

Appendix V - Vendor Capabilities Questionnaire

Responses should be prepared as simply as possible and provide a straightforward, concise description of the Vendor’s capabilities to satisfy the requirements of the RFP. Attention should be given to the accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. Vendors shall prepare their Responses according to the format presented in this Section.

Please use this Word document to submit answers. If the answer includes additional documentation, please indicate the name of the document in the relevant section.

Note: Any additional materials the Vendor wishes to include must have the company name clearly displayed on the front page of the item.

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Vendor Name _____

1. Scope of Services

Please describe your overall understanding of the project and the scope of software and work proposed.

2. Proposed Solution

Please review the following documents included in this RFP:

- Court Interpreter Services Program Requirements
- Psychiatric Psychological Examiner Services Program Requirements
- Technical and Report Requirements
- Technical Requirements Overview
- Additional Background Information

Based on your understanding of the project requirements and provided background information, please provide a description of the Proposed Solution. Please feel free to include brochures, white papers, technical specification sheets, or diagrams that would help explain the proposed solution.

3. Company Background

The following items are required in this Section:

- 3.1. Number of years the company has been in business.
- 3.2. Most recent company annual report.
- 3.3. If the company has had any material change in its ownership within the last 18 months, please explain this change and how it may have affected the company's Proposed Solution business.
- 3.4. Are any material changes in company organization structure, delivery channels, or ownership currently underway or planned?
- 3.5. If your company has government customers using the Proposed Solution, please include a list of these customers.

4. Proposed Solution and Computing Environment

Please provide a concise description for each one of the following items. You may include any brochures, diagrams, technical specification sheets, or white papers that help explain the requested information.

- 4.1. Hosting Options
Please describe your hosting options for the Proposed Solution.

4.2. Modular Integration

If your proposed solution makes use of multiple modules, please list out all of the modules that are being proposed. Please note if any of these modules are from a third-party vendor.

4.3. Upgrade Tools

Please describe your process for handling fixes, patches and upgrades for each of your hosting options. Please note how customers are informed of these activities and the role the customer would play in each of these activities.

4.4. Data Conversion

For the purpose of data conversion, assume that SCAO will convert all detail data that is included in the Business Units databases (flat files). What are the required/available formats for data conversion files (e.g., ASCII, Excel, .csv format, etc.)?

4.5. APIs

Please list and describe the APIs that are part of the Proposed Solution. Do your APIs conform to representational state transfer architecture (RESTful)? Do your APIs support the Open Data protocol (OData)?

4.6. Monitoring and Tuning Tools

Please indicate and describe any Software performance monitoring and tuning tools that are part of the Proposed Solution.

4.7. User Metrics

Does your Solution contain the capability to monitor and measure user interactions with the Solution, especially online transaction analytics? If yes, please describe.

4.8. Transaction Response Tools

Does your Solution contain the capability to monitor online transaction response times? If yes, please describe.

5. Third-Party Products/Optional Software

Does your proposed solution require or recommend Third-Party Products (hardware and software)? If yes, please list the following information for each product: product name, version release number, whether or not SCAO will be required to license product directly from the Third-Party provider, and who will be providing support for the Third-Party product.

6. Implementation Plans/Methodology

Please provide an overview of your proposed implementation plan including:

- 7.1. Project work breakdown structure.
- 7.2. Deliverables.
- 7.3. Timeline
- 7.4. Definition of expected roles and responsibilities for both Vendor and SCAO project participants.
- 7.5. Resource plan reflecting roles, FTEs, number of hours, rate for each vendor resource.

7. Training Plan

Please provide an overview of your proposed training plan. Please include the following information. You may include any brochures, diagrams or white papers that help explain the requested information.

- 8.1. Overview of proposed training plan/strategy, including options for on-site, off-site, and web-based training for the core project team, end users, and technology personnel.
- 8.2. Please list, in detail, the frequency, availability, and Vendor locations of all proposed training classes (if applicable).
- 8.3. The role and responsibility of the Software and/or Software Vendor Partner in the design and implementation of the training plan.
- 8.4. The role and responsibility of the SCAO in the design and implementation of the training plan.
- 8.5. The knowledge transfer strategy proposed by the Software and/or Software Vendor Partner to prepare SCAO staff to administer the System after it is placed into Production.
- 8.6. Descriptions of Classes/Courses proposed in the training plan. The Vendor should specify a unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.
- 8.7. Please include pricing for the various training options.

9. Maintenance and Support Program

Please provide information regarding the post-implementation and ongoing support provided you provide including the following. You may include any brochures, diagrams, technical specification sheets, or white papers that help explain the requested information.

- 9.1. Support channels, hours of operations, problem reporting and resolution procedures, issue escalation.
- 9.2. The differing levels of support that are available and which level is being included in the cost proposal.

- 9.3. Number of SCAO IT personnel resources are needed to maintain and support your Proposed Solution? For each type of resource, please provide a sample list of type of skill sets that will be required of the identified resources.
- 9.4. Is there a separate maintenance contract? If yes, please include a copy of the contract.

10. Experience

Please describe three projects your company has completed using the Proposed Solution. The projects should be of similar size and complexity to what is being proposed for SCAO. Please include the name of the company, a description of the project, when the project was completed, and what makes it similar to the project being proposed for SCAO.

11. References

Please provide at least three (3) client references with appropriate contact information that the Vendor has performed work for in the past three (3) years and that can attest to Vendor ability to complete work as stated.

Reference #1

Company Name:

Address:

Web Site:

Contact Name:

Contact Title:

Contact Phone #:

Contact Email:

Description of the project completed for the reference:

Reference #2

Company Name:

Address:

Web Site:

Contact Name:

Contact Title:

Contact Phone #:

Contact Email:

Description of the project completed for the reference:

Reference #3

Company Name:

Address:

Web Site:

Contact Name:

Contact Title:

Contact Phone #:

Contact Email:

Description of the project completed for the reference: