stated in this RFP with regard to content, organization, and format. Failure to submit a complete proposal may result in rejection of the proposal.
- 9.2.2. **Stage 2 – Proposal Evaluation (all requirements excluding cost)**
  - 9.2.2.1. Scores will be determined for each item using the proposal categories listed in the table above.
  - 9.2.2.2. Proposals meeting fewer than 80% of the requirements for the proposal categories listed above may be eliminated from further consideration.
- 9.2.3. **Stage 3 – Cost Evaluation**
  - 9.2.3.1. Scores will be assigned using the following formula:  

$$(1 - ((P-L)/L)) * C$$
 Legend:

L= Total lifecycle cost of lowest valid proposal

P= Total lifecycle cost of proposal being scored

C= Percentage assigned to cost from the table above

9.2.3.2. Proposals with total lifecycle cost that at least twice the lifecycle cost for the lowest proposal meeting specifications will receive a score of 0 for cost.

9.2.4. **Stage 4 – Selection of the successful Vendor**

Final Quantitative Evaluation - Following any requested presentations at MDCPS's discretion, the Evaluation Team will re-evaluate any technical scores as necessary. The technical and cost scores will then be combined to determine the Vendor's final score.

## 10. **References**

Vendor must identify three (3) related projects in size, complexity, scope, and technical environment in which the Vendor provided similar technical support services. See Appendix A for instructions and reference forms.

## Appendices

Appendix A: Proposal Exception Summary Form and Instructions

Appendix B: Reference Forms and Instructions

Appendix C: Cost Proposal

Appendix D: Acronyms

Appendix E: Exhibits to Contract

**Appendix A: Proposal Exception Summary Form and Instructions.** Vendor must enter any exceptions in the Exception in the table below:

- 1.1 Unless specifically disallowed on any specification herein, the Vendor may take exception to any item within this RFP, including a specification denoted as mandatory.
- 1.2 The Vendor has no liability to provide items to which an exception has been taken and the State has no obligation to accept any exception.
- 1.3 During the contract negotiation process, the State will make a determination on the gravity of the exception and whether to accept the risk that the exception proposes. Should the State be unable to accept the exception, the Vendor may either withdraw it, or the award will be withdrawn. Negotiations would then begin with Vendor that provided the next lowest and best proposal.
- 1.4 An exception will be accepted or rejected at the sole discretion of the State.

| RFP Item Number | Brief Explanation of Exception | Vendor Proposed Alternative |
|-----------------|--------------------------------|-----------------------------|
|                 |                                |                             |
|                 |                                |                             |
|                 |                                |                             |
|                 |                                |                             |
|                 |                                |                             |
|                 |                                |                             |
|                 |                                |                             |

**Appendix B: Reference Forms and Instructions.** Vendor must identify three (3) related projects in size, complexity, scope, and technical environment in which the Vendor provided similar technical support services. For each project provide the following in the form (vendor must complete a separate form for each reference):

- Name, position, address, phone number, e-mail address of a customer contact person who was directly involved in the project;
- Project Scope;
- Project Time Frame (Duration of Project);
- Vendor’s project participants; and
- Participant’s role in the project.

| <b>Reference #1</b>           |  |
|-------------------------------|--|
| Name of Contact               |  |
| Contact’s Position            |  |
| Contact’s Company Address     |  |
| Contact’s Phone Number        |  |
| Contact’s Email Address       |  |
| Project Scope                 |  |
| Project Time Frame            |  |
| Vendor’s Project Participant  |  |
| Participant’s Role in Project |  |

| <b>Reference #2</b>           |  |
|-------------------------------|--|
| Name of Contact               |  |
| Contact's Position            |  |
| Contact's Company Address     |  |
| Contact's Phone Number        |  |
| Contact's Email Address       |  |
| Project Scope                 |  |
| Project Time Frame            |  |
| Vendor's Project Participant  |  |
| Participant's Role in Project |  |

| <b>Reference #3</b>           |  |
|-------------------------------|--|
| Name of Contact               |  |
| Contact's Position            |  |
| Contact's Company Address     |  |
| Contact's Phone Number        |  |
| Contact's Email Address       |  |
| Project Scope                 |  |
| Project Time Frame            |  |
| Vendor's Project Participant  |  |
| Participant's Role in Project |  |

### Appendix C: Cost Information Submission Form and Instructions

Vendor must include and complete all parts of the cost proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal may be grounds for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor. The Vendor should supply supporting details as described in the Item 10, Cost Proposal.

| FUNCTION   | NAME | HOURLY RATE |
|--|------|-------------|
| Sr. Project Manager  |      |             |
| Project Manager- Content Management and Automated Interfaces |      |             |
| Project Manager – Agile Development                          |      |             |
| Project Manager – Team Assessment and Collaboration          |      |             |
| Technical Architect  |      |             |
| Network Architect  |      |             |
| Database Architect   |      |             |
| Product Development Strategist                               |      |             |

## Appendix D: Acronyms

A list of Acronyms can be provided upon request.

**Appendix E: Documents that will be attached to contract as Exhibits.** The following document must be attached to any resulting contract as Exhibits: (1) Contract Language for General Services; (2) safeguarding and Reporting Responsibilities for Personally identifiable Information PII; (3) Federal Debarment Verification Requirement; and Proprietary Information Form.

## **CONTRACT LANGUAGE FOR TECHNOLOGY SERVICES**

### **I. PERFORMANCE**

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

1. All work will be done under the supervision of the contractor or the contractor's employees.
2. Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
3. All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
4. The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
5. Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
6. All computer systems receiving, processing, storing, or transmitting Federal tax information must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal tax information.
7. No work involving Federal tax information furnished under this contract will be subcontracted without prior written approval of the IRS.

8. The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
9. The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.
10. (Include any additional safeguards that may be appropriate.)

## **II. CRIMINAL/CIVIL SANCTIONS:**

1. Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
2. Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC section 7213A and 7431.
3. Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material

4. in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
5. Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors should be advised of the provisions of IRC Sections 7431, 7213, and 7213A (see Exhibit 6, *IRC Sec. 7431 Civil Damages for Unauthorized Disclosure of Returns and Return Information* and Exhibit 5, *IRC Sec. 7213 Unauthorized Disclosure of Information*). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the contractor should sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

### **III. INSPECTION:**

The IRS and the Agency shall have the right to send its officers and employees into the offices and plants of the contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, specific measures may be required in cases where the contractor is found to be noncompliant with contract safeguards.

**SAFEGUARDING AND REPORTING RESPONSIBILITIES FOR PERSONALLY  
IDENTIFIABLE INFORMATION (PII)**

1. The State Agency will ensure that its employees, contractors, and agents:
  - a. properly safeguard PII furnished by SSA under this IEA from loss, theft or inadvertent disclosure;
  - b. understand that they are responsible for safeguarding this information at all times, regardless of whether or not the State employee, contractor, or agent is at his or her regular duty station;
  - c. ensure that laptops and other electronic devices/media containing PII are encrypted and/or password protected;
  - d. send emails containing PII only if encrypted or if to and from addresses that are secure; and
  - e. limit disclosure of the information and details relating to a PII loss only to those with a need to know.
2. If an employee of the State Agency or an employee of the State Agency's contractor or agent becomes aware of suspected or actual loss of PII, he or she must immediately contact the State Agency official responsible for Systems Security designated below or his or her delegate. That State Agency official or delegate must then notify the SSA Regional Office Contact and the SSA Systems Security Contact identified below. If, for any reason, the responsible State Agency official or delegate is unable to notify the SSA Regional Office or the SSA Systems Security Contact within 1 hour, the responsible State Agency official or delegate must report the incident by contacting SSA's National Network Service Center (NNSC) at 1-877-697-4889. The responsible State Agency official or delegate will use the worksheet, attached as Attachment 5, to quickly gather and organize information about the incident. The responsible State Agency official or delegate must provide to SSA timely updates as any additional information about the loss of PII becomes available.
3. SSA will make the necessary contact within SSA to file a formal report in accordance with SSA procedures. SSA will notify the Department of Homeland Security's United States Computer Emergency Readiness Team if loss or potential loss of PII related to a data exchange under this IEA occurs.
4. If the State Agency experiences a loss or breach of data, it will determine whether or not to provide notice to individuals whose data has been lost or breached and bear any costs associated with the notice or any mitigation.

**FEDERAL DEBARMENT VERIFICATION REQUIREMENT**  
**MISSISSIPPI DEPARTMENT OF CHILD PROTECTION SERVICES**

**Contractor's/Subgrantee's Authorized Official**, hereby certifies that **Contractor's/Subgrantee's Name** is not on the list for federal debarment on [www.sam.gov](http://www.sam.gov) - System for Award Management (SAM). If

**Contractor's/Subgrantee's Name is placed on the federal debarment list, Contractor's/Subgrantee's**

**Authorized Official** shall notify the appropriate funding division(s) of the Mississippi Department of Child Protection Services (MDCPS) within 24 hours (Monday-Friday). Further, MDCPS may terminate the subgrant(s)/contract(s) between MDCPS and **Contractor's/Subgrantee's Name**.

\_\_\_\_\_  
Authorized Official's Typed Name/Title

\_\_\_\_\_  
Signature of Authorized Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Witness

